Cyd-bwyllgor Corfforedig
De-orllewin Cymru
South West Wales
Corporate Joint Committee

South West Wales Corporate Joint Committee (SWWCJC)

Compliance and Promotion Plan (Version 002)

Cyngor Abertawe Swansea Council

Cyngor Sir Gâr Carmarthenshire County Council

Cyngor Castell-nedd Port Talbot Neath Port Talbot Council

Parc Cenedlaethol Arfordir Penfro Pembrokeshire Coast National Park

Bannau Brycheiniog

Cyd-bwyllgor Corfforedig
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Mae'r ddogfen hon hefyd ar gael yn Cymraeg
This document is also available in Welsh

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1. Compliance and Promotion Plan

This document sets out how South West Wales Corporate Joint Committee will comply with the Welsh Language Standards. This document will also set out how we will comply with overseeing the Service delivery and Operational Standards and set out how we will promote and facilitate the use of those Services.

The document fulfils the requirements of Supplementary Standards 157, 159, 163, 165, 169, 171 in South West Wales Corporate Joint Committee's Notice of Compliance.

This document has been developed on the understanding that the South West Wales Corporate Joint Committee does not currently have its own officer structure. The implementation of Welsh language standards will therefore be delivered in collaboration with the constituent local authority partners. As the SWWCJC matures and develops, this guidance will be subject to ongoing review and refinement to ensure it remains fit for purpose and reflects any changes in governance, resources, or operational arrangements.

Although it is a static document, there is scope to review regularly to ensure progress is made even in areas where compliance is already met. As SWWCJC procedures, programs and projects evolve constantly, this Plan will be adapted regularly to coincide with those changes so that it remains up to date and relevant.

South West Wales Corporate Joint Committee's Annual Welsh Language Report reports on developments and progress in relation to our Welsh language Standards and reflects our desire not to stand still, but rather to continually improve and develop to ensure that we give the Welsh language the best possible chance of thriving in the county.

Arrangements for facilitating Use of Welsh language Services:

- Placing the Welsh language option alongside the English at the first communication
- Ensuring a smooth path between English and Welsh electronic options
- Sending bilingual versions in mass correspondence
- Placing orange speech bubble on officers profiles
- Providing all messages to the public in Welsh at the same time as English
- Place a message under each post on Facebook directing the reader to the version in the other language

Arrangements for promoting Welsh language Services:

- Intermittent marketing campaigns
- Marketing campaigns on Welsh language rights Day and *Diwrnod Shwmae*
- Promote intermittently through the County Strategic Forum
- Guidance on website
- Reminding officers on 'Welsh Language Rights day
- Creating opportunities for officers to use Welsh in the workplace

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2. Action Plan & Monitoring

Class of Standard	Standard/s	Actions and Approach	Role	Engagement	Implementation	Actions 2023/24	Monitoring	Action Review Date
Service Delivery	**1-87**							
Correspondence	1-7	Officers are advised to compile all group correspondence bilingually rather than trying to keep a record of residents' preferred language. There are templates on the website to assist the formulation of bilingual messages and for the inclusion of an accurate email signature containing the sentence 'Mae croeso i chi gysylltu â ni yn Gymraeg neu Saesneg' 'You are welcome to contact us in Welsh or English' as part of the email signature. This sentence is also included on standard website email signature templates. There is also a Guide detailing when Welsh correspondence is necessary in the form of a flowchart. The Translation Unit provides a service to SWWCJC departments that ensures standard translations of English	SWWCJC officers are generally responsible for ensuring that all SWWCJC officers deal with Welsh-language correspondence in Welsh and communicate in Welsh with the County's residents at the first point of contact.	We encourage residents to correspond with the SWWCJC in Welsh by including the above sentence at the end of each email.	We facilitate Welsh language correspondence by providing it accurately and in a timely manner on all occasions to build our residents' trust in and familiarity of the service. We also send bilingual correspondence at the first point of contact to encourage as much use of the Welsh language service as possible.	Provide and promote the correspondence flowchart to all SWWCJC departments		31.03.26
						Remind officers of the need to include the promotion sentence as part of their email signature -		31.03.26
						Ensure that the sentence is included on the revised advice on email signatures on the website		31.03.26
						Provide training on the use of machine translation for officers who can construct bilingual messages of their own although stressing the need to use the Translation Unit for messages to the public.		31.03.26

