Welsh Language Scheme for the Welsh Assembly Government

Consultation Document
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1. Introduction

This is the Welsh Language Scheme for the Welsh Assembly Government.

We have produced a scheme to show our commitment to the Welsh language, and to provide our Welsh speaking customers with a clear indication of the service they can expect from us. By reviewing our Scheme in 2006, we are demonstrating our continuing commitment to the Welsh language.

Improving public services is a top priority for the Welsh Assembly Government. We set out our vision in ‘Making the Connections’ in October 2004. We want services to be more citizen-centred. People want services which are genuinely accessible, flexible and responsive to their needs – including Welsh language needs. This is why the way that we manage our bilingual services is so important. We strive to achieve excellence in bilingual customer services.

The Scheme was prepared under Section 21 of the Welsh Language Act 1993 and in accordance with the guidance published by the Welsh Language Board under Section 9 of the Act. The Scheme is the result of consultation within the staff and with the public. The power to prepare a Scheme has been delegated to the Minister with responsibility for the Welsh Language. The Minister has prepared this Scheme with the agreement of Cabinet colleagues.

The Scheme sets out how the Assembly Government and the civil servants covered by the Scheme will deliver Welsh language and/or bilingual services to the public; and how we will reflect Welsh language considerations in policy areas.

In this scheme, when we refer to dealing with the Welsh speaking public, by the term public we mean individuals, legal persons and corporate bodies. It includes the public as a whole, or a section of the public, as well as individual members of the public. The term includes voluntary organisations and charities and public bodies such as local authorities and local health boards. Directors and others representing limited companies are also within the meaning of the term ‘public’. It does not, however, include persons who are acting in a capacity which is representative of the Crown, Government or the State, including Government departments and executive agencies accountable to Ministers.

The previous Scheme received the approval of the Welsh Language Board on 4 October 2002. This Scheme has been drawn up following a review in 2006 and came into effect in December 2006. We may need to propose amendments to this scheme, because of changes to our functions, or to the circumstances in which we undertake those functions (see in particular paragraph 2.5 below), or for any other reason. Within four years of its coming into effect, we will revise this Scheme.
2. Background to the Welsh Assembly Government

2.1 What is the National Assembly for Wales?

The National Assembly is the 60 Assembly Members (AMs) elected by the people of Wales. The National Assembly is responsible for most public expenditure in Wales, and has powers to make a wide range of secondary legislation. The Government of Wales Act 2006 will extend the National Assembly's legislative powers.

2.2 What is the Welsh Assembly Government?

The National Assembly has delegated its executive powers to nine Cabinet Ministers who together form the Welsh Assembly Government.

The First Minister heads the Assembly Cabinet, and other Ministers have individual portfolios of responsibility, as listed below. Ministers and Assembly staff are servants of the Crown. The staff to whom the Scheme applies are also members of the home civil service. They are headed by the Permanent Secretary. Staff responsible for the day-to-day operation of this Scheme work in 15 Departments. The Welsh Assembly Government has 6,600 staff, located in 77 offices across Wales.

2.3 Functions covered by this Scheme

The Welsh Assembly Government has a policy remit in the following fields:

- Agriculture, forestry, fisheries and food
- Ancient monuments and historic buildings
- Culture
- Economic development
- Education and training
- Environment
- Fire and rescue services
- Health and health services
- Highways
- Housing
- Industry
- Local Government
- Public administration
- Social Services
- Sport and recreation
- Tourism
- Town and country planning
- Transport
- Water and flood defence
- Welsh language
This Scheme sets out how the Assembly Government will apply the Welsh Language Act 1993 to these functions.

2.4 Functions not covered by this Scheme

The Scheme does not cover the “parliamentary” functions of the Assembly, which are a matter for the Assembly Parliamentary Service. The Assembly Parliamentary Service has its own policy statement. http://www.wales.gov.uk/organipo/content/bss-e.htm

The Planning Inspectorate operates its own Welsh Language Scheme. Copies are available from the Planning Inspectorate, Crown Buildings, Cathays Park, Cardiff, CF10 3NQ; alternatively, please contact their general enquiry line on 029 2082 3866. http://www.planning-inspectorate.gov.uk/cymru/wal/reports/welsh_language_scheme_01_e.htm

The Wales Office (Office of the Secretary of State for Wales) is a Department of the UK Central Government, and is separate from the Welsh Assembly Government. This Scheme does not apply to the Wales Office. Its Scheme can be found at http://www.walesoffice.gov.uk/2004/sp_20040528.html

2.5 Changes during the lifetime of this Scheme

During the lifetime of this Scheme, the Government of Wales Act 2006 will come into force and will change the constitutional arrangements in respect of Wales. From May 2007 there will be a National Assembly for Wales which will act as a legislature only and, with the appointment of the First Minister following the Assembly elections, two new and separate bodies will come into being: the Welsh Assembly Government and the Assembly Commission. The Assembly Commission, comprising the Presiding Officer and four Assembly Members, will be the corporate body supporting the 60 Members of the National Assembly for Wales and employing the Assembly Parliamentary Service. From May 2007 the National Assembly for Wales will be able to pass legislation which can do anything an Act of Parliament could do, within the scope of the powers granted to it by Parliament.

Until May 2007, this Scheme applies to all those functions of the National Assembly for Wales constituted by the Government of Wales Act 1998 which are exercised by the Welsh Assembly Government and which are not exercised by the Assembly Parliamentary Service and the Planning Inspectorate. Most of the functions covered in the Scheme are the responsibility of the Welsh Assembly Government, but others are corporate functions exercised on behalf of the Assembly as a whole: such as preparing papers for Assembly committees for instance. After May 2007, this Scheme will apply solely to all those functions of the Welsh Assembly Government as constituted by the Government of Wales Act 2006 which are not exercised by the Planning Inspectorate.
3. The Welsh Assembly Government’s Strategic Role in the Planning and Delivery of Bilingual Services

3.1 Bilingualism – The Government’s vision

The Welsh Assembly Government is strongly committed to supporting and promoting the Welsh language. We consider the Welsh language to be integral to the identity of our nation and we shall continue to do all we can to promote its well being. Our aim is clearly set out in Iaith Pawb, the national action plan for a bilingual Wales:

“We want Wales to be a truly bilingual nation, by which we mean a country where people can choose to live their lives through the medium of either Welsh or English and where the presence of the two languages is a visible and audible source of pride and strength to us all.”

The Welsh language is a crosscutting theme – a policy area which bridges across all areas of Assembly Government policy. As such, we will continue to ensure that the Welsh language is mainstreamed across Ministerial portfolios, and within all Assembly Sponsored Public Bodies. Each Assembly Government Minister will take responsibility and ownership of the language within their own policy areas.

3.2 Policies, Legislation and Initiatives

Our policies, legislation, initiatives and services will be consistent with the principles in this scheme and will be compatible with the bilingual nature of Wales. Our own policies will respect the principle that public services in Wales should treat Welsh and English on a basis of equality. They will support the use of Welsh and will, whenever possible, help the public in Wales to use Welsh as part of their day to day lives. Bilingual provision should be integral to the delivery of public services, and public policies and initiatives should reflect and be compatible with the bilingual nature of Wales.

The Policy Integration tool has been developed to ensure that the Assembly Government’s strategic agenda and commitments to sustainable development and equality of opportunity are integrated into the heart of the Government agenda. The Welsh language and bilingualism have been embedded into the tool to ensure that policies take into account their affect on the Welsh language.

- We will assess the linguistic implications of new policies, legislation or initiatives when we formulate them to check that they are consistent with the commitments in this Scheme. Project managers will work with the Welsh Language Unit and/ or Bilingual Service Co-ordinators on assessing linguistic impact in new policies.

- When we put policies or initiatives into action, we will make sure that they meet the commitments given in this Scheme and do not undermine it.

- The introduction of new policies, legislation, initiatives, procedures or services can provide an opportunity to promote the use of Welsh. Opportunities may arise
from proposals to reorganise or create new services to be delivered by Assembly Sponsored Public Bodies, Local Authorities or other public bodies as well as from the Assembly Government’s own activities and policies. The Welsh Assembly Government will take such opportunities to improve the level of service for Welsh speakers where the current standard falls short of the principle that the Welsh and English languages are treated on a basis of equality.

- Where appropriate, our consultation documents will discuss the relationship between the Welsh language and the policies, initiatives and services under consideration.

3.3 Encouraging and Facilitating Bilingualism

Matters relating to the Welsh language are relevant across policy fields and we will reflect linguistic considerations when we develop, implement, and oversee the delivery of policies, by ourselves, and others, across all the areas noted in this section.

We expect to see other public organisations adopting the same approach. Remit letters to all Assembly Sponsored Public Bodies will instruct them to mainstream Welsh language considerations into their policy development and programme delivery structures. Each ASPB will also have a Welsh Language Mainstreaming Strategy.

The following section illustrates how we intend to further encourage and facilitate bilingualism in Wales in our policy areas.

**Policy areas**

Each Department will have a Welsh Language Action Plan which will describe the main policies and initiatives that are being taken forward and outline how the linguistic considerations will be mainstreamed into them. Each Department will develop the work outlined below in their Action Plans.

3.3.1 Education, Lifelong Learning and Skills

We will continue to have regard to the following imperatives in formulating our policies on education and training, and will canvass support from providers, facilitators, examiners, accreditors, inspectors, advisers (e.g. career companies), and other organisations which operate in this field. We want to:

- increase the range of opportunities for people to pursue Welsh-medium education (including special needs) throughout their lives from early years to higher education;
- promote the benefits of pre-school bilingual nursery education and ensure that provision keeps up with demand on a community level;
- provide an opportunity for every child to learn Welsh throughout their compulsory schooling, including opportunities for late immersion to facilitate entry into the Welsh medium sector;
• gear provision of opportunities for further education and skills training in the workplace in Welsh and bilingually to the identified language preferences and aspirations of learners and the skills needs of employers;
• increase and improve the provision of Welsh for Adults learning opportunities and progression routes;
• promote the advantages of being able to communicate in both Welsh and English in careers advice and educational opportunities, by highlighting the importance of linguistic continuity in the transition from primary to secondary school as a major factor in embedding language skills;
• ensure that the National Curriculum reflects the bilingual nature of Wales and all of the diverse cultures of Wales;
• commission the provision of Welsh-medium learning and teaching resources, including greater use of ICT, to support Welsh-medium training and teaching;
• increase the number of teachers, lecturers and other practitioners able to deliver through the medium of Welsh or bilingually;
• increase the number of quality assured qualifications available through the medium of Welsh;
• encourage and support higher education institutions in increasing both provision and take-up of Welsh medium opportunities in HE;
• develop collaborative network models for post-14 Welsh-medium and bilingual provision;
• continue to develop a Welsh-medium video-conferencing network, and explore opportunities in the Welsh-medium and bilingual sector made available by new technologies;
• promote awareness of the implications of funding and policy decisions on the Welsh language; and
• work with partners to implement the Language Awareness Training Strategy.

