

Welsh Language Scheme (Revised Version) 2010



INVESTORS IN PEOPLE



THE VOSA WELSH LANGUAGE SCHEME WAS PREPARED UNDER SECTION 21 OF THE WELSH LANGUAGE ACT 1993 AND IN ACCORDANCE WITH GUIDELINES ISSUED BY THE WELSH LANGUAGE BOARD UNDER SECTION 9 OF THE WELSH LANGUAGE ACT 1993. IT WAS ENDORSED BY THE BOARD ON NOVEMBER 24 2005.

THIS REVISED SCHEME WAS APPROVED BY THE WELSH LANGUAGE BOARD, UNDER SECTION 16 OF THE WELSH LANGUAGE ACT 1993 ON 8 JULY 2010.

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INTRODUCTION

1. The Vehicle and Operator Services Agency (VOSA) is an Executive Agency of the Department for Transport's Motoring and Freight Services Group. We provide a range of licensing, testing and enforcement services with the aim of improving the roadworthiness standards of vehicles, ensuring the compliance of operators and drivers and supporting the independent Traffic Commissioners. Our main activities include:
 - Ensuring that goods vehicles, buses, coaches, cars and motorbikes are maintained and operated to minimum standards laid down by law in conjunction with other enforcement agencies such as the Police and local authority trading standards, to improve road safety, environmental standards and reduce vehicle crime.
 - Conducting statutory annual testing for commercial vehicles.
 - Conducting routine and targeted checks on vehicles, drivers and operators to ensure compliance with road safety legislation.
 - Providing a range of educational and advisory activities at the roadside and at operators' premises to promote road safety.
 - Undertaking technical investigations into potential manufacturing or design defects, highlighting safety concerns and monitoring safety recalls.
 - Supporting the Traffic Commissioners in the administration of the Goods and Passenger Service Vehicle operator licensing system, monitoring the conduct of vocational drivers and the registration of local bus services.
 - VOSA has approximately 2,600 staff based at its Headquarters office in Bristol, its central office in Swansea (which has responsibility for administering VOSA's Welsh language scheme) and throughout a network that includes 7 Offices of the Traffic Commissioners, 88 Testing Stations, 7 of which are in Wales and 21 Area Offices, 1 of which serves the Welsh public at present.
 - The Traffic Commissioners are independent of VOSA but are supported by the Agency to help them make informed decisions on operator licensing, vocational drivers and bus registration requirements.
 - This document shows how VOSA will give effect to the guidelines issued by the Welsh Language Board under the Welsh Language Act 1993.

THE WELSH LANGUAGE SCHEME IN THE VEHICLE AND OPERATOR SERVICES AGENCY

2. The Vehicle and Operator Services Agency has adopted the principle that, in the conduct of public business in Wales, it will treat the English and Welsh languages on the basis of equality. This scheme sets out how VOSA will give effect to that principle when providing services to the public in Wales. The scheme will:-
 - take account of the guidelines of the Welsh Language Board, and will be reviewed to take account of any future legislation;
 - be built into the Agency's Business Plan;
 - be designed to deliver the Agency's services in a positive and effective way to the people of Wales;
 - be publicised to both staff and public; and
 - Be managed and monitored by the Strategy and Customer Director.
3. Welsh services to the Welsh public are already provided by VOSA in the following ways:
 - Bilingual MOT test certificates & supporting MOT documentation;
 - Bilingual Fixed Penalty notices;
 - Bilingual Flexible Bus Registration Applications;
 - Bilingual Operator Licensing Applications;
 - Replies to all correspondence in Welsh in the same language;
 - Telephone calls received by the Agency's Contact Centre in Welsh are passed to a Welsh speaking operator.
 - External and internal signs in public areas are bilingual in public offices in Wales.
 - All recruitment advertisements when published in newspapers based in Wales are bilingual with Welsh and English versions shown together.

SERVICE PLANNING AND DELIVERY

NEW POLICIES AND INITIATIVES

4. All Agency staff, including staff involved in policy implementation and new projects, will be aware of the scheme and VOSA's responsibilities to implement the Welsh Language Scheme under the Act.
5. The measures contained in this scheme will be applied to all new policies and initiatives. The linguistic consequences of any new policies and initiatives will be assessed at the outset.
6. New policies and initiatives will promote and facilitate the use of Welsh wherever possible and every opportunity will be taken to move the Agency closer to implementing the principle of equality.
7. The Agency will consult with the Welsh Language Board in advance regarding any proposals that affect the Scheme and will seek the Board's approval before altering the Scheme.