		correspondence and officers know that sufficient time must be allowed to translate English correspondence if they do not produce bilingual messages themselves						
Phone	8-22	Most phone calls come through the constituent council officers who undertake SWWCJC from their respective authorities. Officers in their respective councils receive training on answering the phone, and greeting bilingually in a way that promotes the use of Welsh. Guidance on answering the phone is available on the website, along with audio clips to support correct pronunciation for all SWWCJC officers.	SWWCJC officers are generally responsible for ensuring that all SWWCJC officers deal with phone calls suitably, facilitating and promoting the use of the Welsh language.	We will always promote the SWWCJC's telephone number in both Welsh and English to ensure there is easy access to the Welsh language service. Similarly, we will ensure that our officers treat Welsh as favorably as English when greeting on the phone and when dealing with Welsh calls, ensuring that the whole call is treated in Welsh in the same way and that an English call would be handled. Frontline officers can see which officers within SWWCJC departments are Welsh speakers by looking for an orange speech bubble on their profile. This facilitates the transfer of phone calls.	There is one phone number for the SWWCJC. It is promoted on the English and Welsh pages of the website in the same way.	Include a sentence on the webpages stating that the public is welcome to speak to us in English or Welsh.		31.03.26

Reception	64-68							
Public meetings and events	23-41, 68	A simultaneous translation service is provided internally for any meetings involving members of the public and a translator can also be used on the MS Teams platform. A simultaneous translator can also be used in hybrid meetings held from specific rooms in our offices which include hybrid meeting equipment. We have a procedure where the officers recruit an external translator for meetings when the in-house translators are not available.	The Chief Operating Officer is responsible for ensuring that SWWCJC public meetings and events are organised bilingually in a way that facilitates and promotes the use of the Welsh language. The SWWCJC's Monitoring Officer is responsible for ensuring the standard of Welsh language provision at Democratic SWWCJC meetings.	We market all public events bilingually and ensure Welsh language contributors are included. Individual officers are relied upon to promote the opportunity for a Welsh-medium meeting for individuals, and to ask attendees if they would like to contribute in Welsh when organising the meeting.	We advise officers to facilitate the use of Welsh at public events by ensuring that the chair promotes the opportunity to contribute in Welsh at the event, that he speaks Welsh between the contributions, that some contributors present in Welsh and that questions can be asked in Welsh. We also encourage officers to run Welsh workshops within a wider event and provide simultaneous translation.			31.03.26
Documents and forms	42-51	Everything that appears on our website appears in bilingually. This includes forms, guidelines, policies, consultations, brochures, pamphlets. In addition, if there is any document produced that does not appear on the website but is shared publicly, it will be provided bilingually. Agendas and minutes of the full SWWCJC are all provided in Welsh.	The Chief Operating Officer oversees the materials and resources that appear on the website. The Monitoring Officer oversees the documentation for the full SWWCJC	We are working on getting the sentence 'This document is also available in Welsh' on all our electronic forms as forms are updated through a rolling program.	The SWWCJC documents all appear in the same format and at the same time as the English version and this facilitates their use. The decrease in use of paper materials and increase in electronic use facilitate this as well. Users can go back and forth from the English to Welsh version on our website. This facilitates the use of less confident Welsh people to use the Welsh version. We use plain Welsh	Place the statement 'This document is also available in Welsh' on all our electronics forms		31.03.26
						Explore possibilities of including the statement in other documents.		31.03.26

