

Promoting Welsh Language Plan
Living Streets

Here is your organization’s progress plan. The plan contains your responses to the self assessment questionnaire and an indication of your current level of provision in each area – from 1 to 3. The next step is to set targets in order to increase your Welsh language provision within the various fields. For an indication of the types of targets to set, [here are some examples](#) for each field. Select the list of targets that fit your size of organization. For advice, or to discuss further, please contact the Commissioner on hybu@welshlanguagecommissioner.org or 08456033221.

Your provision at present	Level of provision	Objectives to move forward to the next level or maintain your provision	Who is responsible?	By when?
2. External communication				
2.1. Face to face communication We currently do not have the staff resources to offer a face to face Welsh language service to customers.				
2.2. Phone communication We do not answer the phone bilingually and do not have the resources to deal with Welsh language phone calls at present.				
2.3. Sending letters and email We communicate in English only.				
2.4. Responding to letters and email We are not currently able to respond in Welsh to correspondence.				
3. Corporate image and branding				
3.1. Which of the following best describes your corporate image and brand? Our corporate image does not contain any Welsh at present.				

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4. Publications and publicity				
4.1. Which of the following best describes your provision? Publications can mean paper or electronic one. It can include guidance documents, booklets, leaflets and posters. Publicity includes activities designed to share information and advertise.				
4.2. Please note if the following materials are available:				
Business cards Bilingual – Welsh and English equal	③			
Headed paper English only				
Pop ups English with some Welsh	①			
Advertising banners English with some Welsh	①			

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Your provision at present	Level of provision	Objectives to move forward to the next level or maintain your provision	Who is responsible?	By when?
Email footers English with some Welsh	①			
Marketing materials English only				
Forms e.g. registration, membership or order forms English only				
Guidance documents and booklets English only				
Signage English with some Welsh	①			
Packaging English only				
Menus Not applicable				
Staff uniforms English only				
5. Website and social media				
5.1. Website Our website is English only.				

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Your provision at present	Level of provision	Objectives to move forward to the next level or maintain your provision	Who is responsible?	By when?
5.2. Social media Our social media messages are posted in English only.				
6. Meetings and public events				
6.1. When arranging an event, or meeting, that is open to the public, which of the following statements best describe your organization?				
Invitations Bilingual – Welsh and English equal	③			
Marketing materials English with some Welsh	①			
Registration / feedback forms English only				
Announcements e.g. loud speaker English only				
Speeches / presentations English only				
Signage English only				

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7. Promoting Welsh language services				
7.1. Promoting your services We tend to only use English signage and marketing techniques.				
7.2. Iaith Gwaith (Working Welsh) Not applicable				
8. Staff and volunteers				
8.1. Recruitment We assess whether the Welsh language is required as a skill for every new role.	②			
8.2. Advertising new positions Not applicable				
8.3. Language skills We do not keep a record of staff language skills.				
8.4. Learning and using the Welsh language We recognise that the Welsh language is a valuable skill in the workplace and are supportive of staff wishing to improve their skills, but are unable to provide them with support in doing so.	①			