DELIVERY OF SERVICE

8. Customers who choose to correspond in Welsh will receive a signed reply in Welsh.
9. Bilingual MOT test certificates are issued to vehicle owners at MOT garages and VOSA Testing Stations throughout Wales.
10. VOSA has developed a service allowing customers who telephone the Agency's Contact Centre to conduct their business in Welsh.
11. VOSA's central office is in Swansea. There are 7 Testing Stations, 1 Enforcement Area Office and 1 Traffic Area office serving the Welsh public, which is administered from Birmingham. A bilingual service being available at VOSA's central office, 4 of the 7 Test Stations and the Enforcement Area Office. While it may be difficult to provide a fully consistent service through the medium of Welsh in some areas, in particular those in a highly technical or specialist field, the Agency will always provide the best service possible when reasonable and practicable.
12. VOSA undertakes to indicate in each office serving the Welsh public that customers may transact their business in the language of their choice. In offices not staffed with sufficient Welsh speakers to guarantee a face-to-face Welsh language service, alternatives will be offered. Callers wishing to speak Welsh will be transferred to a Welsh-speaking member of staff or the call can be continued in English or they can send their query in writing and a Welsh reply will be sent.

13. Examples of how VOSA propose to deliver a Welsh Language Service include:

- By designated people within the Agency's central office in Wales able to deliver services to Welsh speakers.
- Welsh speaking staff in one location being made available to assist staff, customers and others when required.
- Adopting procedures or systems which facilitate service provision in the language chosen by the service user, and
- Employing professional external translators when necessary (Language Export Centre.)

THE STANDARD OF SERVICE

14. The Agency seeks to deliver an equally high standard of service in Welsh and English and this will be stated in the Business Plan.

15. The principles of "Service First" will apply to the provision of services in Welsh as in English.

16. An important factor in setting the standards is to ensure that services can be delivered by staff with a satisfactory level of competence in Welsh, supported by good quality documentation and materials.

17. The Organisation will regularly review the resources committed to the provision of a Welsh Language service to operators in Wales.

18. Standards of service provided by VOSA will be closely monitored to ensure consistency.

DEALING WITH THE WELSH SPEAKING PUBLIC

WRITTEN COMMUNICATION

19. Customers within Wales are welcome to correspond with VOSA in either Welsh or in English. The Agency's bilingual letter headed paper will include a statement in both languages indicating that correspondence in both languages is welcome. All correspondence received in Welsh will be answered in Welsh within the target time for responding to all correspondence. Correspondence following a telephone or face-to-face communication conducted in Welsh will also be in Welsh. VOSA has a procedure in place to deal with correspondence in Welsh. Where external translation is necessary, this is arranged through a professional translation service.
20. Any circular or standard letters sent to the public in Wales will be bilingual. Correspondence with members of the public in Wales will be initiated in the preferred language of the individual, if known. Otherwise it will be bilingual.

We will operate in accordance with the Board's advice on the Welsh Language Act, the Freedom of Information Act and the Environmental Information Regulations. When we release information under the Freedom of Information Act or the Environmental Information Regulations, we will translate it into the applicant's preferred language provided that the number of words to be translated is less than 100 words.

TELEPHONE COMMUNICATION

21. The Agency welcomes telephone enquiries to its Swansea Contact Centre in Welsh as in English.
22. The Agency's interactive automated telephone system, which initially answers customers calling the Agency's Contact Centre, will ask callers whether they would like to transact their business in the English or Welsh language. Those who choose to use the Welsh language will be diverted to a Welsh-speaking operator who will deal with their enquiry. This service is available to those customers whose telephones are linked to a digital telephone exchange (this does not work with analogue telephones.) If customers from any part of Wales contact the Agency's Contact Centre and wish to conduct their enquiry through the medium of Welsh, they will be transferred to a Welsh-speaking operator.
23. For calls to other VOSA departments where a Welsh speaker is not immediately available to take the call, VOSA will offer a call back service in

the Welsh language within one working day , or the opportunity to continue the call in English. In situations where a query is of a particularly complex or specialised nature and no Welsh speaker is available to deal adequately with it, the caller will be free to continue the conversation in English or outline the query in full in writing in Welsh. A written reply in Welsh will then be provided.

COURT CASES. HEARINGS & PUBLIC INQUIRIES.

24. The Agency will inform the public, by means of a message on the original documentation, that a court case located in Wales may be held in Welsh or English. For those who wish to have their case heard in the Welsh language, VOSA will, on request, arrange for a Welsh-speaking prosecutor and interpreter and provide all the necessary documentation in Welsh.
25. At meetings, hearings or Public Inquiries, operators will be welcome to speak Welsh or English. In order to facilitate this, VOSA will take the following measures :-
 - When call up letters are issued to Welsh Operators to attend Public Inquiries, or other notices are issued of hearings or meetings, the right of those attending to use a language of their choice, whether Welsh or English, will be clearly stated. The letter will request that they indicate their preferred choice by ticking the appropriate box.

FACE TO FACE INTERVIEWS

26. VOSA will ensure that those who wish to have a face-to-face meeting with VOSA in Wales, are able to and welcome to do so in Welsh as in English. In order to facilitate this, VOSA will take the following measures either verbally or in writing :-

If a customer wishes to speak Welsh at an interview, and there is no Welsh speaker available from the operational area concerned, every effort will be made to find a Welsh speaker from another area who can handle the interview.

27. VOSA's Testing Stations in Wales deal predominantly with the motor trade. They have different levels of demand for Welsh services but our intention is to provide a service at each. Where a Welsh speaker is not immediately available, the customer will be able to converse in Welsh with a VOSA official over the telephone.
28. In VOSA's public areas in Wales, the presence of bilingual signs and documents will make it clear that VOSA welcomes business in Welsh as in English.