					on all our documentation to facilitate general understanding. The forms of all our public consultations on English and Welsh web pages ask the user to choose English or Welsh on the first page. This makes the option of filling in the form in Welsh visible and promotes its use.			
Digital communications and self-service machines	52-60	All text for the SWWCJC's website and website are prepared in English and Welsh and published at the same time. They also administer almost all the SWWCJC's social media posts.	The Chief Operating Officer is responsible for all text that appears on the website and website. This means they can check it is bilingual before approving it.	We do not promote our Welsh language digital provision. We place it alongside the English provision, but we don't promote the provision in any language.	The Welsh language provision of the website is available on the landing page of the website alongside English. The same is true for the website. The user has to click on one side or the other and will be directed to the path in that language. After someone has chosen their route, it is still possible to switch from one language to another by pressing the 'Choose Language' button at the top of the page. We are increasingly ensuring that Welsh is as much of a default as English on our self-service machines, where a user has to choose either language rather than only have to choose Welsh.			31.03.26 31.03.26

Public signs and notices	60-70	A robust procedure is in place to ensure that any public notices appear bilingual on all occasions,. Any SWWCJC signs are provided bilingually, with Welsh above or to the left of English, and the signs are correct.	The Chief Operating Officer has responsibility for overseeing this requirement.	We do not promote our signs. Our Branding and Statutory Notices are bilingual.	We do not facilitate the use of our public signs and notices, but by placing Welsh at the place where it is more likely to be read first and ensuring standard accuracy and formatting.			31.03.26
Administration of grants and tenders	71-80	We do not utilise any grants or tenders with any being run by Carmarthenshire Council on the part of the SWWCJC and comply with their standards.	We do not utilise any grants or tenders with any being run by Carmarthenshire Council on the part of the SWWCJC and comply with their standards	We do not utilise any grants or tenders with any being run by Carmarthenshire Council on the part of the SWWCJC and comply with their standards	We do not utilise any grants or tenders with any being run by Carmarthenshire Council on the part of the SWWCJC and comply with their standards	Complete and approve a new Grant Allocation Policy to include specific Welsh language requirements rather than asking for a Welsh language policy once a determination is made that the SWWCJC will offer grants		31.03.26
						Ensure that our processes and new grant programs all reflect the need to act in the interests of the Welsh language, particularly in the administration of grants from the UK government as and when a determination is made to officer		31.03.26
						Ensure that we promote the possibility of submitting grant applications in Welsh in the grant systems as and when a determination is made to implement.		31.03.26
Service Promotion	81-2	All our services are promoted in Welsh and English at the same time and in the same way.	Responsibility for ensuring compliance sits with SWWCJC's officers and any promotions campaigns coming through the Chief Operating Officer will be supervised there.					

Corporate identity	83	Our corporate identity has been carefully designed to represent the bilingualism of the SWWCJC with Welsh above English. The bilingual design is embedded in all updates to the logo and to templates containing the logo.	The Chief Operating Officer ensures bilingual design for the SWWCJC and promotes the correct images in newsletters and in management meetings to ensure everyone is aware of the correct image.	The bilingual image is promoted at all events the SWWCJC organises, funds or co-organises across the county. It will also be included in the information for organisations receiving SWWCJC support in order to recognise this support. It is also promoted on all promotional materials and displays.	Current bilingual downloadable logos are available on the website to ensure everyone is using the right image. Powerpoint templates are also available on the website to ensure a uniform image when engaging with the public.			31.03.26
Education Courses	84,86	The SWWCJC given its status does not offer education courses and instead utilises arrangements through its participating local authorities. As the SWWCJC continues to grow consideration will be given to implementing this.	Responsibility for ensuring compliance sits with Chief Operating Officer.	The SWWCJC given its status does not offer education courses and instead utilises arrangements through its participating local authorities. As the SWWCJC continues to grow consideration will be given to implementing this.	The SWWCJC given its status does not offer education courses and instead utilises arrangements through its participating local authorities. As the SWWCJC continues to grow consideration will be given to implementing this.			31.03.26
Operational	**98-144**							
Internal Use Policy	98	An Internal Use Policy has been approved and published on our website.	It is the responsibility of the Chief Operating Officer to ensure that the policy is up to date and fit for purpose.	The policy was promoted when it was first published but not since.	The Policy is available on the website.			31.03.26
Documents and correspondence on employment, and procedures	99,100, 104	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of			