The Department for Education and Lifelong Learning’ Action Plan will detail further how the above commitments will be met.

3.3.2 Health and Social Care

The provision of services in Welsh is an integral part of quality of care and the Welsh Assembly Government is determined to highlight the importance of delivering services in the service users’ language of choice.

We will continue to work closely with health and social care organisations to help them achieve this aim. This will also be integral to our strategies and policies.

One of the main strategies of the Department for Health and Social Services is Designed for Life, a 10-year strategy to create world class healthcare service in Wales. Designed for Life challenges the NHS to modernise services in line with the changing needs and expectations of the people of Wales. In response to this strategy, the three NHS health care communities in Wales have been commissioned to undertake a review of acute services.
Our commitment to Welsh language provision in Designed for Life is:
“Effective Welsh and English bilingual services are essential to providing quality care and full recognition will be given to the Welsh Language Act 1993, and the Welsh language schemes of each stakeholder organisation.”

We are also working with our partners to develop a comprehensive 10-year Strategy for Social Services - Fulfilled Lives; Supportive Communities. Our commitment to Welsh language provision is:

“The Welsh language is an essential part of Welsh culture and life. It must be reflected in developing effective local social care strategies and in planning, delivering and improving services for individuals whose language of preference is Welsh.”

Training and recruitment policies, research and the structuring of the service needs to reflect the need to provide services in Welsh.

3.3.3 Culture and Sport

Our programmes support the Welsh language as a vital part of our national identity and support the development of a truly bilingual Wales. Culture and sport enable people to build a sense of belonging and identity. We want everyone to have opportunities to participate in the arts, sports and other cultural experiences through the medium of Welsh.

Through the Climbing Higher – Next Steps framework for action we will expect access to sport and physical activity opportunities and funding through the medium of Welsh to be an integral entitlement. Specific initiatives include developing more leaders and coaches who can deliver activity using the Welsh language and to support the voluntary sports sector in effective bi-lingual provision.

All of our sponsored bodies are remitted to ensure that they mainstream Welsh language considerations into its policy development and programme delivery structures.

We encourage the Arts Council of Wales (ACW) to provide opportunities for everyone to participate and attend arts and other cultural activities through the medium of Welsh. Grant recipients are required to produce core information in both Welsh and English. ACW aims to increase the number of Welsh language productions, films, publications (excluding periodicals) and workshops.

We are developing a distinctive Welsh dimension to the distribution of Lottery funding for the coming years. The Welsh Assembly Government will issue Wales specific policy directions to UK wide distributors, as well as to Welsh based distributors. We require these to support and promote, wherever possible, the Welsh language.

The Welsh Books Council supports the publishing industry in Wales across a whole range of activities. The Council provides a wide range of services to the publishing industry in Wales and awards grants to support Welsh language publishing
programmes. We have set specific targets for supporting the Welsh language activity in areas such as commissioning authors, supporting editorial posts and commissioning market research. We expect the Welsh Books Council to ensure that the grants it distributes for Welsh language publishing are used to support a wide range of Welsh language titles of popular appeal alongside books of literary and artistic merit.

The Wales Millennium Centre (WMC) receives funding from the Assembly Government and is home to a diverse range of cultural organisations and activities. These organisations support the Welsh Language and provide new opportunities for the public to view performances etc. in Welsh.

We have added a condition of grant this year for the National Botanical Garden of Wales in relation to the promotion of the language.

3.3.4 Enterprise, Innovation and Networks

The Welsh Assembly recognises the key role of economic development to the well-being and future prospects of the Welsh language and Welsh speaking communities. Our vision is of a vibrant Welsh economy delivering strong and sustainable economic growth by providing opportunities for all, and we will take this forward by implementing the economic development strategy launched in early 2006, ‘Wales: A Vibrant Economy’; the tourism strategy ‘Achieving our Potential’ and the ‘Wales Transport Strategy’.

In particular:
- a number of the Assembly’s priority sectors identified as key drivers to future economic growth in Wales, including agri-food, tourism and the creative industries, are ones to which the Welsh language adds value.
- Welsh speakers and Welsh speaking communities will be a key target group of programmes established to sustain and strengthen rural and urban communities and increase levels of enterprise and entrepreneurship.
- for the period 2007-2013, Wales will benefit from a new round of European Structural Fund Programmes. The programmes will reflect a commitment to include a focus on the Welsh language as an economic driver.
- the language will continue to be a positive means of promoting Wales and in the development of cultural tourism, and all new policies and developments will be assessed for their potential impact on the well-being of the language.
- the Welsh language will be an essential consideration of Enterprise, Innovation and Network business planning procedures.
- the Welsh Language-Economy discussion group will further develop its work on understanding the links between language and economy, the initial foundations of which were published in its first annual review in November 2005, so as to identify economic synergies and opportunities afforded by the language.

3.3.5 Environment, Planning and Countryside

We are committed to creating a sustainable environment for the people of Wales and for future generations. The goal of a thriving, sustainable rural economy forms part of that action. The Welsh language is a component of the next Rural Development Plan and the Welsh Language Board has participated on the working group leading its
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development. We are also engaged in work to promote Welsh as an economic driver and to encourage young people in particular to remain in Welsh-speaking areas. The bilingual service which is offered to customers is viewed as a particular strength in EPC regional offices and this significant presence across Wales offers people career opportunities in the civil service, whilst staying in their local communities. The new office in Aberystwyth will continue that trend. Similarly, Welsh language considerations have been incorporated into planning policy development and implementation.

The Assembly Government guides its partners to take account of language issues in developing housing strategies and planning new housing provision and services. The Government’s planning policy in relation to the Welsh language is set out in Planning Policy Wales (March 2002) and detailed guidance is given in Technical Advice Note 20. These documents provide for the needs and interests of the Welsh language to be taken into account in the preparation of development plans.

The guidance may be material to decisions on individual planning applications, and we will take it into account in determining planning applications and appeals which we call in. A consortium of organisations including Local Authorities, the Welsh Language Board, the House Builders Federation and the Assembly Government, published ‘Planning and the Welsh Language’ in December 2005 and the recommendations resulting from this review will be looked at by planning officials in 2007. Its aim is to assist local planning authorities in assessing the impact of development plan policies, and of individual planning applications, on the Welsh culture and language.

3.3.6 Local Government and Public Administration

We fully recognise the importance of the relationship between the Welsh language and the Local Government sector. There is a need for individuals to access services in Welsh and we are working with Local Government and others to ensure that we maximise opportunities to integrate the Welsh Language dimension into national policy drivers and particularly those that impact on performance management in Local Government.

Our response to Beecham and Community Strategies will mainstream the Welsh language.

The Local Government Performance Measurement Framework contains many indicators which can be disaggregated to reveal standards and quality of relevant services according to language medium and language preference. It also contains some indicators directly concerned with provision through the medium of Welsh – for instance in education and library services. The indicator on continuity of Welsh-medium education is one of only 22 high-level strategic performance indicators for local government, collection and reporting of which is a statutory duty.

As the core indicator sets and shared outcome performance indicators are developed over the next few years, the Welsh language will be mainstreamed. We are especially committed to developing measures of Welsh language capacity within
the human resources core set. We will continue to work with the Welsh Language Board and others to develop indicators which measure other aspects of local authorities' work with a Welsh language dimension.

Additionally, the revised Wales Programme for Improvement (WPI) requires local authorities to conduct annual assessments of how far their services and functions contribute to equalities objectives and duties, which for this purpose includes objectives and duties relating to the Welsh language.

3.3.7 Social Justice and Regeneration

Housing

The impact of housing issues on the Welsh language particularly in rural areas will continue to be a key influence on the Assembly Government's strategy on rural housing, especially in the context of affordable housing. The following are key areas:

- The research report ‘The Role of the Housing System in Rural Wales' looked at the relationship between the housing system and the economy of rural Wales and was published in January 2006. The Department has also commissioned a review of low cost home ownership, which will report in summer 2006.
- The Home Buy scheme will continue to increase the number of young people in the intermediate market who are able to purchase homes within Welsh speaking communities. Support towards the development of Community Land Trusts will also help to address the issue.
- In terms of the rented sector, we will work to increase the volume of social housing developed through housing associations and limit the number of properties lost through the Right to Buy.
- In considering future bids for the Social Housing Management Grant Programme, the Minister for Social Justice and Regeneration has agreed to provide funding towards a project which will develop a framework for the establishment of a national network of Rural Housing Enablers serving rural communities across institutional boundaries.
- The draft Affordable Housing Toolkit was launched in June 2006 and reflected consultation comments provided by the Welsh Language Board. It focuses on ways in which local authority housing and planning officials can work to maximise the affordable housing delivered in their areas.
- We consulted on guidance to Local Authorities on revising their existing Local Housing Strategies during summer 2006. The guidance notes that strategies should consider Welsh language issues demonstrating an understanding of the impact of housing matters on the Welsh language.

Communities/Social Inclusion

The Assembly Government expects to see sustaining bilingual communities as a central theme in many community strategies and expects local Mentrau Iaith and other language groups to be fully involved in the development of community strategies. It sees safeguarding and promoting people's right to use Welsh both to access services and to play a full part in the civic and cultural life of their country as
an important element of establishing social justice. In our Guidance on Communities First, we advise Partnerships to make every effort to consider how they reflect the bilingual nature and requirements of the community in the activities they undertake. The Welsh language has been included in the assessment criteria of the Community Facilities and Activities Programme and the Physical Regeneration Fund, and a further audit will ensure its mainstreaming in all other grants/funding including Communities@One and the Social Enterprise Strategy.

CAFCASS CYMRU

CAFCASS CYMRU is fully committed to realising the principles of the Welsh Language Act 1993 and the UN Conventions on the Rights of the Child (in this regard Article 2). CAFCASS CYMRU regards allowing people to use the language in which they are most comfortable as vital to the quality and success of the services it provides.

