

AWDURDOD GWEITHREDOL IECHYD A DIOGELWCH
HEALTH AND SAFETY EXECUTIVE



Welsh Language Scheme: Action Plan

Health and Safety Executive
2024



Welsh Language Scheme: Action Plan

| Section | Area | Action | Lead Team | Target Date |
|--------------------------------------|-------------|---|--|-------------|
| Service Planning and Delivery | Policy | Include and maintain an explicit requirement, supported by guidance, to actively consider the Welsh language in our policy development process. | Devolution Team/Policy Profession leads/ Policy leads | Ongoing |
| | Services | Introduce robust mechanisms to support the identification of services to be provided in Welsh. | Service leads (with support from Devolution Team) | 2026 |
| | | Promote the availability of our Welsh language services through the publication of the new Welsh Language Scheme and Action Plan on our external website. | Devolution Team | Summer 2024 |
| | | Ensure our Welsh language services are clearly signposted and advertised externally as these become available. | Service Owners | Ongoing |
| Third Party Agreements | Procurement | Provide information on our Welsh Language Scheme and organisational requirements to all relevant new partners and third parties. | Procurement Team/ Procurement Leads | 2025 |

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| Third Party Agreements | Procurement | Develop and introduce mechanisms to monitor services provided by relevant third parties on behalf of HSE in relation to the Welsh language. | Procurement Team | 2026 |
| Communicating with HSE | General | Ensure new and existing systems are able to record language preferences for individuals, groups and organisations where possible and appropriate, enabling future correspondence to consistently align with their choice. | System Owners/ Devolution Team | 2027 |
| | Written | Raise awareness internally of requirements and processes to meet time and quality commitments relating to Welsh language correspondence. | Devolution Team | Ongoing |
| | | Explore potential translation services options which will sustainably facilitate adherence to our written correspondence commitments. | Devolution Team/ Language Services | 2026 |
| | Telephony | Develop and publicise resources to support all Wales-based staff to start calls with a bilingual greeting. | Devolution Team | 2024 |
| | | Actively raise awareness of the Welsh language processes and requirements amongst relevant staff dealing with telephone contact from the public in Wales. | Devolution Team/ Customer Services Team | Ongoing |

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| Communicating with HSE | Telephony | Increase our internal capability to provide a Welsh language service on our main telephone line. | Customer Services Team/ HR Recruitment | Ongoing |
| | Public Meetings | Explore potential mechanisms for providing and promoting Welsh language options, at HSE-run public meetings and events in Wales. | Devolution Team/ Comms | 2027 |
| | | Raise awareness of requirements and processes for public meetings to ensure bilingual consideration. | Devolution Team/ Comms | Ongoing |
| | Face to Face | Develop our capability to provide a Welsh language service in scheduled face-to-face interactions. | Devolution Team/ Operational Teams/ Comms/HR | Ongoing |
| Publications | Development | Develop processes to ensure public-facing materials are translated in line with the scoring system and the Scheme. | Devolution Team/ Comms | 2026 |
| | Promotion | Raise awareness of translation requirements and processes for publications amongst relevant colleagues. | Devolution Team | Ongoing |
| | | Explore potential methods of signposting and promoting bilingual material externally, where appropriate. | Devolution Team/Comms | Ongoing |

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| Forms and Associated Explanatory Material | Development | Explore which forms and materials are in scope in line with the scoring system, and potential processes for providing these in Welsh. | CST/ Forms Owners/ Devolution Team | 2027 |
| | Promotion | Raise awareness of form translation requirements and processes amongst relevant colleagues. | Devolution Team | Ongoing |
| | | Explore potential methods of signposting and promoting Welsh language forms, where appropriate. | Devolution Team/ Comms/ Digital Teams | Ongoing |
| Digital and Website | Digital | Introduce a robust mechanism to ensure that Welsh language requirements are taken into account at an early stage of all new digital builds. | Digital Teams | 2026 |
| | | Continue to increase awareness of Welsh language processes/requirements among relevant colleagues. | Devolution Team | Ongoing |
| | Website | Incorporate Welsh language considerations into the planned long-term review of HSE's website provision. | Website Team/ Devolution Team | Ongoing |
| | | Introduce a clear and consistent signposting mechanism for Welsh language content on relevant webpages. | Website Team | Ongoing |