29. Welsh speakers who have direct contact with the public will be supplied with “Iaith Gwaith” badges and desk signs, stating that people may wish to deal with them in Welsh.

30. Enforcement Officers, who have to identify themselves to the public in Wales, will be issued with a Welsh as well as an English identity card.

OTHER DEALINGS WITH THE PUBLIC

31. VOSA will be committed in its long-term aim to develop and provide all information in Welsh text – for example, posters and leaflets in a bilingual format.

In the future, VOSA hopes to develop the use of electronic means of communicating with operators and the public. These may include computer terminals at public counters, tele video links and electronic mail. If these developments occur, VOSA will:-

- Ensure that the public may use Welsh or English.
- Ensure that all electronic messages or displays will be bilingual.
- Ensure that exhibition material is displayed bilingually.

Websites

Transport related information produced by VOSA for the commercial transport sector, is made available in the form of Guides on the Transport Theme of the Business Link.gov.uk website. The same information is also made available on the Flexible Support for Business (FS4B) site in both English and Welsh in accordance with our Welsh Language Scheme.

Transport related information produced by VOSA for citizens, is published on the Motoring section of the DirectGov UK website. The information is made available in English and Welsh.

Information published on VOSA’s corporate site is made available in Welsh in accordance with our Welsh Language Scheme.

THE ORGANISATION'S PUBLIC FACE

CORPORATE IDENTITY AND IMAGE

32. VOSA will adopt a bilingual corporate identity in Wales. The acronym for the Vehicle and Operator Services Agency (VOSA) will remain unchanged as will VOSA's logo. Where VOSA's title appears in full, it will also be bilingual for use in Wales.
33. VOSA's address and other standard information are fully bilingual on items such as signs, vehicles, buildings, fax papers, business cards, warrant identification cards, compliment slips, envelopes and other goods and materials from offices in Wales.

Documents

34. VOSA currently issues the MOT Test Certificate to the public in an electronic bilingual format.

Letterheads

35. Two different kinds of letters are sent out from VOSA, these being:-
- normal, one-off letters - bilingual letterhead facilities for letters produced on personal computers are now available and used where both customers and VOSA offices are in Wales; and
 - Computer-generated letters – In order to comply with this scheme our normal practice will be to produce these in a bilingual format where both customers and VOSA offices are in Wales.

Signs in Wales.

36. Where separate Welsh and English signs are provided, they will be equal in terms of size, quality and prominence. Where English and Welsh are on the same sign they will be equal in size, font prominence etc

FORMS AND ASSOCIATED EXPLANATORY MATERIAL

37. We will produce Bilingual or Welsh versions of forms and leaflets that are for the use of the public, unless there is an over-riding reason why this cannot be done e.g. very low annual volumes, technical, physical or financial impracticalities, or forms which do not generally affect the public.

38. Each form or leaflet which is presently only available in the English language will be identified and given a priority rating, based on perceived importance to the general public and the level of change required to VOSA's systems. This priority rating will determine the timetable for introducing a bilingual or Welsh language version.
39. It is the intention to produce bilingual documents. Where this is not possible, for example where the constraints of the overall dimensions of a form result in text too small to read clearly, separate versions will be developed. These will be issued simultaneously. It will be as easy to obtain a copy of the document in the one language as in the other.
40. The Agency's key information leaflets are bilingual. The Customer Service Guide is available in separate English and Welsh versions.

PUBLISHING AND PRINTING MATERIAL

41. The Agency will publish and print bilingually any material directed at the public in Wales. If it is necessary to publish separate versions, it will be as easy to obtain a copy of the document in the one language as in the other.

Category A – items to be bilingual (or in exceptional circumstances, available in separate Welsh and English versions.)

- Advertisements.
- MOT Certificates.
- All supporting MOT documentation.
- Fixed Penalty Notices and Summons.
- Bilingual Flexible Bus Registration Applications.
- External/Internal signs in Public Areas, bilingual in Public Offices in Wales.
- Recruitment advertisements when published in newspapers based in Wales are bilingual with Welsh and English shown together.
- VOSA's bilingual letter headed paper.
- Job advertisements when published in newspapers based in Wales are bilingual with Welsh and English shown together.
- Any circular or standard letters sent to the public in Wales.
- Inform the Public, by means of a message on the original documentation, that a court case located in Wales may be held in Welsh or English.
- Public Inquiry call up letters and documentation in Wales – the right of those attending to use a language of their choice i.e. Welsh or English.
- Bilingual signs for sites in Wales.
- Identity documents.
- Posters / Pamphlets.
- Exhibition materials are displayed bilingually.
- Bilingual Corporate Identity (where VOSA's title appears in full – bilingual for use in Wales.)
- VOSA's address and other standard information will be fully bilingual on items such as: signs, vehicles, buildings, fax papers, business cards, identification cards, compliment slips, envelopes and other goods and materials from offices in Wales.

