



## Food Standards Agency (FSA) Welsh Language Scheme 2019-2022 – Action Plan

The FSA will be monitored by the Welsh Language Commissioner as regards compliance, in line with this Action Plan. This Action Plan outlines the main implementation details in relation to the commitments made in the FSA's Welsh Language Scheme.

### Outcomes

Over the period of the Scheme, the outcome required is for the following work-streams to remain fully compliant with the Scheme.

- i. Websites
- ii. Social media content
- iii. Publications/reports/consultations
- iv. Contact with the media in Wales
- v. Recruitment campaigns
- vi. Correspondence
- vii. FSA publicity campaigns

The WLU will provide the following services to ensure compliance:

- Written Translation service (Mainly English > Welsh, and sometimes Welsh > English)
- Proofreading service for Welsh language text in publications, on promotional materials etc and text checking service for staff who wish to draft correspondence etc in Welsh
- Simultaneous Translation service for meetings held in Wales (Welsh > English)
- Welsh language service to the media
- Develop and maintain Terminology Database
- Upload Welsh language content onto FSA websites as and when necessary and maintain Welsh language content daily
- Manage the FSA's Welsh language social media content
- Provide advice on the FSA's Welsh Language Scheme
- Maintain working relationship with Welsh Language Commissioner
- Audit of all work undertaken on behalf of the FSA by third parties

## 1) Service planning and delivery

Action	Delivery responsibility	Target date
<p>(a) Proactively publicise and raise awareness of the commitments set out in the FSA's updated Welsh Language Scheme (the 'Scheme') 2019 by:</p> <ul style="list-style-type: none"> <li>• Develop internal communications plan for refreshed Welsh Language Scheme</li> <li>• Planning and conducting face to face awareness raising campaign across the FSA</li> <li>• Planning and conducting digital awareness raising campaign across the FSA</li> <li>• Publish the refreshed Welsh Language Scheme on the FSA's external public facing website, <a href="http://www.food.uk">www.food.uk</a></li> </ul>	<p>Welsh Language Unit</p>	<ul style="list-style-type: none"> <li>• Develop internal communications plan – <b>April 2019</b></li> <li>• Phase 1 of official Awareness Raising Campaign completed (in FSA Wales) – <b>May 2019</b></li> <li>• Phase 2 to be conducted across all other FSA offices and teams – <b>by end of 2020 financial year</b></li> <li>• Target Operations Group – <b>by end of 2020 financial year</b></li> <li>• Inclusion of Welsh language policy in the FSA's Corporate Induction Scheme for new starters – <b>immediately and continuously</b></li> <li>• Update internal information sources regarding refreshed Scheme (e.g. intranet, Yammer, line manager handbook) – <b>immediately and continuously</b></li> <li>• Publish revised Welsh Language Scheme on public website – <b>immediately following approval/design</b></li> </ul>

(b) FSA policy officials and Communications Team to liaise with FSA Welsh Language Unit to ensure that the Welsh language is given due consideration when working on new resources and/or services (e.g. web content, correspondence to stakeholders, consultations).	All relevant FSA Teams / FSA Communications Team / FSA Welsh Language Unit	<b>During all relevant scoping/development processes</b>
(c) Actively promote the FSA's Welsh language resources as outlined in Point 4.3 of the Scheme	Welsh Language Unit	<b>Ongoing</b>
(d) Monitor services provided by third parties on behalf of the FSA in relation to the Welsh language	FSA Policy Officials / Welsh Language Unit	<b>Ongoing</b>
(e) Liaison with other public bodies to ensure that good practice is being shared.	Welsh Language Unit	<b>Ongoing</b>

## 2) Provision of services to the public

Action	Delivery responsibility	Target date
<b>(a) Correspondence</b>		
(i) Remind FSA departments conducting operations in Wales of the need to communicate with the public bilingually.	All relevant FSA Teams / Welsh Language Unit	<b>Ongoing</b>
(ii) Ensure Welsh and English correspondence are treated equally and published simultaneously.	All relevant FSA Teams / Welsh Language Unit	<b>Ongoing</b>
(iii) Provide templates/essential terminology on shared platforms for FSA staff in Wales. Provide translation of auto-signatures/out of office replies etc.	Welsh Language Unit	<b>Ongoing</b>

<b>(b) Telephone communications</b>		
(i) Provide a full bilingual service on the main public telephone line in Wales. Divert calls as appropriate, according to language choice and nature of query.	Business Support Team	<b>Ongoing</b>
(ii) Ensure that staff in Wales answer their phones with a bilingual greeting (bore da/prynhawn da) and are familiar with the procedure for offering a Welsh language service. Ensure voicemail messages are recorded bilingually (landline and mobile)	FSA Wales Staff/Welsh Language Unit	<b>Ongoing</b>
<b>(c) Meetings in Wales</b>		
(i) Provide a simultaneous translation service at meetings open to the public in Wales	Welsh Language Unit	<b>Ongoing</b>
<b>(d) Schools engagement programme</b>		
(i) Ensure that any Welsh material and provision for schools in Wales (to include theatre in education programme, Crucial Crew and Castell Ceginio) is of equal quality to that in Welsh. We will also continuously monitor Welsh content to ensure consistency and quality.	Business Support Team / Welsh Language Unit	<b>Welsh Language Unit to translate/QA script and materials and to attend productions on a quarterly basis to monitor quality</b>
<b>(e) Publicity activity/communication work/contact with media</b>		
(i) Ensure consistent messaging in Welsh/English across all FSA Communication work with all UK-wide campaigns.	Welsh Language Unit / Communications Team	<b>Ongoing</b>
(ii) Include the Welsh Language Unit on creative and planning meetings for publicity activity to advise on Welsh language issues at planning stage, in line with the commitments of the Welsh Language Scheme.	Welsh Language Unit / Communications Team	<b>Consistently in all publicity campaigns.</b>

