

Appendix 1

FCA Welsh Language Scheme - Implementation Plan Year 2 actions

Service planning and delivery

Ref	Section	Action	Responsibility	Update
A4	5.1	Set performance indicators with third parties and monitor progress to ensure that services provided are in accordance with the scheme.	Project manager	We have engaged with a third party to assist in the delivery of our Welsh language scheme, which includes indicators to monitor progress.

Dealing with the public in Wales

Ref	Section	Action	Responsibility	Update
A12	9.1	Send bilingual invitations to public meetings in Wales and inform those attending that the use of Welsh at the event is welcomed.	Firm Comms	We have a process in place to achieve the requirement, however, no public meetings were held in Wales during the reporting period.
A13	9.1	Ensure that a simultaneous translation service from Welsh to English is arranged when public meetings are held in Wales.	Firm Comms	As above, we have a process in place, however no public meetings were held in Wales during the reporting period.
A14	11.2	Send bilingual invitations for seminars, training courses or similar events held for the public in Wales, informing invitees that if appropriate, that the use of Welsh is welcomed. In such cases, we will ensure a simultaneous translation service from Welsh to English is available	Firm Comms	As above, we have a process in place, however no seminars, training courses or similar were held in Wales during the reporting period.

Our public face

Ref	Section	Action	Responsibility	Update
A15	12.5	When we set up telephone response lines and other ways of responding to campaigns in Wales, we will provide a Welsh language service.	Campaigns	No response lines for campaigns in Wales have been established, however, the FCA has set a Welsh inbox (cymraeg@fca.org.uk) for queries in Welsh, we will list this as the contact email address on our adverts for any future campaigns in Wales.

Implementing the scheme

Ref	Section	Action	Responsibility	
A30	24.3	Ensure that existing monitoring and reporting procedures will include reference to progress in delivering this scheme, as appropriate.	Communications	Report produced for Heads of Departments and Senior Managers.