- Questionnaires conducted in Wales.
- Surveys for the public conducted in Wales.
- Press releases for the Welsh Language publications where issued to the public in Wales.

Category B items: English only at present.

- Conference handouts supplied by other bodies or individuals.
- Accounts (unless they form part of annual reports.)
- Internal information released generally under Freedom of Information Act.
- Papers supplied by third parties not under contract.

42. Where any document published by the Agency is sold, the price of a bilingual document will not be greater than that of the single language version. The price of a Welsh-only version of a document will be the same as that for the English version.

MEDIA RELATIONS

43. The Agency will provide bilingual press releases, on issues directed exclusively to the public in Wales, to media outlets based in Wales. Press releases and notices directed at the British public generally will be in English only. Press releases to the press in Wales, who have a principally Wales circulation, will be bilingual.

STAFF RECRUITMENT ADVERTISING, OFFICIAL AND PUBLIC NOTICES

44. Since 1998 official notices, public notices and recruitment advertisements when published in newspapers with a principal circulation in Wales have been bilingual with Welsh and English versions shown together, this will continue. Advice and forms supplied for this purpose will be produced bilingually. Applicants for Operators' licences are required to advertise their intentions bilingually in Wales. It is not possible to place advertisements in Welsh only.

45. Job application forms and packs - where linguistic ability is considered to be essential or desirable for any post, this will be clearly specified when recruiting to that post.

46. Publicity will be given to the fact that Welsh speakers are welcome to join the workforce by ensuring that recruitment advertising in Wales wide publications media, will be bilingual.

PUBLICITY, ADVERTISING, PRESENTATIONS AND EXHIBITIONS.

47. All publicity and advertising in newspapers with a principal circulation in Wales will be bilingual with Welsh and English versions shown together.
48. We will publish publicity posters and other VOSA promotional materials bilingually in Wales. If this is not possible, separate Welsh and English versions will be equal in size, format and quality and will be distributed together and exhibited in a manner which respects the principle of equality between the Welsh and English languages.
49. Display materials at any conference, seminar, presentation or exhibition for the public held in Wales will be bilingual or in separate Welsh and English versions in accordance with our Welsh Language Scheme.
50. Any public survey or market research directed at the general public will be bilingual in Wales.
51. Any public survey or market research conducted in Wales will be bilingual.
52. Guidance will also be provided to those responsible for the provision of publicity material, such as the Central Office for Information (COI). Publicity literature for Wales will be bilingual.

IMPLEMENTING AND MONITORING THE SCHEME

APPROVAL

53. When finalised following consultation, this Welsh Language Scheme will be issued with the approval of the Agency's Directing Board.

STAFFING

54. The Agency will ensure that staff who work in Wales can seek access to sufficient and appropriately skilled Welsh speakers to enable those staff to deliver a service through the medium of Welsh.

55. The Agency will identify those workplaces and posts where the ability to speak Welsh is essential and those where it is desirable and the level of proficiency required in each case. In drawing up team and job descriptions, careful consideration will have to be given to any potential need for written or spoken capabilities in Welsh.

56. The Agency will conduct a skills audit of its staff regarding their proficiency in the Welsh Language and will address any gaps through training and recruitment. The Agency will update and maintain a record of this information.

57. The Agency will identify priorities for action and set up and implement a long-term programme to ensure that staff with the appropriate skills are deployed in the appropriate locations.

LEARNING WELSH

58. VOSA is committed to ensuring the success of the Scheme. It therefore recognises the importance of Welsh Language training for staff, in particular those members of staff who are at the first point of contact with operators and members of the public in Wales who wish to use Welsh. In the main, this applies to staff that need to respond both orally and in writing to requests, queries and complaints. The training will be absorbed in to VOSA's Welsh Language Training Skills Strategy and Development Plan. VOSA will provide:

- Audio training packages.
- CD-ROM Welsh Language training packages in our Training Resource Centre and at the Central Office in Swansea.

59. Welsh Language audio training packages are already available on loan from the Agency's Training Resource Centre.

60. Once the VOSA Welsh Language Scheme is in place, the Agency will look for external bodies to assist us in providing this training, if it cannot be met internally by our Agency's Training Resource Centre.

VOCATIONAL TRAINING

61. As part of its training programme, VOSA will assess the need for specific training in communication and word processing in the medium of Welsh.

ADMINISTRATIVE ARRANGEMENTS

62. The Scheme has been approved by the Directing Board who will be responsible for reviewing this Scheme. A Welsh Language Scheme Manager has been appointed who will have responsibility, along with the Strategy and Customer Director for monitoring and overseeing the implementation of the Scheme. The Unit Manager will advise the Strategy and Customer Director of the measures to be taken to implement the Scheme. Responsibility for implementing specific aspects of the scheme will be delegated to the relevant managers within the Agency.

63. Staff and managers within the Agency will be made aware of the Agency's Welsh Language scheme through the use of internal communication mechanisms such as the Agency's newsletter and circulars. Guidelines will be given to staff explaining how the Welsh Language Scheme relates to their job once the Scheme is approved.

64. The Agency has put in place arrangements with an external professional translation service (Language Export Centre) ensuring that VOSA has access to a high quality translation service when required.