(iii) Provide Welsh language media interviews to further promote the FSA's key messages in the Welsh language.	Welsh Language Unit / Communications Team	<b>During publicity campaigns, as and when advised by the FSA's Communications Team</b>
(iv) Explore new promotional channels for FSA communications e.g. Welsh language initiatives ( <i>mentrau iaith</i> ), local Welsh language publications ( <i>papurau bro</i> ), tv and radio programming, social media channels.		<b>Ongoing</b>
<b>(f) Public events</b>		
(i) The FSA must not treat Welsh any less favourably than English in relation to publicity, signage, information, staffing and assistance they provide for persons at a public event arranged in Wales, whether verbally or in writing.	Communications Team (Wales) whom are responsible for organising events in Wales / Welsh Language Unit (to advise on and translate all relevant material and to oversee bilingual staffing)	<b>Ongoing</b>
<b>(g) Publications</b>		
(i) Raise staff awareness on when to consider issuing bilingual or both Welsh and English language documents, publications and publicity material.	Welsh Language Unit	<b>Include in information on the Welsh Language on FSA intranet, Standards of Service and in Corporate Induction information – with immediate effect</b>
<b>(h) Digital services</b>		
(i) Ensure any new content on the FSA's main public website is flagged for translation to ensure an equal service in both languages by creating a flagging function within the Content Management System.	Welsh Language Unit / Digital Team	<b>December 2019</b>

(ii) Assess Welsh language requirements when developing and updating IT systems for services provided to the public in Wales.	Welsh Language Unit/Digital Team/relevant team in FSA developing new service or system.	<b>Ongoing – requirement to be outlined on FSA intranet, Standards of Service and in Corporate Induction information – with immediate effect</b>
<b>(i) Social media</b>		
(i) Establish an agreed internal procedure for ensuring relevant social messaging is posted both in Welsh and English in Wales.	Welsh Language Unit/Communications Team	<b>March 2019</b>
(ii) When creating new social channels, or developing existing channels, consider the requirements outlined in the Welsh Language Scheme to ensure an equal service in both Welsh and English.	Welsh Language Unit/Communications Team	<b>Ongoing</b>
<b>(j) Terminology</b>		
(i) Continue to develop the FSA’s standardised glossary of Welsh language food safety/standards terminology and upload to the national terminology database, <a href="#">Porth Termau</a>	Welsh Language Unit/Welsh Language Technology Centre, Bangor	<b>Ongoing</b>
(ii) Promote this terminology with all relevant stakeholders (e.g. Welsh language educators, translators, terminologists, wider public)	Welsh Language Unit	<b>Ongoing</b>
(iii) Publish this glossary on the FSA’s website, <a href="http://www.food.gov.uk">www.food.gov.uk</a>	Welsh Language Unit/Digital Team	<b>December 2019</b>

### **(3) Recruitment**

(i) Monitor recruitment processes in Wales to ensure compliance with the requirements outlined in the Welsh Language Scheme.	Director for Wales/ Welsh Language Unit/Relevant Team Leaders	<b>Ongoing</b>
--	---	----------------

(ii) Develop a framework for assessing and determining the level of Welsh language skills necessary for posts in FSA Wales.	Director for Wales/ Welsh Language Unit	<b>July 2019</b>
(iii) If Welsh is determined as 'Essential' to a post following consultation (point 7.3. of Welsh Language Scheme), advise on level required using said framework.	Welsh Language Unit	<b>Ongoing</b>
(iv) Ensure recruitment adverts/notices and application packs for posts in Wales are provided bilingually (within the constraints of the Civil Service Recruitment website) and all adverts/notices placed in the media in Wales appear in both Welsh and English.	Recruiting Team Leader/FSA HR/Welsh Language Unit	<b>Ongoing</b>

#### **(4) Implementing, monitoring and reporting**

(i) In line with our commitments in the Welsh Language Scheme (7.13-7.15), identify and facilitate appropriate Welsh Language Training as and when necessary.	Welsh Language Unit/Business Support Team	<b>Ongoing</b>
(ii) Provide laith Gwaith badges/lanyards and other associated materials to members of staff who wish to offer a Welsh language service.	Welsh Language Unit	<b>Ongoing</b>
(iii) Where the FSA enters into arrangements with third parties/partnership working, monitor the arrangements concerning use of the Welsh language alongside other monitoring requirements.	Welsh Language Unit	<b>Ongoing</b>
(iv) Monitor the FSA's progress in meeting the commitments made in the Scheme against the measurables outlined in this action plan. Record the demand for Welsh language services, including any demand for services that go beyond the commitments made in our Welsh Language Scheme.	Welsh Language Unit	<b>In the FSA's Annual Monitoring Report to the Welsh Language Commissioner</b>
(v) Provide the Welsh Language Commissioner with a completed self-assessment report (Annual Monitoring Report) evaluating our progress in implementing the Scheme.	Welsh Language Manager	<b>Annually</b>

(vi) Publish the FSA's Annual Monitoring Report on the Agency's public facing website, <a href="http://www.food.gov.uk">www.food.gov.uk</a>	Welsh Language Unit/Digital Team	<b>Annually</b>
(vii) Review FSA's Welsh Language Scheme within three years of it coming to effect and discuss any changes with Welsh language Commissioner.	Welsh Language Unit	<b>March 2022</b>