

Consumer Focus Board

Paper 14.1

Title: Welsh Language Scheme

Purpose: For approval

Date of meeting: 29 June 2009

Responsible officer: Maria Battle

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Attachments: Annex 1: Consumer Focus Welsh Language Scheme
Annex 2: Welsh Language Board Scoring Scheme
Annex 3: Review and development timetable
Annex 4: Sample outcomes using the Welsh Language Board scoring system for recent Consumer Focus publications
Annex 5: Sample Costs

1 Overview

- 1.1 The Board is required to approve a Welsh Language Scheme – attached as Annex 1.
- 1.2 The CF Welsh Language Scheme was developed to give full effect to the principle of equality and to offer real language choice to consumers in Wales. The Board considered an earlier draft of the scheme in February 2009 and this has now been revised following more work on costing publications and incorporating input from Board Members. There has been further discussion with the Welsh Language Board who are happy with our direction.
- 1.3 The issue of costing has been addressed by the proposal that Consumer Focus and Consumer Focus Wales adopt the Welsh Language Board publication scoring system attached as Annex 2 . Sample outcomes using the system are also attached at Annex 4. This scheme ensures proportionality, and has been piloted with staff who found it user-friendly and not over prescriptive. Sample costs are given in Annex 5. The costs of operating the scheme will be reported annually to the Board.

2 Action for the Board

- 2.1 The Board is asked to discuss and approve the attached Welsh Language Scheme for Consumer Focus.

3 Next steps

- 3.1 The final scheme will be sent to the Welsh Language Board and put into operation. Implementation will be kept under review to ensure both a high quality service to consumers in Wales and efficient use of resources.