SERVICES DELIVERED ON BEHALF OF THE AGENCY BY OTHER PARTIES

65. A major part of the Agency's dealings with the public will take place through an agent - Siemens. There will be a requirement to have Welsh versions of forms notifying the public of the results of tests in Wales in a bilingual format. All pre-printed and standard text entered on these forms will be bilingual.

66. The Agency will ensure through contracting arrangements that the agent or contractor is aware of and complies with the requirements of the scheme when providing services to the public in Wales on behalf of VOSA. To this end, the Agency will be responsible for ensuring that relevant tendering documents and contracts are drawn up with provisions reflecting the commitments given in this scheme.

67. VOSA works in partnership with public bodies, organisations from the voluntary sector and other agencies. VOSA works on many levels when working with others e.g.

- When VOSA is the strategic and financial leader with a partnership; it will ensure that the public service provision is compliant with the Welsh Language scheme.
- When VOSA joins a partnership in which another body is leading, VOSA input to the partnership will comply with the Welsh Language Scheme and the organisation will encourage other parties to comply.
- When VOSA is a partner in a consortium, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, the organisation will act in accordance with its Welsh Language Scheme.

68. When VOSA joins or forms a partnership, it will ask prospective partners about their Welsh Language Schemes, Language policies or the means by which they will operate bilingually. Within any partnership, VOSA will offer advice and support to the other partner organisations.

STATUTORY AND REGULATORY FUNCTIONS

69. In pursuit of its statutory and regulatory functions, VOSA will ensure those who deal with these matters use the Welsh Language and introduce a bilingual practice. It will ask them to do so by:-

- Stating this on application documents issued to the public.
- Informing them that VOSA has adopted and is operating a Welsh Language Scheme.
- Providing at their request, any information or advice where these matters are concerned.

MONITORING THE SCHEME

70. VOSA is aware of the importance of structured and continuous monitoring of this Scheme and to evaluate how it is meeting the commitments it has made. Responsibility for monitoring VOSA's Welsh Language Scheme will lie with the Agency's Strategy and Customer Director. This will include:-

- Forward Planning and Procurement – to ensure new policies and initiatives and new publications and computer programmes are taken forward with regard to the commitments made in this scheme.
- Organising and Delivering Services – to monitor the implementation and effectiveness of arrangements to deliver the organisation's services in Welsh;
- Dealing with the Welsh speaking Public to monitor response times for Welsh correspondence, the quality of the translation service;
- The Organisation's Public Face – to monitor the Agency's corporate image, the introduction of bilingual publications, forms, signs, notices and other documents.

- Staffing – to monitor the implementation of staffing and training measures set out in the scheme. VOSA will keep a record of information about the Welsh language skills of staff. This information will be included within annual monitoring reports presented to the Welsh Language Board.
- Timetable – to monitor achievements against the timetable and
- Grievances – that cannot be dealt with at a local level will be handled by VOSA's Complaints Co-ordinator in conjunction with the Welsh Language Scheme Manager, who will monitor the incidence and nature of complaints relating to our Welsh Language service, as part of the Agency's current complaints procedure.
- The Agency aims to conduct periodic surveys to test the views of Welsh-speaking service users about the range and quality of services in Welsh.
- The Agency will welcome, record and acknowledge suggestion for improvements in its Welsh Language Scheme.
- We will send monitoring reports to the Welsh Language Board, when requested by them, outlining progress in delivering this scheme. Monitoring reports will include data collected in line with the performance indicators included in annex A. Monitoring reports shall be sent to the Welsh Language Board annually in June.
- We will prepare, and continuously update, a detailed action plan to be agreed with the Board, setting out how we will ensure that we will operate in accordance with this scheme. The action plan will come into effect on the date on which the scheme comes into effect, or as soon as possible thereafter. The plan will include targets, deadlines and a report on progress against each target. Monitoring reports will report on implementation of the action plan.

PUBLISHING INFORMATION

71. The Agency's performance against the targets detailed in the scheme will be reported annually in the Agency's Annual Report and Accounts and will explain any failure to achieve targets and explain what steps will be taken to remedy the situation.

PUBLISHING THE SCHEME

72. The Scheme will be publicised through the Internet/Intranet, the Agency's Business Plan and via suitable leaflets/posters, which will be available at our Test Stations located in Wales and through our Contact Centre which is based in VOSA's Central Office in Swansea.
73. The Agency's additional continuing publicity of the fact that the Agency welcomes the use of the Welsh language will be achieved through the use of a bilingual message on bilingual letter headed stationery.

74. Staff will be informed of the Scheme through VOSA's staff news letter, and will be issued with guidelines to assist them in implementing the Scheme.

ANNEX A

VOSA WELSH LANGUAGE SCHEME

Welsh Language Indicators.

Implementation of policy mainstreaming programme.

Service Planning and Delivery.

New Policies and Initiatives.

Welsh Language Indicator 1

Number of relevant new and revised policies and initiatives that have mainstreamed the Welsh Language.

Monitoring the Scheme.

The standard of Welsh language services.