		County Council.	County Council.	Carmarthenshire County Council.	Carmarthenshire County Council.			
Performance management	101-3	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.	Officers are responsible for providing according to the officers' preferred language.	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.			31.03.26
Internal policies (	105-112	All our policies are in Welsh on the Welsh pages of the website and the internet.	The SWWCJC's Chief Operating Officer only publish policies when Welsh versions are available.	We do not promote the Welsh documents. Everything is available in Welsh on the website.	Everything is available at the same time as English and the pages' format as well as all documents are identical in both languages. All documents are available just as readily in Welsh as in English.	Promote the use of the website in Welsh.		31.03.26
Complaints and discipline	112-120	The SWWCJC's complaints procedure is available in Welsh. If the officers for the process are unable to speak Welsh translators will be provided	Officers are responsible for ensuring that processes are followed in accordance with officers' preferred language when complaining or responding to a complaint	The SWWCJC's Chief Operating ensures that officers understand their language rights at the start of the relevant processes. The relevant policies and documentation are all available in Welsh	The process is executed seamlessly, and all steps are provided by default in Welsh after the language choice is established.			31.03.26
Software	120	All Microsoft packages also include the spell checker and machine translation.	The Chief Operating is responsible for ensuring that the language verification capabilities are still available after each new software update.	We promote the website occasionally	Everything is available at the same time as English and the pages' format as well as all documents are identical in both			31.03.26

					languages. All documents are available just as readily in Welsh as in English.			
Website	121 -7	Our entire website is in Welsh. A user can go to the Welsh side on the landing page and the whole experience thereafter will be in Welsh. Every piece of information and every guidance document on the website is available in Welsh in the exact same format and at the same time as English.	The Chief Operating Officer oversees the content of the website and does not publish any new material until it is available in both languages. This is the same arrangement as with the website.	We do not promote Welsh use of the website.	The English and Welsh option of the website is side by side on the landing page. You have to choose either. It is possible to toggle from one language to another with ease at any point of the user journey.	Promote the use of the website in Welsh.		31.03.26
Assessing Language Skills and providing Welsh language training	127, 130, 131	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.					31.03.26
Providing training through the medium of Welsh	128, 129, 132, 133	We do not provide training on the identified areas at all in the SWWCJC.	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.			31.03.26

Language awareness	132-3	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council..	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council. *Promotion*: We do not currently promote the language awareness course.	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.				31.03.26
Email signature	134-5	Wording is available for creating a bilingual email signature, and the signature explains to officers how to include an orange speech bubble to indicate they speak Welsh. There is also wording for an out of office message for any SWWCJC emails	It is the Chief Operating Officers responsibility to ensure that officers are implementing these Standards correctly.	It is the Chief Operating Officers responsibility to ensure that officers are implementing these Standards correctly.	Wording is available if so required.			31.03.26
Recruitment	136-40	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.	The SWWCJC does not undertake any employment practices and instead utilises the recruitment standards of Carmarthenshire County Council.			31.03.26
Workplace signage	141-3	The SWWCJC has no office with all work conducted regionally and virtually.	The SWWCJC has no office with all work conducted regionally and virtually.	The SWWCJC has no office with all work conducted regionally and virtually.	The SWWCJC has no office with all work conducted regionally and virtually.			31.03.26
Announcements	144	The SWWCJC has no office with all work conducted regionally and virtually.	The SWWCJC has no office with all work conducted regionally and virtually.	The SWWCJC has no office with all work conducted regionally and virtually.				31.03.26

Promotion	**145-6**							
Promotion Strategy	145-6	This Compliance and Promotion Plan has been prepared and included on our website	The SWWCJC oversees this strategy	Our promotion strategy is on the Welsh page of the SWWCJC's website.				31.03.26

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