

Newport Housing Trust Ltd
Welsh Language Scheme – Action Plan

Action	Target Completion Date
Include a section within the induction programme for new starters on the Welsh Language Scheme and its requirements	July 2011
Publish the Welsh Language Scheme on the Newport Housing Trust website	March 2011
When new Customer Service Advisor positions become available, consider whether Welsh should be included as a desirable or essential criterion for the job	May 2011
Identify a pool of translators and translation services in order to facilitate any Welsh Language requests	March 2011
Use a range of communication channels, including the tenant newsletter and website to promote the opportunities available to receive information in other languages and formats, including Welsh, Braille, Large font or on CD or tape	March 2011
Implement awareness within the Trust to inform staff about the Welsh Language Scheme and its requirements	Trust Team meetings (Quarterly)
Investigate the need for Welsh Language Training / courses amongst key front line staff	April 2011
At the Community Celebration Event local Welsh Language classes and events in the area will be promoted	March 2011
To be raised at a future SMG meetings the possibility of a unified policy for consortia members	Jul 2011

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The demographic profiling undertaken by the Operations team will ensure a record of tenants who wish to deal with the Association in Welsh	Jul 2012
When any signs are renewed or re-erected the new signs will be bilingual	Ongoing
As a result of the tenant profiling Newport Housing Trust will work towards introducing material in Welsh on the website	Jul 2012