Welsh Language Indicator 2

Number of complaints received in relation to the operation of the Language Scheme and the % dealt with in accordance with the organisation's corporate standards.

Human Resources – Equality & Diversity / Skills.

Welsh Language Indicator 3

(Language Training & Development & Linguistic Skills Strategy.)

Number and % of staff who have received training in Welsh to a specific qualification level.

Number and % of staff who have received language awareness training.

ANNEX B

Action Plan: The Vehicle and Operator Services Agency 2009/2013

1. Service Planning and Delivery.

Policies, Legislation and Initiatives.

ACTION	TARGET	RESPONSIBILITY
VOSA to ensure full compliance with the requirements of the Welsh Language Scheme	Immediately. Monitored, as required from date of scheme approval.	Welsh Language Scheme Manager. Head of VOSA Welsh Language Scheme (Head of Corporate Communications.) Customer and Strategy Director.
To promote and facilitate the use of Welsh wherever possible to conform to the scheme. Consult with the Welsh Language Board on any changes affecting the scheme.	Immediately. Frequent monitoring from date of scheme approval.	Welsh Language Scheme Manager. Head of VOSA Welsh Language Scheme.
New policies, projects and developments. Requirement to consider the needs of the Welsh speaking public at the development stage and monitor the language scheme throughout the project. Any new policy or process changes go through an Equality Impact Assessment. They are audited every two years. (The guidance notes and template on the intranet.) Directors to ensure that the Directorates deliver services and develop and adopt policies and practices in line with the Welsh Language scheme.	Immediately. Monitor quarterly, ensure compliance with the Welsh Language Scheme from date of scheme approval.	Individual Project Managers. Head of Programme Office. Office of the Traffic Commissioner. Diversity Manager.
New Initiatives Welsh Language guidance checklist distributed to policy & process owners for reference.	Completed. Monitor quarterly.	Directors aware and are responsible for implementing those aspects of the scheme relevant to the work of their Directorates.
Ensure that an up to date copy of the Welsh	Completed. Welsh speakers list	Welsh Language Scheme Manager.

<p>Language Scheme is available to all staff through appropriate channels, including the VOSA intranet.</p> <p>Ensure that a current list of Welsh speakers is available for internal use in order to respond to requests for a Welsh Language service (Contact Centre.)</p>	<p>monitored every two months.</p>	
<p>New ICT systems / Bilingual websites.</p> <p>Compliance to FS4B site in both English & Welsh.</p> <p>Transport related information produced by VOSA, published on the motoring section of Direct Gov website in English & Welsh.</p> <p>VOSA corporate site made available in accordance with the VOSA Welsh Language Scheme.</p>	<p>From date of scheme approval. Compliance to FS4B – from February 1 2010.</p> <p>* We are asked to note a Welsh Language policy statement for the Welsh Assembly Government Flexible Support for Business supersite & consider supporting the statement in a response to a letter from the Welsh Assembly Government Deputy First Minister to all UK Government Departments & Agencies that have a Welsh Language scheme. Letters were sent to Chief Executives from December 7 2009.</p>	<p>Head of Information Management. Office of the Traffic Commissioner.</p>
<p>Promote greater use of the Welsh language in the workplace, as a business language and a language of communication, where practicable, and encourage Welsh speakers to support learners.</p> <p>Welsh Language skills strategy currently being developed by the Learning and Development Team within VOSA.</p>	<p>Monitor annually.</p> <p>Target date of 18 months. (January 2011.)</p>	<p>HR Senior Manager. Welsh Language Scheme Manager.</p> <p>HR Learning & Development team.</p>

2010 / 2011

Review the arrangements for staff to be made aware of the provisions of the scheme and update internal staff guidance and amend as necessary.

2011 / 2012

As in previous year.

2012 / 2013

As in previous year.

2. Delivery of Service

Action	Target Date	Responsibility
Monitor demand for Welsh Language services at our Welsh Test Stations, Contact Centre & the Swansea office (Ellipse)	From scheme approval. As required.	Welsh Language Scheme Manager. Welsh OTC Managers. Testing Station Managers.
Standard of Service-statement placed in VOSA Business Plan & Annual Report. A copy of the VOSA Welsh Language scheme is published on the website in a prominent position. Our VOSA reception draws attention to Welsh Language services. Reference to Welsh services on our stationery.	Completed.	Welsh Language Scheme Manager. Organisational Design team. Web team. Ellipse accommodation team.
Encourage Welsh speaking staff, or staff who	From date of scheme approval.	Welsh Language Scheme Manager.

are learning Welsh to wear “Iaith Gwaith” / “Working Welsh” badges indicating their ability to speak in the Welsh language to the public.	Ellipse Welsh speakers wear “Working Welsh” badges.	Contact Centre Manager. Diversity Officer.
Encourage members of the “Motoring and Freight” group to share good practice and to work together on projects in the interests of their various Welsh Language Schemes. Attend the Cross Agency Welsh committee meetings.	Pwyllgor Cymraeg Adrannau'r Llywodraeth. (Cross Agency Welsh Committee.) Meeting held bi-annually.	Welsh Language Scheme Manager.