CAFCASS CYMRU has developed a Diversity Strategy which describes how we will promote the Welsh language. This Strategy has been developed by a representative steering group and describes our aims and objectives, work in progress and aspirations.

CAFCASS CYMRU has the Family Justice Policy brief in the Welsh Assembly Government, and ensures that Central Government Departments consider and address Welsh issues, including linguistic and cultural issues, when developing Family Justice legislation, policies and strategies.

Crosscutting policies/themes

The themes below will be applied across the policy areas for which the Assembly Government is responsible:

3.3.8 Information and Communications Technology

The need to provide information and services in Welsh, and operate in accordance with this scheme, will be catered for as we develop, design and purchase information and communications technology products and services.

Whenever possible, we will modify our existing information and communications technology systems to ensure that they enable us to provide information and services in Welsh - and operate in accordance with this scheme.

We will ensure that any ICT systems which we purchase or commission for use by ourselves or others for interaction with the public will be able to deliver a bilingual service.

As we develop or procure ICT systems we shall have regard to the Welsh Language Board’s Bilingual Software Guidelines and Standards.
The Assembly Government wishes to see ICT being used to foster and sustain our culture. The need to ensure adequate Welsh language provision (and awareness of that provision) in this field will be an integral element of the new e-wales strategy.

When new electronic communication and information storage computer systems are established, the ability of the software to deal with two or more languages will be a relevant factor when deciding which software to buy, especially if the system is to be used in relation to the public.

3.3.9 Equal Opportunities, Equalities and Diversity

Linguistic equality is part of the Assembly Government’s equal opportunities agenda, and will be integrated into its equal opportunities work. The Government will expect other organisations to adopt the same approach. This will also be linked to measuring implementation of aspects of the European Charter for Regional and Minority Languages. Where reference is made to equality of opportunity in documents and statements issued by the Welsh Assembly Government, language will be inserted with other equality interests.

The Generic Equalities Standard requires local government to have full regard for Welsh language issues.

The Strategic Equalities and Diversity Unit and the Welsh Language Unit will work closely together to share best practice on equality and diversity and support each other in mainstreaming equality issues.

3.3.10 Sustainable Development

The Assembly's vision of a sustainable Wales seeks to strengthen Wales' cultural identity and help to create a bilingual country, while confidently looking outwards and welcoming new cultural influences. We face challenges in maintaining communities and the Welsh language in the face of demographic change (such as an ageing population).

The Sustainable Development scheme itself is designed to promote the type of Wales where the Welsh language and bilingualism flourishes.

We are keen to use the international network of regional governments for Sustainable Development - nrg4SD - to develop Welsh policies by exchanging information and partnerships with other regions. In co-operation with the Welsh Language Board we produced and tabled a paper on Minority Languages and SD which demonstrates that the protection of minority languages is an important element of sustainable development and regions are best placed to tackle the threat posed to 90% of living languages.

In March 2006 the paper was formally adopted at the nrg4SD General Assembly and we are exploring projects to implement some of the recommendations in the paper with partners within Wales and beyond.

The Wales Spatial Plan promotes and informs the consideration of the effect of spatial strategies on Welsh language issues through the sections ‘Building
Sustainable Communities’ and ‘Respecting Distinctiveness’. There is a representative of the Welsh Language Board on the Spatial Plan’s national steering group and the Board is also involved in regional work.

3.3.11 Research

In drawing up our research programme or in advising UK bodies on their research, we will consider the need for research on the Welsh Language, either specifically or as a part of applied research in fields such as health, education or service quality. We will ensure that, where it is relevant to the subject, the conduct and content of research reflects the bilingual character of Wales.

Research and Evaluation Plans for each Department will include Iaith Pawb projects, as appropriate, and mainstreaming matters.

We will use the bilingual Government Social Science Research logo on our research materials, where relevant.

Research conducted on our behalf will include a requirement in the contract documentation for bilingual reporting and disseminating where appropriate.

Questionnaires and surveys for the public will be bilingual, whether written, over the telephone, or door to door.

We will follow the guidance on researching produced by the Welsh Language Unit.

3.3.12 Partnerships/Joined-up Working

We work in partnership with UK Government Departments, public bodies, organisations from the voluntary sector and other organisations and agencies. Any partnerships or joined-up working arrangements will reflect the principles and provisions set out in this Scheme. Specifically, when we:

- are the strategic and financial leader within a partnership, we will ensure that the public service provision complies with this Scheme;
- join a partnership in which another body is leading, our input to the partnership will comply with this Scheme and we will encourage other parties to do likewise;
- are a partner in a consortium, we will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, we will operate in accordance with this Scheme;
- join or form a partnership, we will ask prospective partners about their Welsh Language Schemes, language policies or the means by which they will operate bilingually and as a rule the strongest clauses of the partners’ Schemes will be adopted as a preference.

Other Means of Influence

3.3.13 Content of Guidance and Circulars

We issue policy and practical guidance, circulars and other strategic documents (including jointly with UK Government departments) to Local Authorities, the NHS and other bodies exercising functions of a public nature. In doing so, we will specify
that we expect organisations to apply their own Welsh Language Schemes (where applicable) to the policies or services described in the guidance. Otherwise, we will state specifically what linguistic considerations (if any) apply. We will also highlight any linguistic implications arising from the guidance.

3.3.14 Funding

The Welsh Assembly Government has strategic influence through the funding it provides. It funds Assembly Sponsored Bodies and provides grants to a wide range of recipients.

We will ensure that the principles of this Scheme are followed wherever we provide funding.

- The Management Statements for Assembly Sponsored Public Bodies (ASPBs) require them to conform to the Welsh Language Act 1993. New, reorganised or amalgamated ASPBs and Agencies will be required to plan their operations from the start with a bilingual service in mind, and to prepare a Welsh Language Scheme to be agreed with the Welsh Language Board.

- When we award grants or provide funding we will specify that recipients should apply their own Welsh Language Schemes where applicable to the specific activities for which we are providing funds. Otherwise, we will state specifically what linguistic conditions (if any) apply. These may relate to the purpose of the grant/ funding itself or to the way in which the body undertakes the activity which is funded.

- In order to ensure that this happens, we will include considerations regarding the Welsh language in the following:
  - Application form and any accompanying guidance/ explanatory notes;
  - System for assessing the application for grant;
  - Offer letter for the grant; and
  - Monitoring system.

- The particular approach will depend on the nature of the grant and we will have regard to the Welsh Language Board’s guidance on administering grants and loans.

- We will include language matters as a condition of grant in European grant projects between 2007-13. We will expect public bodies that provide match funding for European grant projects to ensure that projects properly reflect the linguistic nature of the targeted community or clientele. We will also expect the monitoring or partnership committee which oversees the programme to adopt the same approach.

- Many voluntary and non-statutory organisations exercise a function of a public nature or deliver a service to the public by agreement/arrangement with us or with another public body. When they apply to us for grant, they will need to satisfy us that they will meet the linguistic needs of the community or clientele for which the service, project or activity is to be provided. When we evaluate grant
projects, we will check that organisations have met their linguistic commitments. All our voluntary sector grant schemes will incorporate these practices.

3.3.15 Inspection and Review

The Assembly Government monitors and evaluates the implementation of public services through service reviews, user surveys, inspections, investigations, advice and research. This work is either undertaken or commissioned by the Assembly Government itself, or in partnership with government departments, agencies or commissions.

Independent inspection and regulation of the health and social care systems is carried out by three inspectorates, Healthcare Inspectorate Wales, Care Standards Inspectorate for Wales and the Social Services Inspectorate for Wales, which are all part of the Welsh Assembly Government.

This work reflects the fact that providing a service in Welsh is an inseparable part of providing high quality services to the public in Wales. Thus, measuring the adequacy and quality of aspects of provision in Welsh is incorporated as standard practice into the briefs and methodologies for inspection and review work, and into performance reporting frameworks. (This will be relevant for both public sector and independent providers).

We will also reflect linguistic requirements in standard setting.

Those conducting audits or reviews of the work of other organisations will continue to have the capacity to conduct that work in Welsh if that is the language of administration of the audited body.

3.3.16 Contact with Whitehall - including legislation

We will influence UK-wide and England and Wales primary and secondary legislation, and the proposals and activities in Wales of UK Crown and public bodies on matters which affect the Welsh language or its users. For example by:

- proposing, where appropriate, changes to existing legislation in order to facilitate the use of Welsh;
- ensuring, when we scrutinise draft legislation, that its provisions do not prevent the future delivery of services in Welsh or render them more difficult or costly to deliver;
- influencing government departments and agencies to adopt arrangements which facilitate bilingual service provision.

3.3.17 Regulatory bodies not directly accountable to the Assembly

We will raise relevant linguistic considerations and ensure that these organisations are aware of the requirement to provide a bilingual service in Wales.

3.3.18 Europe

- We will ensure that the European Charter for Regional or Minority Languages is implemented (in relation to devolved responsibilities).
We will encourage the use of Welsh on materials that are the responsibility of the European Union.

3.4 The Standard of Service

Services provided in Welsh and English will be of equal quality and will be provided within the same timescale.

When documents, letters, signs etc are ‘bilingual’ (i.e. Welsh and English together) or are produced in separate Welsh and English versions, we will ensure that the Welsh version is of the same quality, format, size and prominence as the English. We expect those we sponsor and supervise to adopt the same standards.

‘Making the Connections’ sets out the Welsh Assembly Government’s vision for public services, As part of the ‘Making the Connections’ agenda, the Assembly Government is setting policy on customer service for all public services, including the Assembly Government, across Wales. This policy will be consistent with existing Welsh Language legislation. Detailed guidance will be available together with examples of existing practice. The guidance provides a set of core principles on customer service, including guidance on providing bilingual services. Core Principle 4 is:

“Citizens who prefer to access and use services in English or Welsh, or need to use minority ethnic languages or British Sign Language will be able to do so.”

3.5 Delivery of Services

3.5.1 Services provided by us

Our normal practice will be to ensure that our services are available to the public in Welsh.

Any form of contact with the public in Wales, which is not specifically dealt with by this scheme, will be undertaken in a manner which is consistent with the general principles enshrined in this scheme.