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| Digital and Website | Website | Strengthen existing processes and guidance to support all colleagues to identify and meet Welsh language needs relating to the website. | Devolution Team/ Website Team | 2025 |
| | | Introduce a robust mechanism to ensure that Welsh language requirements are taken into account at an early stage of external website content. | Website Team | 2025 |
| | Social Media | Utilise the Welsh language scoring system to develop an agreed internal structure for producing HSE's Welsh bilingual social media content. | Press Office/ Comms/ Devolution Team | 2026 |
| | | Increase our Welsh language social media content in line with wider social media strategy. | Press Office | 2027 |
| Recruitment and Staffing | Recruitment | Monitor HSE recruitment processes regarding Welsh language in line with guidelines set by the Welsh Language Commissioner and business need. | HR Recruitment/ Devolution Team | Ongoing |
| | | Increase support and guidance for vacancy holders recruiting to roles identified as Welsh desirable/essential. | HR Recruitment | 2025 |
| | | Incorporate Welsh language requirements and awareness into face-to-face and digital corporate induction training. | HR L&D | 2024 |

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| Recruitment and Staffing | Staffing | Encourage and support existing staff with Welsh language skills, where it is appropriate and comfortable for them to do so, to a) use Welsh in the performance of their duties and b) advertise their skills. | Devolution Team | Ongoing |
| | | Monitor internal Welsh language capability, for example through regular skills audits and capture of new starters' language skills. | HR Recruitment/ Devolution Team | Ongoing |
| | | Explore potential training options to support staff to improve their Welsh language skills. | Devolution Team | 2025 |
| Engaging with the Public | Public Events | Explore potential mechanisms for providing Welsh language options at HSE-run public meetings and events in Wales. | Comms/ Devolution Team | Ongoing |
| Publicity and Identity | Publicity | Design, implement and promote mechanisms to identify and meet requirements for Welsh language publicity. | Comms/ Policy Leads/ Devolution Team | Ongoing |
| | Identity | Develop and promote resources to support our bilingual corporate identity e.g. bilingual corporate slide templates. | Comms | 2026 |
| | | Review signage in HSE-owned public areas and identify further action. | Senior Admin Managers/ Devolution team | 2025 |

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| Internal Arrangements | Coordination | Develop and maintain internal coordination processes to support delivery of the Scheme. | Devolution Team | Ongoing |
| | Resources | Expand resources available to support internal colleagues to discharge their responsibilities under the Scheme. | Devolution Team | Ongoing |
| Monitoring Feedback and Complaints | Monitoring | Periodically monitor HSE's progress in meeting the commitments made in the scheme against the measurables included within this action plan and in the annual reporting to the Welsh Language Commissioner. | Devolution Team | Ongoing |
| | | Design and implement an organisation-wide oversight mechanism to monitor the implementation of the Welsh Language Scheme. | Devolution Team | Ongoing |
| | | Ensure inclusion of Welsh language requirements in relevant business plans and risk registers. | Relevant Teams | Ongoing |
| | Feedback | Establish and promote clear feedback and complaints mechanisms (both internal and external) relating to our Welsh language service provision. | Devolution Team | 2024 |

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| Reviewing/ Amending the Scheme | Review | Develop and implement a monitoring and evaluation process for the Welsh Language Scheme and Action Plan. | Devolution Team | Ongoing |
| | | Conduct a full review of our 2024 Welsh Language Scheme and Action Plan no later than 2028. | Devolution Team | 2028 |
| | Amendments | Maintain regular communication with the Commissioner's office and seek approval for any amendments to the Scheme. | Devolution Team | Ongoing |
| Other | - | Develop, implement and promote a Welsh language scoring system for use across HSE to facilitate assessment of translation requirements. | Devolution Team | 2024 |
| | - | Appoint a Welsh Language Champion from amongst our Senior Leadership to support and promote the Welsh Language Scheme in HSE. | Devolution Team | 2024 |
| | - | Incorporate specific Welsh language responsibilities in the existing Divisional Devolution Lead role and network. | Devolution Team | 2024 |
| | - | Develop guidance, training, and resources to support all staff to meet their responsibilities under the Scheme. | Devolution Team | Ongoing |

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| Other | - | Raise awareness of the Scheme and associated responsibilities amongst all staff through promotional campaigns. | Devolution Team/ CST/ Digital/Website | Ongoing |
| | - | Ensure the Scheme, Action Plan and associated resources are easily accessible to all staff. | Devolution Team | Ongoing |



Further information

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Published by the Health and Safety Executive 09/24.