2010 / 2011

Continue to record and monitor the demand of Welsh services in Wales.
Report compliance quarterly to the Head of Corporate Communications.

2011 / 2012

As in previous year.

2012 / 2013

As in previous year.

3. The Standard of Service

Action	Target date	Responsibility
VOSA documentation for the public based in Wales to include a clear statement relating to the equality of service and delivery of service.	Regular monitoring as part of continuous improvement, ensuring consistency.	Welsh Language Scheme Manager. Operational Managers.

2010 / 2011

Continue to monitor the ordering of bilingual material in Wales.

2011 / 2012

As in previous year.

2012 / 2013

As in previous year.

4. Department for Transport Agencies

Action	Target date	Responsibility
Contact our agencies to draw their attention to our scheme and ask that they operate in accordance with it.	Already in place.	All Departments for Transport agencies. (VOSA, DVLA, DSA & VCA are known as the "Motoring and Freight Services Group.")

2010 / 2011

Continue to monitor and review

2011 / 2012

As in previous year.

2012 / 2013

As in previous year.

5. Standards of Quality

Action	Target date	Responsibility
Ensure services can be delivered by staff with a satisfactory competence in Welsh. VOSA Welsh Language Scheme widely publicised to VOSA staff. VOSA staff aware of the VOSA Welsh Language Scheme and legal obligation to the Welsh Language Act 1993.	Already in place. Regular review of the resources committed to the provision of a Welsh Language service to Operators / Customers.	Directors. VOSA Senior & Line Managers. Welsh Language Scheme Manager.

2010 / 2011

Continue to monitor and review.

2011 / 2012

As in previous year.

2012 / 2013

As in previous year.

6. Written Communication.

Action	Target Date	Responsibility
Provide guidance for staff to ensure that they know how to deal with Welsh language correspondence and are aware that the same targets apply to this as for English language correspondence. Customers within Wales are welcome to correspond with VOSA in either Welsh or in English. (Bilingual letter headed paper.)	All correspondence received in Welsh, handled and responded to in the Welsh language.	Operational Managers.

2010 / 2011

Update guidance and amend as necessary.

2011 / 2012

As in previous year.

2012 / 2013

As in previous year.

7. Telephone Communication.

Action	Target date	Responsibility
Encourage / require staff based in Wales to answer telephones with a bilingual greeting.	As required.	Contact Centre. Offices of the Traffic Commissioner. Headquarters in Bristol. Central Licensing Office.
Ensure that internal telephone directories including those published on the intranet, show which members of staff are able to speak Welsh.	Completed. Updated April 2010. Monitored every two months.	Administration team.

2010 /2011

Continue to monitor and review.

2011 / 2012
As in previous year.

2012 / 2013
As in previous year.

8. Dealing with the Welsh Speaking Public.

Action	Target Date	Responsibility
Ensure that staff involved with arranging public meetings are aware of the requirements set out in our Welsh Language Scheme.	Completed.	Communications team, Bristol. Customer Strategy Support Manager.
Distribute information about our Welsh language services at public exhibitions held in Wales. The presence of bilingual signs and documents will make it clear that VOSA welcomes business in Welsh and English.	As required.	VOSA Communications Team, Bristol. Operational Managers.
Ensure that staff including reception staff know which of their colleagues are able to speak Welsh. Ensure that staff directories on the intranet record Welsh language speakers.	Completed.	Welsh Language Scheme Manager. Administration Team.

2010 / 2011
Continue to monitor and review.

2011 / 2012
As in previous year.
2012 / 2013
As in previous year.

9. Other Dealings with the Public – Publicity Campaigns, Exhibitions and Advertising

Action	Target Date	Responsibility
Monitor the preparation and delivery of publicity campaigns, exhibitions and advertising in Wales.	Regular monitoring required.	Welsh Language Scheme Manager.
VOSA is required to comply with the FS4B site in English & Welsh. Transport related information produced by VOSA, published on the motoring section of Direct Gov website in English & Welsh in accordance with the VOSA Welsh Language Scheme.	Regular monitoring required. Web content discussions May / June 2010.	Individual Project Managers. Website Team.

2010 / 2011

Continue to monitor and review.

2011/ 2012

Continue to monitor and review.

2012 / 2013

Continue to monitor and review.

10. The Organisation's Public Face Corporate Identity and Image
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Action	Target Date	Responsibility
VOSA adopts a fully bilingual corporate identity in Wales – bilingual logo, bilingual stationery, bilingual business cards, bilingual signage on	Regular monitoring.	Welsh Language Scheme Manager.

vehicles.		
Monitor VOSA's compliance and review progress in respect of the scheme regularly.	Regular monitoring	Welsh Language Scheme Manager.
Ensure procedures and operations comply with the Welsh Language Scheme.	Regular monitoring.	Welsh Language Scheme Manager.
Signs	Monitor compliance in existing and new buildings.	Estates Branch. Road Traffic Enforcement.
Road traffic portable Enforcement signs.	Production underway. June 2010. (Target met April 2010.)	Facilities Branch.
Letterheads.	Maintain and monitor bilingual output.	Welsh Language Scheme Manager.
Official Notices in Wales.	Monitor regularly.	Welsh Language Scheme Manager.