We will adopt the following in order to deliver this Scheme:
- organise and staff teams so that Welsh speaking staff are available to provide services in Welsh;
- set up a discrete team within the wider team to deliver services to Welsh speakers or to support those who are doing so;
- adopt procedures or systems which facilitate service provision in Welsh;
- make Welsh speaking officers in one location/team available to assist another location/team when required;
- use professional translators.
3.5.2 Use of Welsh in services provided on our behalf or under our supervision by other organisations

We will ensure that all organisations that provide services on our behalf do so in line with this Scheme, whether they are agents, consultants, contractors, private companies, the voluntary sector, Assembly Sponsored Public Bodies, or other public bodies.

Any agreements or arrangements which we make with third parties will be consistent with the relevant parts of this scheme, when those agreements or arrangements relate to the provision of services to the public in Wales. When doing this, we will ensure that third parties follow those elements of this Scheme which are relevant to the services they are providing on our behalf. The same conditions will apply to any services they sub-contract.

When we put new or existing services out to contract or subject them to market testing, our specification letters or tender documents will spell out which aspects of the service we expect the contractor to provide bilingually (if any). We will also highlight any other linguistic considerations that need to be encompassed in the work. For example, research into service standards should include a representative sample of Welsh speakers, and ask specific questions about the availability and standards of services in Welsh.

The booklet "Selling to the National Assembly for Wales" includes guidance to suppliers on how both languages should be treated on the basis of equality in services to the public.

We will ensure that these commitments are met for all new contracts and renewal contracts.
- Tender documentation will be bilingual when the contract is Welsh language-related.
- We will make every effort to process documentation completed in Welsh without recourse to translation.

Staff Procurement Manuals will include guidance on the use of Welsh in contracts. Tender checklist forms completed for all procurements valued above £25,000 will indicate that language requirements have been considered and appropriately reflected in the brief or specification.

Our monitoring practices and performance reports will assess performance on Welsh language requirements, where stated in contract documentation.

Contract managers will be responsible for monitoring contractors’ compliance with the Scheme and will report on their compliance in the Scheme’s annual monitoring report.
3.6 Action Plans

Each Department of the Assembly Government will have a Departmental Welsh Language Action Plan which will come into effect by April 2007. Departments will work closely with the Welsh Language Board to draw up, agree, implement and review them. (Divisions may also have Plans which feed into the Departmental Plans).

Action Plans will set out how Departments will ensure that they operate in accordance with this Scheme and will include targets, deadlines and a report on progress against each target. Specifically, they will include:
- the Department’s arrangements for complying with this Scheme;
- the main policies and new initiatives going forward and how the Welsh language will be mainstreamed within them;
- the Department’s arrangements for delivering bilingual services;
- the Department’s bilingual staffing strategy (see section 6. Staffing).

There will also be a requirement for Departments to mainstream the Welsh language into their Operational Plans, Diversity and Equality Plans, and any other cross-cutting theme plans, from April 2007, thus mainstreaming language commitments with other management arrangements.

3.7 Public Appointments

The Welsh Assembly Government has adopted a Code of Practice on Public Appointments in Wales, in accordance with the principles and guidance issued by the Commissioner for Public Appointments. All public appointments are governed by the overriding principle of selection based on merit.

In making appointments to the Boards or Governing Bodies of public organisations, we will take account of the need to speak Welsh (where that is a relevant consideration) and the desirability of securing linguistic balance. Applicants will receive bilingual application packs and, if short listed, be offered the opportunity to be interviewed (predominantly) in their language of choice. Candidates will be informed in the offer of interview letter if simultaneous translation will be used.

The boards of public bodies should be representative of the communities they serve. An ability to speak Welsh will be a consideration in making individual appointments to some organisations – e.g. to the Welsh Language Board and the National Library of Wales. More commonly, the requirement for organisations to provide a service, or undertake outreach work, through the medium of Welsh will mean that having an ability to speak Welsh within the Board might be appropriately included within the skill needs of the team.

The need for Welsh language skills will be taken into account at the start of each appointment exercise when the role description and person specification are prepared. This gives appointment panels the opportunity to make recommendations to Ministers on balancing Boards in terms of diversity of skills and experience as set out in the role description and person specification.
Members of appointment panels are provided with guidance that makes them aware of the need for objective consideration of the above matters and the Welsh Assembly Government's commitment to equality of opportunity.
4. Dealing with the Welsh speaking public

4.1 Written communication

We welcome letters and electronic mail in Welsh or English. If you write to us or e-mail us in Welsh you will receive a reply in Welsh, if a reply is needed. If we initiate correspondence with you, we will write to you bilingually or in your preferred language.

4.1.1 Correspondence we receive

- When someone writes to us in Welsh we will reply with a signed letter in Welsh.
- Our target times for replying to letters in Welsh are exactly the same as for replying to letters in English.
- When we receive letters with documents attached in Welsh only we will sometimes contact the correspondent only in cases when we are certain that an English version already exists. We will do this in order to safeguard against unnecessary translation and to ensure that we do not, through translation, produce a second English version of a document which is already available or has been published in the English language. We would not expect the correspondent to create an English version if one did not already exist.

4.1.2 Correspondence initiated by us

- When we write a letter to an individual, a group or organisation which we know prefers to receive letters in Welsh, we will write in Welsh.
- When we write a letter to an individual, group or organisation, we will do so bilingually unless we know that they would prefer to correspond in Welsh or English only. By bilingually we mean in Welsh and English at the same time.
- When we send a standard or circular letter to several individuals or organisations, the letter will be bilingual unless we know that all recipients would prefer to receive it in Welsh only or English only. An exception to this rule is routine administrative letters which are sent in English only from the Welsh Assembly Government to the Chief Executives of Assembly Sponsored Bodies.
- We sometimes, in exceptional circumstances, issue letters which need to be despatched at very short notice. We may issue such letters in English only in cases where holding them up for a Welsh translation would put recipients at a disadvantage. Departments will be required to justify and record such incidents.
- We will initiate correspondence in Welsh following face-to-face or telephone conversations in Welsh unless we know that the recipient would prefer to receive correspondence in English.
- Where a Department has a language preference system which has been approved by the Welsh Language Unit, correspondence will be sent in accordance with the language preference recorded for each customer.
- When a letter has enclosure(s), we will adopt the scoring system in this Scheme to determine whether or not the enclosure(s) will be produced bilingually.
4.2 Electronic Mail

When we correspond via e-mail the same principles will apply as with paper correspondence.

4.3 Decision Letters

We will send out decision letters on such matters as town and country planning, road schemes and pollution control bilingually or in the language of choice established during the decision making process.

- Decision letters will be in **Welsh** when written to an individual or organisation:
  - where the initial contact was made in Welsh; or
  - where that individual or organisation has subsequently requested a Welsh decision letter; or
  - where it is known the recipient prefers to receive it in Welsh only.
- The decision letter will be issued **bilingually** if representations were made in Welsh during the inquiry. If a decision letter is issued bilingually, the two language versions will appear in the same document with a signature at the end.
- If the decision letter is intended to convey policy to a much wider audience than those directly involved, we will treat it as a publication.
- In circumstances other than described above correspondence will be in English.

4.4 Telephone Calls

We will ensure that the public can speak in Welsh or English when dealing with us by telephone. We welcome telephone enquiries in English or Welsh, whether via switchboard, Departments, or helplines and dedicated lines.

4.4.1 Greeting Calls

- The Welsh Assembly Government’s switchboard staff will answer with a bilingual greeting on the bilingual line (a service for both Welsh and English speakers) and in Welsh only on the Welsh line (a Welsh speaking service only).
- All staff at Cadw sites will answer the telephone with a bilingual greeting.
- All Welsh speaking staff and confident learners will greet bilingually.
- All other members of staff will be encouraged to answer the telephone with a bilingual greeting – a minimum of “Bore da/ Good morning” and “Prynhawn da/ Good afternoon”. Training on telephone greetings will be available to staff by the end of 2006. Our aim is for the majority of staff to greet bilingually by January 2008.
- The out of office hours switchboard answering message or answer phone will be in Welsh only for the Welsh line and bilingual on the bilingual line. The interpersonal service out of hours will be English only at present. There is a historical contractual reason for this, but we will develop a fully bilingual service by 2010.
CONSULTATION DOCUMENT

- All Welsh speaking staff and confident learners will have a bilingual answer machine message.
- We will encourage the rest of our staff to use bilingual messages on their personal answering machines.

The purpose of the bilingual greeting is to encourage the caller to continue the call in their preferred language. When callers do so, we will take it for granted (unless they indicate otherwise) that they wish to continue the call in Welsh – there will be no need for the caller to make a specific request for a service in Welsh.

### 4.4.2 Dealing with calls from Welsh speakers

- **Via switchboards**
  - If the caller asks to speak to a specific officer, the call will be put through to that officer.
  - If the caller does not name a specific officer, the call will be transferred to one of designated Welsh speakers at the appropriate Department who is able to deal with the query.

- **In Departments**
  - If the caller rings a Department, either directly or via switchboard, and speaks Welsh but the person taking the call cannot speak Welsh, that person will politely explain the situation and transfer the call to a Welsh speaking colleague who is able to deal with the query.

- **In all cases**
  - If no Welsh speaker is available at the time, the caller will be given the choice of a Welsh speaker phoning back, continuing the call in English or writing to us in Welsh, by letter or e-mail.
  - If it is necessary to telephone the caller back, the target for doing so will be within one working day and Departments will be required to keep a record of any failures to comply with this.
  - We cannot always guarantee that the Welsh speaker who is dealing with the call will specialise in the subject in question. Although we do not expect this to happen often, this might create difficulties if the enquiry is particularly complex or specialised. It will be for callers to decide if they wish to continue with the call with a Welsh speaker, if available (that might not specialise in the subject); discuss the matter in English with the specialist officer; or send the query in writing in Welsh.

### 4.4.3 Helplines

Any telephone helplines, call centres, or similar facilities providing information, services or support to the public, operated by us or on our behalf will be able to provide a service in English and Welsh and we will ensure that callers are aware of this option. There will be a presumption in favour of both Welsh and English services sharing the same telephone number with an automated language option at the beginning.
4.4.4 Dedicated Lines

Statistical Information. We maintain a dedicated Welsh language telephone service in each of the 5 units of the Statistical Directorate to answer straightforward queries on government statistics and, where appropriate, to identify a contact in the Welsh Assembly Government or in a UK government department who can provide more information. The numbers for each unit are:

- Core Statistics: 029 2082 5335
- Education, Training and Economic Statistics: 029 2082 5360
- Health Statistics and Analysis Unit: 029 2082 3471
- Cartographics: 029 2082 5434
- Central Statistical Support: 029 2080 1440

Other dedicated telephone lines are:
- Publications Information: 029 2082 3683
- Health Challenge Wales: 0845 606 4050

4.5 Meetings

We will make arrangements to enable you to participate in Welsh or English at these events. We will make every effort to establish the language choice of those attending in advance to facilitate our arrangements.

