

FCA Welsh Language Scheme - Implementation Plan

Dealing with the public in Wales

Ref	Section	Action	Target
A1	7.3	We will make available and promote a single e-mail contact for all Welsh language general enquiries.	End of Year 1
A2	7.4	Ensure that the Welsh version of our first authorisation correspondence with a firm, individual, group or organisation in Wales includes an overview of the services available in Welsh as well as a statement confirming that corresponding with us in Welsh will not lead to delay.	End of Year 1
A3	7.10	When we send mass-correspondence intended for a Wales only audience, we will do so bilingually	End of Year 1
A4	8.1	We will provide a Welsh language option on our main Consumer and Firm telephone helplines where callers can talk to the FCA in Welsh. This will be facilitated through a dedicated call back translation service.	End of Year 2

Our public face

Ref	Section	Action	Target
A5	14.2	Provide a Welsh 'contact us form' where Welsh-speakers can complete a contact form with general queries on our website.	End of Year 2
A6	-	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

Implementing the scheme

Ref	Section	Action	Target
A7	23.6 23.7	Develop or amended staff guidance to provide clarity on how to implement the measures contained in this scheme.	End of Year 1
A8	23.8	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
A9	24.2	Report to senior management on progress on implementing the plan on an annual basis.	End of Year 1
A10	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
A11	25.1	Review this scheme within three years of its coming into effect.	End of Year 3