2010 / 2011

Report compliance quarterly to the Head of Communications.

2011 / 2012

As in previous year.

2012 / 2013

As in previous year.

11. Forms and Associated Explanatory Material.

Action	Target Date	Responsibility
Forms policy addressed in the VOSA Welsh Language Scheme.	Monitored regularly.	Welsh Language Scheme Manager.
Bilingual or Welsh version of forms and leaflets will be produced that are for the use of the public in Wales.	Forms review September 2010 and monitored quarterly.	VOSA Senior Managers. Welsh Language Scheme Manager.

2010 / 2011

Continue to monitor the provision of bilingual forms.

2011 / 2012

As in previous year.

2012 /2013

As in previous year.

12. Publishing and Printing Material

Action	Target date	Responsibility
Publications policy addressed in the VOSA Welsh Language Scheme.	Immediate effect.	Welsh Language Scheme Manager. Welsh Language Board. Senior Managers in VOSA. VOSA Directors.

2010 / 2011

Continue to monitor position.

2011 / 2012

As in previous year.

2012 / 2013

As in previous year.

13. Media Relations

Action	Target date	Responsibility
Bilingual provision for media coverage in Wales.	As required.	Communications Team.

2010 /2011

Continue to monitor position.

2011 / 2012

As in previous year

2012 / 2013

As in previous year

14. Press Releases

Action	Target date	Responsibility
Press releases published bilingually in Wales e.g. Llandrindod Wells Test Station closure on September 25 2009.	As required.	Communications Team

2010 / 2011

Continue to monitor position.

2011 / 2012
As in previous year.

2012 / 2013
As in previous year.

15. Publicity, Staff Recruitment Advertising.
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Action	Target date	Responsibility
Recruitment adverts bilingual in Wales (since 1998)	As required.	Welsh Language Scheme Manager. Capita recruitment.
Publicity / advertising/ display materials at any conference.	As required.	Communications.

2010 / 2011
Continue to monitor position.

2011 / 2012
As in previous year.

2012 / 2013
As in previous year.

16. Recruitment, staffing and Linguistic Skills training Strategy.

Action	Target Date	Responsibility
Develop a language skills strategy, as requested by the Welsh Language Board, for new and existing VOSA staff. This will include all the details about existing staff skills, recruitment and training. (The Welsh Language Board is preparing a guideline about this soon which will be of assistance in carrying out this work.) Aim = to increase the number of Welsh speakers within VOSA.	January 2011 and then monitored annually (during January of each year.) Guideline received June 2010. Linguistic skills training strategy meeting on Friday August 6 2010.	Head of Human Resources. Learning and Development Team. Welsh Language Scheme Manager.
Welsh Language skills programme developed to enable VOSA staff to develop and improve their Welsh Language skills.	Monitor annually.	Head of Human Resources.
Ensure that our current Welsh speakers feel that they have the relevant skills to carry out their work in Welsh.	Monitor annually.	Head of Human Resources.
Increase awareness of the Welsh Language Scheme to all through VOSA's induction programmes and general communication of skills that already exist in VOSA.	Monitor annually	Head of Learning and Development. Head of Diversity.
Ensure that linguistic considerations are mainstreamed into all the human resources processes and procedures.	Monitor annually	Head of Human Resources.
Ensure that Human Resource managers consider the linguistic needs of posts and locations where determining what staff are appropriate for any particular post in Wales.	April 2010 and then monitored annually.	Head of Human Resources. Learning and Development.

Commitment from senior managers and line managers to allow staff to attend courses as outlined in accordance with VOSA's policy outlined within the Staff Handbook.	As required.	Head of Human Resources. Learning and Development team.
Staff identified for training will attend courses, complete homework and use their Welsh in the workplace. Policy and guidance is outlined with the Staff handbook with regard to commitment time allowed for training.	Already in place	Human Resources. Learning and Development team.
Offer language choice to applicants for posts and make appropriate provision for them in selection processes.	As required. Monitor regularly.	Head of Human Resources.

2010 / 2011

Review the linguistic skills training strategy in January 2011

2011 / 2012

Review in January 2012

2012 / 2013

Review in January 2013

17. Comments and Complaints about the Welsh Language Scheme

Action	Target Date	Responsibility
Ensure that any comments / complaints from the public regarding the standard of the Welsh service are brought to the attention of the Welsh Language Scheme Manager and the Complaints Co-ordinator.	Regular monitoring.	Complaints Co-ordinator. Welsh Language Scheme Manager.

2010 / 2011

Continue to record and monitor.

2011 / 2012

As in previous year.

2012 / 2013

As in previous year.

18. Publicising the Welsh Language Scheme
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Action	Target date	Responsibility
Publishing the scheme through internal communication mechanisms.	Completed.	Welsh Language Scheme Manager.

2010 / 2011

Publish the revised scheme on the VOSA corporate site in June / July 2010.

2011 / 2012

As in previous year.

2012 / 2013

As in previous year.