4.5.1 Public Meetings and Conferences

We will always provide the following bilingually:

- greeting/ welcome by the Chair person
- invitations/ advertisements
- signs, badges, name plates
- registration forms

We will assess the demand for using Welsh and/ or English in advance by giving consideration to the theme, location, membership, and experience of past meetings. If we are in any doubt as to language choice, we will invite the public to let us know in advance in which language they wish to speak.

We will provide the following (in addition to the above) unless we have established beforehand that all the participants wish to use the same language:

- bilingual supporting papers (exempting papers by external guests), leaflets, programmes, agendas, welcome packs;
- bilingual PowerPoint slides by Assembly Ministers and staff and encourage speakers from outside the Assembly Government to do likewise;
- Welsh speaking staff available where possible and to wear Iaith Gwaith badges.

We will provide simultaneous translation or consecutive translation in accordance with the flow chart in Annex B of this Scheme. Our aim is to provide simultaneous translation if there is a probability it will be used.
When translation is being provided, we will:
- greet the audience bilingually, explain the use of the simultaneous translation and headphones and emphasise at the outset that both languages can be spoken;
- emphasise that contributions are welcome in both Welsh and English;
- make every effort to facilitate the use of Welsh;
- try to introduce items in Welsh;
- make very effort to send papers to the translator before the meeting is held;
- produce reports and papers following the public meeting bilingually (or in accordance with the scoring system when translation was not provided);

- The Chair and organiser will follow the Translation Service’s guidance on using the simultaneous translation service effectively.
- We will facilitate contributions in Welsh at workshops and discussion groups and have at least one Welsh medium group/ workshop. There will be a presumption in favour of separate groups in Welsh and English rather than mixed language groups using simultaneous translation. Organisers will also take into account the Welsh Language Unit’s guidance on arranging workshops and discussion groups.

Administrative Note: The Welsh Language Unit and Translation Service will monitor the use of Welsh in meetings. Staff will not be able to order simultaneous translation without the consent of the Language Unit/ Co-ordinator, and/or the Translation Service without proof of assessing language choice in advance.

4.5.2 Face to face meetings with individuals or groups (including video links)
You will be welcome to conduct face to face discussions with us in Welsh (possibly via simultaneous translation).

- When we arrange face to face meetings with the public, we will establish their language choice at the earliest opportunity and ensure that a suitably qualified Welsh speaking official deals with those whose preferred language is Welsh.
- if no suitably qualified Welsh speaker is available, we will offer the choice of continuing the meeting in English, or dealing with the subject by correspondence in Welsh.

4.5.3 Court and Tribunal proceedings
Where the Welsh Assembly Government is directly responsible for the administration of Tribunal proceedings:

- documents that must be filed by participants in order to proceed with a case may be filed in Welsh;
- we will ensure, when we send the first documents in a case to a person, that we include a bilingual notice which invites that person to inform us if they wish to use Welsh or English in the proceedings;
- provide simultaneous translation services from Welsh into English for any oral hearings where a participant has expressed a wish to participate in Welsh;
• any verbatim transcripts of tribunal hearings will be published in the language spoken by the witnesses, with an English translation of contributions made in Welsh. If the tribunal will be providing a simultaneous transcript, both the contributions made in Welsh and the simultaneous translation will be recorded;
• where a party has participated in proceedings in Welsh, we will translate into Welsh any orders, findings or conclusions issued by the tribunal.

Where servants or agents of the Welsh Assembly Government have conduct of proceedings before a Court or Tribunal in Wales or are participating in such proceedings:

• if we are prosecuting or initiating proceedings, unless it is inappropriate or not reasonably practicable, we will, prior to issue of proceedings ascertain whether or not the proposed defendant or respondent wishes to use Welsh or English and issue papers bilingually if the language preference is Welsh;
• in all cases, where Welsh is the chosen language of a party to the proceedings:
  ▪ unless it is inappropriate or not reasonably practicable, papers generated by us to be filed at the Court or Tribunal in order to proceed with a case will be presented bilingually;
  ▪ in selecting staff or agents (including barristers) to conduct or present our case, we will take account of Welsh language skills alongside other considerations such as expertise or specialist knowledge, previous knowledge of the case and availability.

4.5.4 Public Inquiries

To the extent that the Welsh Assembly Government has the power to determine and set out the procedures of any inquiry established by it or others and itself has responsibility for the administration of such an inquiry, we will ensure that participants may make their written or oral representations in Welsh or English.

Where we are responsible for the administration of public inquiries, any verbatim transcripts of inquiry sessions will be published in the language spoken by the witnesses, with an English translation of contributions made in Welsh. If the inquiry will be providing a simultaneous transcript, both the contributions made in Welsh and the simultaneous translation will be recorded.

4.5.5 Hearings

In this section we deal with hearings which are not being held as part of court or tribunal proceedings or public or planning inquiries, for example, hearings of the Independent Review Panels convened to review the decisions made by adoption panels, where the Welsh Assembly Government is charged with either reaching a
conclusion or making a finding or the Welsh Assembly Government is responsible for administration of the hearings. These hearings can proceed either on the basis of written or oral representations or a combination of both. Some, but not all hearings will take place in private.

If you are participating in such a hearing:

- you may make your submissions, written or oral, in Welsh;
- if you choose to participate in Welsh, we will issue any findings or conclusions for which the Welsh Assembly Government is responsible in both Welsh and English.

4.6 Advisory Panels/ Taskforces/ Other group meetings etc

The principles in 4.5.1 also apply to this section.

- We will usually establish the linguistic preferences of participants in advance of the first meeting, but in exceptional circumstances, where this is not possible, this will form the first item on the Agenda for discussion.
- Thus, the participants themselves will decide on appropriate provision with regard to simultaneous translation, agendas, minutes, and discussion papers. If agreement cannot be reached, the decision will be referred to the Welsh Language Unit.
- Decisions can be reviewed upon a request from within the group or otherwise we will discuss the use of the two languages in a standard item annually.

4.7 Seminars and Training Courses

We will make arrangements to enable you to participate in Welsh or English at these events. We will make every effort to establish the language choice of those attending in advance to facilitate our arrangements.

When we arrange seminar, training courses, or similar events for the public in Wales, we will assess the need to provide them in Welsh. In conducting this assessment, we will consider the preferred language of those attending and the availability of Welsh speaking trainers.

4.8 Reception Areas

- We will ensure that our reception areas are always able to offer a service in Welsh.
- Welsh speaking receptionists and front office staff (those greeting the public) will wear the Welsh Language Board’s Working Welsh badges to make it clear to customers that a bilingual service is available.
- Our aim is to reach a position where we always have reception staff who can deal with enquiries in Welsh in all our main buildings where there are regular public visitors. This will also be the case for new offices opened in Merthyr in 2006 and Llandudno Aberystwyth in 2008.
If a Welsh speaking member of reception staff is not available, every effort will be made to provide a Welsh speaking member of staff from elsewhere in the office to deal with the initial enquiry.

4.9 Other dealings with the Public

- We will ensure that English and Welsh are treated on a basis of equality in any other dealings with the public, including audio-visual displays, interactive media and audio tours.
- Audible messages in the lifts in our offices will be in Welsh and English and public address systems will be bilingual.
5. The Welsh Assembly Government’s Corporate Image

Displays of our corporate identity and public image will be bilingual, as will standard information on stationery, goods and electronic communications. We prefer both languages be placed side by side with the Welsh on the left. Where one language is placed above the other, the Welsh version will be placed above the English.

5.1 Presentation of public image

- The Assembly Government will present a fully bilingual corporate image, The Assembly Government’s name, logo and associated information will be bilingual on our signs, logos, publication covers, letter headings, compliment slips, fax covering sheets, staff business cards, identification badges and other forms of public display. (Items produced for use outside the UK may be excepted).
- All e-mail ‘auto-signatures’, disclaimers, ‘out of office’ replies and other standard information will be in bilingual format. Wording will be available on the Intranet to support staff.
- All Assembly Government staff will be able to receive e-mail messages via the following e-mail addresses:
  - firstname.lastname@cymru-wales.gsi.gov.uk
  - firstname.lastname@wales.gsi.gov.uk
  - firstname.lastname@cymru.gsi.gov.uk
- All e-mails initiated, or replied to, by Assembly Government staff will use the firstname.lastname@cymru-wales.gsi.gov.uk address format
- Generic e-mail addresses for departments, or specific policies or initiatives, will be in both English and Welsh using the following address formats:
  - englishtitle@wales.gsi.gov.uk
  - welshtitle@cymru.gsi.gov.uk
- We may use Welsh only branding for some initiatives.
- In cases where the branding for the policy or imitative is in Welsh only, the following address formats will be advertised:
  - welshtitle@wales.gsi.gov.uk
  - welshtitle@cymru.gsi.gov.uk

5.2 Signs on and in our buildings

All temporary and permanent signs and new and replacement signs will be bilingual. We will prefer that both languages be placed side by side with the Welsh on the left. Where one language is placed above the other the Welsh version will be placed above the English.

This also applies to electronic signs.
5.3 Traffic Signs

- The signs for which we are responsible (mostly motorway and trunk road signs) will be bilingual. Signs which are in English only at the moment will be made bilingual when they are replaced. Transport Wales will include a timetable in their Departmental Welsh Language Action Plan.
- In exceptional cases, road safety or technical reasons may prevent fully bilingual signage. This might be the case on very narrow single carriageways or where hedges or walls mean there is not enough room for the larger standard bilingual signs. We will make every effort to overcome such difficulties and these decisions will be discussed in consultation with the Welsh Language Unit.
- Signs containing place names in England will contain the Welsh and English names.
- Electronic Variable Message Signs will display bilingual messages. Where there is not enough space, we will place English and Welsh language messages on alternate signs. We will also work with providers to develop the capability to include letters with symbols in the Welsh language.
- When both languages are included on one sign with one language above the other, the order in which the languages appear will follow the practice adopted by the Local Authority where the sign is located. During the lifetime of this Scheme we will consider the order of languages on signs on our trunk roads.
- We will produce bilingual versions of prescribed traffic signs for use by Local Authorities in Wales. We propose to complete prescribed bilingual sign design drawings, which we expect local authorities to use, by Spring 2007. Until then, we expect Local Authorities to request authorisation for signs which have not yet been prescribed.

