

FCA Welsh language scheme - implementation plan

Service planning and delivery

Ref	Section	Action	Target	Responsibility
A1	3.1 23.5	Raise awareness across the FCA of the need to ensure policies, initiatives and services will be consistent with the Welsh Language Scheme.	End of Year 1	Head of Business and Consumer Communications
A2	3.1	Consider our approach to assessing the impact of our policies on the Welsh language and identify how they will help enable the public in Wales to use Welsh as part of their day-to-day lives.	End of Year 3	Corporate Responsibility Manager
A3	4.1 14.1	Develop a dedicated section on the corporate FCA webpage outlining our commitment to the Welsh language and all services and resources available in Welsh. It will include information on the links to bilingual publications and forms available as well as this scheme and action plan. The webpage dedicated to Welsh language information will be easily accessible from the homepage with a clearly marked navigation button. It will be available in English and Welsh.	End of Year 1	Editorial and Digital Manager
A4	5.1	Set performance indicators with third parties and monitor progress to ensure that services provided are in accordance with the scheme.	End of Year 2	Project manager

Dealing with the public in Wales

Ref	Section	Action	Target	Responsibility
A5	7.1	State in our first official authorisation correspondence with a firm, individual, group or organisation in Wales and in publications and notices that invite persons to respond to us that we welcome written correspondence in Welsh and in English.	End of Year 1	TBC
A6	7.2	When we send our Annual Report to a firm, individual, group or organisation in Wales, we will do so bilingually, and we will inform recipients that we welcome correspondence in Welsh.	End of Year 1	TBC
A7	7.5	Keep a record of an individual's wish to receive correspondence from the FCA in Welsh, general correspondence from then on to be sent in Welsh.	End of Year 1	Contact Centre / Supervision
A8	7.7	Ensure that enclosures sent with bilingual letters are bilingual, when the material is available.	End of Year 1	Contact Centre / Supervision
A9	7.8	Ensure that enclosures sent to those who have indicated Welsh correspondence as a preference (Section 7.5) will be Welsh or bilingual when the material is available.	End of Year 1	Contact Centre / Supervision
A10	8.1	Provide a Welsh Language Option on our main telephone helpline outlining the services available in Welsh.	End of Year 1	Contact Centre
A11	8.1	Seek to build upon the improvements implemented in Action A10 through further developing the Welsh language service offered on the telephone, possible improvements to be considered could include dealing with calls in their entirety in Welsh or leaving messages in Welsh, and if a response is required, ensure that the matter is dealt with without undue delay.	End of Year 3	Contact Centre
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.	End of Year 2	Firm Comms
A13	9.1	Ensure that a simultaneous translation service from Welsh to English is arranged when public meetings are held in Wales.	End of Year 2	Firm Comms
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	End of Year 2	Firm Comms

	Welsh to English is available		
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Our public face

Ref	Section	Action	Target	Responsibility
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.	End of Year 2	Campaigns
A16	12.6	Ensure that Welsh speakers attend campaign exhibitions stands and displays in Wales by working with external service providers or partners.	End of Year 1	Firm Comms
A17	13.1 13.2	Identify the 20 most used generic FCA consumer materials by registered firms based in Wales and ensure that they are available bilingually.	End of Year 1	Editorial and Digital
A18	13.2	Make available an additional 5 generic publications annually (additional 15 over 3 years).	End of Year 3	Editorial and Digital
A19	13.1 13.2	Provide a list the publications available in Welsh on our website and within our annual report to the Welsh Language Commissioner.	End of Year 1	Editorial and Digital
A20	15.1	Develop a dedicated Welsh language corporate Twitter feed.	End of Year 1	Editorial and Digital
A21	16.1	Identify the 10 most used manual forms for the type of registered firms based in Wales and ensure that they are available bilingually.	End of Year 1	Editorial and Digital
A22	16.2	Make available an additional 3 forms annually (additional 9 over 3 years).	End of Year 3	Editorial and Digital
A23	16.1 16.2	Provide a list the forms available in Welsh on our website and within our annual report to the Welsh Language Commissioner.	End of Year 1	Editorial and Digital
A24	16.9	Review, in conjunction with the Welsh Language Commissioner, how we may increase the availability of bilingual online forms, over time.	End of Year 3	Editorial and Digital

A25	18.1	Promote Welsh language services that we provide by proactively informing the public in Wales through correspondence, at events in Wales, on the website and Welsh twitter feed	End of Year 1	Editorial and Digital
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Implementing the scheme

Ref	Section	Action	Target	Responsibility
A26	20.1 23.5 23.6	Produce guidance for staff to ensure they know how to implement the measures contained in this scheme.	End of Year 1	Communications
A27	23.7 23.8	Amend existing or similar guidance used by staff to reflect the measures contained in this scheme.	End of Year 1	Communications
A28		Arrange briefing and training sessions for key staff to increase awareness of this scheme – and to explain how it will affect their day-to-day work	End of Year 1	Communications
A29	24.2	Report to senior management on that progress on an annual basis.	End of Year 1	Communications
A30	24.3	Ensure that existing monitoring and reporting procedures will include reference to progress in delivering this scheme, as appropriate.	End of Year 2	Communications
A31	24.4	Prepare a report to the Welsh Language Commissioner on an annual basis and as requested, outlining progress in delivering this scheme and action plan.	End of Year 1	Communications
A32	25.1	Review this scheme within three years of its coming into effect.	End of Year 3	Communications