5.4 Publications and Written Material (including electronic versions)

Our standard practice will be to publish written material for the public in Welsh and English together in one document. We will ensure that our bilingual written material (and electronic) treats both the Welsh and English languages with equality in terms of format, size, quality, legibility, accessibility and prominence. We will also produce documents available in Braille bilingually.

“Publications and Written Material” include, but are not limited to, brochures and leaflets, cards, certificates, consultation documents, posters, stickers, miscellaneous marketing material, guidance notes, codes of practice, public notices and circulars etc. CD-ROMs and documents or items placed on our Internet site are also included, irrespective of whether or not they exist in hard copy format.

The Assembly Government continues to over-rely on the translation service to deliver some bilingual services. We have increased our targets (para 6.2) to encourage staff to work bilingually. We also have a translation prioritisation
methodology (see Annex A) which enables us to decide on a consistent and objective basis which items are the most important. It sets out clearly those items that will:

- always be bilingual;
- be bilingual if resources allow at the time; and
- usually be in one language.

As a rule, material which is aimed at the general public will be bilingual. Material which is aimed at very specific or limited audiences is more likely to be monolingual. Small-scale (in terms of numbers of words) miscellaneous items such as cards, visitor badges, conference passes, parking permits, stickers, goods bearing text, cheques, invoices and receipts will always be bilingual.

We will include the time required for translation in our project timetables.

In exceptional circumstances, for practical reasons, we may issue separate Welsh and English versions. For example, to benefit from UK government departments issuing documents relating to England which we wish to extend to Wales.

When we do publish separately in Welsh and English, we will ensure that both versions are issued simultaneously, are equally accessible to the public and are distributed together, and are equal in terms of design and size. Separate Welsh and English publications will contain a message stating that the publication is also available in the other language.

If we fail to publish a document simultaneously, we will subsequently translate into Welsh those documents which have historic value or which we anticipate will be used for future reference (and when the document has qualified under the prioritisation system). This will however be recorded as a failure to comply with the Scheme. We recognise the importance of keeping such instances to a minimum and Departments will be required to provide objective justification. Indeed, one of our main reasons for prioritising the use of translation resources is to release staff to produce documents that are designated as being ‘bilingual’ punctually in both languages.

There might be materials for educational establishments which are appropriate to provide in one language only, such as learning and assessment materials for Welsh and English as subjects.

### 5.4.1 Priced Publications

When we charge for a bilingual publication, we will not charge more than the price of a single-language version of that publication. When we issue separate Welsh and English versions, they will have the same price.

Cadw priced publications intended to meet a commercial demand have been made available in Welsh as well as English so long as there is a realistic prospect of recovering additional production costs through sales or if other circumstances so recommend. Cadw is reviewing the position and considering options for more targeted bilingual publications.
5.4.2 Agendas, minutes and other meeting, conference or seminar papers

There will be a general presumption in favour of bilingualism. Actual provision will be determined after the language choice of those involved has been objectively established. (See sections 4.5 – 4.8 for details).

5.4.3 Inspection Reports of the Care Standards Inspectorate for Wales (CSIW)

The large volume of these reports (6,000 annually) means that it is not possible to produce all of them bilingually. We will therefore produce reports bilingually in the following circumstances:

- where the main or sole language of the care setting concerned is Welsh (e.g. a Welsh-medium playgroup);
- when we have ascertained language preference at the pre-inspection stage and/or the client database shows the language preference as Welsh/Bilingual. We will draw attention to this provision in pre-inspection documentation and confirm the language of choice of a service at the point of registration; and
- when the reports pertain to a particular care setting where the majority of its customers are Welsh speakers.

5.4.4 Inspection Reports of the Social Services Inspectorate Wales (SSIW)

National Inspection Reports, including thematic and overview reports, will be bilingual. All joint review reports will be bilingual. Other inspection or review reports for individual Authorities will also be bilingual:

- when they pertain to Local Authorities
  - where more than 10% of the population (based on the latest available census figures) are able to speak Welsh; or
  - where the numbers of Welsh speakers in the population exceeds 15,000; or
  - which specifically request bilingual versions.
- when, although they refer to a particular Authority, they are likely to engender widespread interest throughout Wales.

When a Report is monolingual, we will produce a bilingual summary. All other material produced by SSIW will be dealt with in the same way as for other Assembly Government publications.

5.4.5 Papers prepared for Plenary Session and Assembly Committees

Where staff covered by the Scheme are responsible for preparing papers for Assembly proceedings, they will provide them to the Assembly Parliamentary Service in line with agreed deadlines. The papers will normally be bilingual and the annexes will be bilingual in accordance with the prioritisation methodology in Annex A.

5.4.6 Statutory instruments and Assembly Measures

Statutory Instruments proposed by Ministers of the Welsh Assembly Government which are not made jointly or concurrently with Ministers of the UK Government or another devolved administration and which are not subject to UK Parliamentary procedure will be bilingual when made unless it is inappropriate or not reasonably practicable for them to be made in English and in Welsh. We will develop guidance
outlining the factors that Ministers will take into account when they consider whether or not it is inappropriate or not reasonably practicable for an instrument or part of an instrument to be bilingual when made.

After May 2007, Ministers or the Counsel General to the Welsh Assembly Government will have the power to introduce Assembly Measures to be passed by the Assembly. Section 98(5) of the Government of Wales Act 2006 states as follows:

“The standing orders must include provision for securing that the Assembly may only pass a proposed Assembly Measure if the text of the proposed Assembly Measure is in both English and Welsh, unless the circumstances are such as are specified by the standing orders as any in which the text need not be in both languages”.

We will comply with the requirements of the standing orders of the Assembly with regard to Assembly Measures introduced by us.

### 5.4.7 Internal Written Material

Traditionally, documents for internal use have been in English only and there has been a dependency on the translation service to provide translations. The Welsh Assembly Government recognises the positive effect of using both Welsh and English in communicating with staff. We will, therefore, seek opportunities to make greater use of Welsh internally by working more naturally bilingually as members of staff and not relying solely on the translation service.

Priority will continue to be given to items which will:
- have the greatest visual impact;
- have little translation implication;
- have a long shelf life;
- be aimed at all staff.

Specifically:
- the staff newspaper “Seren” is bilingual;
- the frame of the intranet is available to staff in Welsh and English;
- formal displays aimed at staff will, as a minimum, have titles and headings in a bilingual format. Those displayed in reception and areas where the public are likely to see will be fully bilingual;
- a bilingual contract of service for Assembly Government staff;
- a bilingual Staff Attitude Survey;
- bilingual formats for some widely-used standard internal items (such as internal files and folders);
- our internal documents (such as the Staff Bulletin and manuals) will carry bilingual titles and we will use bilingual branding and titles for major internal projects and initiatives;
- all Divisions and Departments will have Welsh and English titles; and
- all Departments providing corporate services will include bilingual service commitments within their Service Level Agreements.
Internal documents will not be translated at the expense of documents aimed at the public. The formula at Annex A will be used to prioritise between internal and external items.

5.4.8 Joint Publications with UK Government Departments

We publish documents with UK Government Departments on some matters where UK Ministers and Assembly Ministers are acting jointly.

- **Documents initiated by us or jointly with a UK Government Department.** We will ensure that these are produced in compliance with section 5.4 of this Scheme and we will work closely with the Department in question to that end. Such co-operation will normally involve taking a joint decision on the preparation and timetable for the document. Our aim is simultaneous publication in Welsh and English, but publication dates are not always within our control. Departments will be required to justify and keep records of incidents of failure to comply.

- **Documents initiated by a UK Government Department or concerning a policy matter which is not devolved to the Assembly.** The Government Department will be responsible for meeting its language requirements in accordance with its own Welsh Language Scheme. Whenever the opportunity arises, we will remind the Department in question of its responsibilities in this regard.

5.4.9 Other Documents issued by UK Government Departments

When we undertake consultation in Wales on behalf of the Secretary of State for Wales the documents will be circulated in the language(s) in which we receive them.

Documents published by another UK Government Department for an audience in England which we circulate for interest or information to relevant organisations in Wales will be in the language(s) in which we receive them. The Government Department will be responsible for meeting its language requirements in accordance with its own Welsh Language Scheme. Whenever the opportunity arises, we will remind the Department of its responsibilities in this regard.

5.4.10 Requests for information

Written material released under a request for information will be released in the original language of the document.

5.5 Forms

(Measures relating to Publications and Joint Publications also apply to forms).

- All forms for general public use will be available in both Welsh and English. This will include interactive forms published on our websites.

- Explanatory documentation which is attached will be bilingual in accordance with the translation prioritisation system.

- Our aim is to produce as many of our forms as possible in bilingual format, in one document, with the both languages on the same page. Usually, bilingual forms will be in one document, but when a single document would be too lengthy, or bulky or difficult to process, then separate Welsh and English versions of the form
will issue simultaneously and will be made equally accessible to the public (including those distributed by third parties). They will carry a message to say that the form is also available in the other language.

- When we input information on Welsh only forms, we will do so in Welsh only. When we fill in standard information on forms that are returned to the public, we will fill both the Welsh and English versions.
- Some forms relating to the National Health Service in Wales are in English only at the moment. We have an ongoing programme to produce these bilingually, the detail of which will be contained in the Health and Social Care Department’s Welsh Language Action Plan.

5.6 Internet

We have a bilingual website (www.wales.gov.uk) (www.cymru.gov.uk). You are able to access information via the site in either language (subject to the criteria noted under ‘Publications’) and transfer easily from one language to the other.

- The first page that visitors to each of our websites see offer a language choice.
- The main framework, the titles, headings, textual introductions, and the search engine is bilingual.
- Our search engine will contain both Welsh and English language related data.
- With regard to documents, we will apply the same principles to the use of Welsh and English on the Internet as are detailed in this Scheme under “Publications” and “Forms”. The Content Management System that Departmental Web Teams use to publish material to our main website requires content authors to record the prioritisation category/score of documents to ensure that all items published in English only are compliant with the Scheme. The System will provide monitoring information to the Welsh Language Unit.
- If an item is to be bilingual under the terms of this Scheme, we will publish Welsh and English language versions simultaneously on the Internet. Monolingual documents cannot be placed on our websites without the specific permission of the Welsh Language Unit. If permission is given, a message will be included stating when or if the document will be ready in the other language. Departments will be required to justify and keep records of incidents where documents are not published simultaneously.
- Where a document is available in only one language, it will be accessible (via a link or otherwise) from the equivalent page in the other language and its existence will be equally obvious to users in both languages.
- Internal documents published in accordance with our pledge to make government more open will appear in their original language.
- All navigation will be in English and Welsh with direct navigation between the individual Welsh and English pages.
- Where material on our websites is aimed at people outside Wales, the main language used may be English, but consideration will always be given to including Welsh and other languages where appropriate. VisitWales will continue to be in both Welsh and English.
• Some of our websites may be set up with the specific intention of allowing other
organisations - schools for example - to display material. In these cases, the
language of the material shown will be a matter for the organisation concerned,
but we will encourage bilingualism.
• The principles above also apply to Extranets.
• When developing new websites, or when redeveloping our existing websites, we
will have regard to the Welsh Language Board’s Bilingual Software Guidelines
and Standards.

5.7 Press Notices and Press Conferences

Our aim is to provide a full information service to the public in both languages.

• We will provide a news information service on the Assembly Government’s Welsh
language web-site. 50% of press notices will appear simultaneously on our
website in Welsh and English language and 95% within 24 hours. We will give
priority to Welsh language press notices which cover topics of particular interest
to the Welsh speaking public and / or of a Welsh language dimension. Our
success in attaining these targets will be monitored and recorded.
• At our press conferences, we will aim to provide Welsh language services to
meet the requirements of journalists working through the medium of Welsh.
• Press notices will be in English only when the distribution is for the general media
in England only (unless the majority of the audience is in Wales). Press notices
will be in other relevant languages when for circulation to overseas markets.

5.8 Publicity Campaigns, Exhibitions, Advertising

We will conduct our advertising and publicity activities in Wales bilingually in a way
which treats both languages on a basis of equality.

• All our publicity material (e.g. posters, audio tapes, publications or videos) and
recruitment advertising (including for public appointments) will be bilingual unless
they are contained within UK-wide publications or are aimed exclusively at a
Welsh speaking audience. (A video/audio tape may not be bilingual if it is based
on an equivalent written version which is in only one language, or if it is aimed at
an exclusively English or Welsh speaking audience). DVDs and CD-ROMs will
include a language choice option at the start.
• We will take into account both languages at the design stage and not treat the
Welsh language as a translation stage at the end of the process.
• Any audio-visual displays, audio tours, or interactive media that we prepare will
be bilingual.
• Any advertisements in newspapers (or editions), magazines, or publications
distributed mainly or wholly in Wales will be in both Welsh and English in English
language papers/ publications and Welsh only in Welsh language papers/
publications.
Television, cinema, internet and radio advertising will be conducted in Welsh and English:
- Television campaigns which appear on S4C during Welsh programming hours will be in Welsh.
- Radio campaigns broadcast on Radio Cymru or during Welsh language programmes of commercial radio stations will be in Welsh.
- We will avoid using Welsh language subtitles, or dubbing adverts into Welsh (excepting voice overs)

Our exhibitions, displays and hoardings for the public in Wales will be bilingual or sometimes in separate English and Welsh versions. At local and national events both languages on displays will be equally visible.

In staffing displays or stands we will be mindful of the need to be able to deal with enquiries in both languages. Our staffing arrangements will reflect the location of the event and the subject of the display. Welsh speakers will wear the Iaith Gwaith badges.

Telephone response lines and other ways of responding to campaigns in Wales will be bilingual or will include a separate Welsh response service. They will offer an explicit language choice with a presumption in favour of an automated option e.g. press 1 for Welsh and 2 for English service.

When we have target initiatives outside Wales, the materials will usually be in English and the languages of the target countries but we will take appropriate opportunities to promote the Welsh language.

5.9 Public Surveys

We will conduct our public surveys - whether gathering information or testing public opinion - in both English and Welsh.

- All aspects of communication with the public will be conducted bilingually.
- A standard question will be included in all our public (and traffic) surveys asking respondents if they wish to respond to the survey in English or Welsh.
- Respondents will be asked about the Welsh language aspect of services provided where appropriate.
- Public surveys conducted jointly with UK Government departments will be subject to the same commitments as joint publications.

5.10 Official Notices, Public Notices and Recruitment Advertising

Public notices and recruitment advertising (including for public appointments) will be bilingual unless they are contained within UK-wide publications or are aimed exclusively at a Welsh speaking audience.

- Official notices, public notices and staff recruitment advertising (and advertisements for public appointments) in newspapers (or editions), magazines, or publications distributed mainly or wholly in Wales will be bilingual in English language papers/publications and in Welsh in Welsh language papers/publications.
- For posts where the ability to speak Welsh is essential advertisements will be in Welsh only, with a brief explanation in English.
• Advertisements in UK-wide English language publications will be in English except where:
  - the ability to speak Welsh is essential (in which case the notice may be fully bilingual or in Welsh with a brief explanation in English)
  - it would be more appropriate to advertise bilingually, for instance when we wish to target Welsh speakers living across the UK.
• Any official notices, public notices or recruitment advertising placed elsewhere in Wales e.g. at job centres, will be bilingual
• In all bilingual notices/advertisements, the Welsh and English texts will appear side by side with the Welsh on the left.
6. Staffing

Our staff are our key asset - without them, we are not able to provide quality bilingual services to our customers. We will workforce plan, make the best use of the language skills we have, develop those skills, and also recruit for additional skills as required.

We will need enough appropriately skilled bilingual staff that are able to provide services in Welsh, in line with this Scheme. Our Bilingual Skills Strategy (www.wales.gov.uk/welshlanguage) was launched in 2006 and the aim now is to implement it. It is the responsibility of Heads of Divisions/ Departments, in consultation with HR(People) Division, to take this forward.

6.1 Staff planning

Our Bilingual Skills Strategy has been approved by the Permanent Secretary, Management Board, and Welsh Language Board.

The Strategy outlines how we will deliver bilingual services to our customers by making best use of our linguistic resources amongst our staff.

It is a three stage approach, as follows:
- skills audit of existing staff;
- assessment of linguistic skills required to deliver services; and
- action plan by Department on how to close any skills gap.

As part of its Action Plan, each Department will contain a workforce plan which will explain what, if any, language skills will be required in order to provide bilingual services to the public in Welsh in line with this Scheme. Each Department will specify how many staff are currently able to work in Welsh and what level of linguistic skills those members of staff possess. Secondly, it will include an assessment of the number of staff and the level of language capability required to enable it to deliver its services to the public effectively in both English and Welsh. Each Department’s assessment of the numbers and capability needed will be based on the standard criteria set out in section 6.2. In consultation with Human Resources (HR) Department, each Division/ Department will identify key posts for which it assesses the ability to speak/ read/ write/ understand Welsh is essential or desirable and will identify the level of linguistic skill required in each case. Each Department will also specify how many, if any, Welsh speakers are essential or desirable within each team and what level of linguistic skills those Welsh speakers will need to possess. Divisions/ Departments will formulate branch descriptions and job descriptions accordingly. Job descriptions and plans will include references to bilingual working where appropriate. It is the responsibility of Heads of Division/ Department to communicate to the HR Department the linguistic needs of their Division/ Department and to keep under review posts where a Welsh speaker is essential or desirable.
A Skills Audit was conducted for the whole Assembly Government staff in 2005 and the results of this provide a firm foundation for our future workforce planning. A language skills matrix has been developed, which includes six skill levels for understanding, speaking, reading and writing Welsh (see Annex C). At least 17% of staff can speak Welsh in all or most work-related situations (Skills Audit, November 2005).

HR Department, in consultation with the Welsh Language Unit, will continue to conduct and update an audit of current language capability. An electronic system will be adopted to ensure linguistic skills are tracked. This will provide an up-to-date analysis at any time, by Branch/Division, grade and location and enable us to maintain a strategic overview of our ability to implement the Scheme and will inform workforce planning. HR Department will keep details of the language competencies of staff and this will be in place by early 2007.

Administrative note: Welsh speaking staff will be identified in the Assembly’s Distribution of Business. With the implementation of the new electronic HR Database (Snowdrop) staff will be able to access their personal details and update their records on the electronic system if their language competency has changed.

6.2 Making best use of existing skills and working creatively

The Welsh Assembly Government has a policy statement which states that both Welsh and English are working languages of the Welsh Assembly Government. We will be developing an action plan to take this forward.

We need to work naturally bilingually in order to provide bilingual services to our customers. We encourage our staff (including learners) to use spoken and written Welsh at work. There is a responsibility on each individual, and especially line managers, to encourage the use of Welsh in the workplace.

Line managers will need to think strategically about workforce planning with respect to the linguistic needs of their customers. Welsh language skills are likely to be required in posts and/or teams where:

- there are front line services;
- a post/ team is a point of contact with Welsh speaking public and/or organisations, including Local Authorities, schools and colleges, charities, health and care sectors, and voluntary organisations;
- a point of contact is provided for consultation documents, projects and initiatives, and helplines;
- they regularly attend conferences/external events;
- they administer grants, tenders, application forms and so forth;
- the main purpose is providing services/ information to the public.

In addition, all Divisions/Departments will work towards the following targets:

- comply with the requirements of this Scheme in relation to receiving telephone calls in Welsh;
- have a member of staff to advise colleagues on the content of letters received in Welsh in order to decide how they should be handled;
• process forms and responses to consultation exercises in Welsh;
• draft their own responses to correspondence in Welsh;
• prepare written communications under 500 words bilingually (where this is required in this Scheme);
• draft answers to written questions to Assembly Ministers in both languages;
• prepare tables and diagrams in bilingual format (and similar items with a small linguistic content);
• prepare navigation links for the Internet bilingually;
• update their own websites in English and Welsh where they need to do so on a frequent basis and at short notice;
• revise drafts of translated documents in both languages.

In order to encourage Departments to make the most efficient use of the linguistic skills of staff and in order to deliver the best service to the customer, we will monitor our progress on a divisional/departmental level and provide a league table regularly to the Management Board.

Departments will need to do the following naturally bilingually – without using the Translation Service, by April 2009:

• understand in broad terms the content of letters received in Welsh in order to decide how they should be handled;
• draft responses under 100 words to correspondence in Welsh;
• process forms in Welsh; and
• prepare navigation links for the Internet bilingually.

Of course, there will not be any limitations put on staff to prevent them from undertaking more than this in Welsh if they are confident and capable of doing so. We expect staff that are at Level 5 or above are able to carry out the above tasks without any or with limited checking. They will be able to go to the Translation Service for text checking if they feel more confident doing so. But they do not have to. On the other hand, staff who are at Level 4 or lower will take their drafts to their line manager, a colleague within their work area, Welsh tutor, or the text checking service with the Welsh tutor before using the Translation Service. (Please see Annex C for the language skill levels).

Several mechanisms will be in place to support this, including:
- TermCymru (the Welsh Assembly Government’s terminology bank);
- Arddulliadur (a style guide for writing in Welsh);
- electronic and paper dictionaries available for staff;
- a service for checking the accuracy of Welsh language drafts will be available to assist staff as required (by the Translation Service and via the language training contract);
- courses available to develop both oral and written Welsh language skills;
- mentoring system amongst colleagues to develop ability and confidence;
- Departmental Action Plans will outline how each Department will achieve this.
6.3 Recruitment

The Assembly Government welcomes and encourages applications from Welsh speakers for any advertised job vacancy. In any recruitment exercise all applicants, whether Welsh speaking or not, will be treated fairly.

When we recruit, we will refer to the workforce plan contained in the Departmental Action Plan and the information collated in line with the Bilingual Skills Strategy. Before advertising a vacant post, the Welsh language skills element of the post, if any, will be assessed by the line manager of the Department by taking the Department’s Welsh Language Action Plan into account.

Where capability in Welsh is essential or desirable for the post(s) advertised, we will take the following actions:

- The linguistic ability in both languages (spoken and written) required for the post(s) advertised will be clearly specified as applicable. We will note the precise linguistic skills required (including the level of ability) e.g. writing with checking, or everyday spoken language is required.
- If the recruitment process fails to secure a Welsh speaker where an ability in Welsh was sought, the person appointed may be required to give a firm commitment that they will learn Welsh within a specified period to the skill level required for the post. They will be provided with the training to do so.
- In order to reach potential applicants with Welsh language skills, we will ensure that we include Universities in Wales and Welsh medium/ bilingual schools when undertaking careers related visits (including careers and jobs fairs). We will target Welsh speakers where Welsh essential posts are difficult to fill posts.

The Recruitment Process

- Information packs and application forms in both English and Welsh will be provided for all externally advertised posts. Candidates will be able to reply in their preferred language.
- The new recruitment website will be completely bilingual.
- The generic application form will continue to require candidates to note their preference of either Welsh or English as the language for interview but notes that questions may also have to be asked in the other language if the other language is essential for the post.
- Recruitment interviews will be carried out either in English or Welsh according to the preference of the candidate, and candidates will be informed in the offer of interview letter if simultaneous translation will be used.

6.4 Language Training

Language training will play an integral role in ensuring that each Department is able to discharge its responsibilities under this Scheme.

We encourage staff to learn and develop their Welsh language skills. We also provide financial support for learning. Courses, a terminology bank and learning resources are available.
Heads of Divisions/ Departments will attach priority to Welsh language training according to the need of their Divisions/ Departments to provide a service in Welsh.

We have prepared a Welsh language training strategy, which incorporates such matters as:

- setting out different sorts of training for different circumstances;
- prioritising places for those who wish to learn Welsh according to business need;
- targeting those who have qualifications in Welsh or an ability to learn languages quickly;
- linking training with a Welsh Language Development Plan which will provide opportunities for using newly acquired Welsh language skills in the work context;
- establishing monitoring arrangements for assessing the success of training in terms of ability to meet the Assembly Government’s business need;
- plans for vocational training through the medium of Welsh.

We will develop new course provision for staff across Wales during 2006. The provision will suit the different needs and levels. It will provide for:

- staff with no prior knowledge of Welsh;
- staff who need to greet bilingually on the telephone and need basic Welsh only;
- staff with prior knowledge of Welsh to
  - conduct straightforward oral and written business in Welsh;
  - undertake basic translation of correspondence relating to subject/ policy areas (Welsh – English);
- first language Welsh speakers/advanced Welsh learners to conduct complex written and oral business in Welsh.

Staff Performance and Development Plans will cover the need (if any) for Welsh language training. Line Managers will review the training and progress of staff and discuss how staff can use Welsh in their work. Welsh language learners will have performance objectives on all relevant areas by starting with when they will be able to greet bilingually on the telephone and advise on the content of simple letters.

Training and Development Co-ordinators will arrange:

- a mentor system to connect learners to Welsh speakers to help them with oral and written skills;
- support groups for Welsh learners to practice the skills they have learnt in their classes.

6.5 Vocational Training

Vocational training through the medium of Welsh will be offered and encouraged as part of the strategy of enabling staff to operate bilingually.

Under the new core training contract ten core programmes will be offered through both the mediums of English and Welsh for individuals to decide upon their preference. A list of these programmes will be advertised on the Eliesha website.
In addition to this the training request form for core programmes asks for the language preference of each participant and we will endeavour to offer further programmes through the medium of Welsh where sufficient demand exists.

The situation will be regularly reviewed and the list of core training programmes that are available through the medium of Welsh will evolve and expand to support business requirements.

6.6 Welsh Language Awareness Training

The Welsh Language Unit will develop a Welsh language awareness course in co-operation with the HR Department by the end of 2007.

6.7 Iaith Gwaith (Working Language) Badges

We will supply Iaith Gwaith badges to all Welsh speaking members of staff and learners so that internal and external customers can identify them and can choose their preferred language when receiving services. Badges and other Iaith Gwaith materials will always be displayed by staff working in front line services e.g. reception.

We will also consider other means of recognising Welsh speakers e.g. by using the Iaith Gwaith badges on e-mail, business cards and security badges.
7. Administrative Arrangements to Implement the Scheme

7.1 Responsibility

The measures in this scheme carry the full authority, support and approval of the Welsh Assembly Government.

The Head of Culture, Welsh Language and Sport will be responsible for advising the Permanent Secretary and the Minister for the Welsh Language on the implementation of this Scheme.

The Welsh Language Unit within the Directorate for Culture, Welsh Language and Sport will maintain a strategic overview, provide advice and guidance, and undertake corporate monitoring and reporting. Heads of Department (or the Agencies covered by this Scheme) will take responsibility for the day-to-day implementation of the Scheme within their areas of work. They will designate Bilingual Service Co-ordinators within each Department to oversee and facilitate the implementation and monitoring of the Scheme on a day to day basis. Heads of Department will be responsible for ensuring compliance with the Scheme. All Departments will have a Welsh Language Action Plan.

The Welsh Language Scheme Officer in the Welsh Language Scheme team, within the Directorate for Culture, Welsh Language and Sport will provide advice and issue guidance to ensure that staff are familiar with the requirements of the Scheme. The Officer will co-ordinate training/briefing on the requirements of the Scheme, and on linguistic awareness, and will act as co-ordinator for a Welsh Language Scheme Working Group consisting of the Bilingual Service Co-ordinators. The Group will meet on a regular basis to ensure that the implementation of the Scheme is co-ordinated; that there is consistency of practice; and that targets are being met.

7.2 Instructions and Guidance

The Welsh Language Scheme Officer has and will continue to issue general guidelines to staff on how to implement the Welsh Language Scheme. There are guidelines available on mainstreaming, Action Plans, contracts with third parties, public appointments, dealing with correspondence, telephone calls, arranging meetings, research, publications, emails, dealing with UK Government Departments, press releases, procurement, websites, written materials, as well as more general guidance and summaries of the Scheme. Wherever possible, these will be incorporated within generic guidance e.g. Staff Procurement Manual, Research Best Practice Guide. Bilingual Service Co-ordinators will ensure that new guidelines are distributed within Departments. All guidelines are on the Intranet and all staff will be made aware of them.
7.3 Briefings and Training

New entrants to the Assembly Government will receive induction training on the Scheme.

The Welsh Language Unit will provide courses and briefing sessions to specific individuals on demand.

Bilingual Service Co-ordinators will help brief colleagues in their Departments on the requirements of the Scheme. Desk instructions and the departmental induction packs for all new members of staff will include Welsh language requirements.

Departments will produce desk instructions, or similar guidance, for specific staff and posts as required.

The Translation Service will provide training on written translation, simultaneous translation, text checking, and proofreading.

7.4 The Translation Service

The Assembly Government Translation Service helps us comply with the requirements of this Scheme by providing a full range of services – writing translation, legal translation, simultaneous translation, editing and reading proofs, text checking in Welsh, managing terminology, maintaining the TermCymru terminology bank, manage an external translation contract, as well as providing expert advice regarding translation issues.

7.5 Publicising the Scheme and our Welsh language services

The Scheme will be publicised to our staff and to the public in Wales.

Copies of the Scheme will be available at all our main buildings, through the post (by writing to the Welsh Language Scheme Officer at the address given in paragraph 9.4) and on our website.

It is our intention that wherever an individual comes into contact with our services, it will be immediately apparent that that service is available in either language. This will be done:
- automatically (e.g. as in the case of bilingual publications; on the website; bilingual telephone greetings);
- by us establishing the language choice of service users (e.g. in arranging meetings and conferences);
- by drawing specific attention to the fact (e.g. use of Working Welsh material; in chairing meetings).
8. Monitoring the Scheme and reporting on performance

The Assembly Government will monitor progress with this Scheme regularly and will prepare an annual report, co-ordinated by the Directorate for Culture, Welsh Language and Sport, which assesses our performance in implementing the Scheme. If we have failed to meet any of our commitments, we will explain why and outline the action we have taken to put things right.

After each financial year, the Report will be submitted to the Minister with responsibility for the Welsh Language and the Assembly Government’s Executive Board before it is published and laid before the National Assembly for Wales and copied to the Welsh Language Board.

The purpose of the Report will be to:
- measure whether the Assembly Government is complying with the Scheme;
- measure the quality of the service in Welsh;
- analyse performance on a departmental basis, as well as corporately and thematically, in order to ensure consistency;
- identify any fundamental deficiencies and include a timetabled action plan to rectify them.

Specifically, the Report will analyse and evaluate the following:

- the way in which new policies or procedures are drawn up and introduced to make sure that they meet the requirements of this Scheme.
- our arrangements for delivering services in Welsh and their effectiveness and how performance is monitored.
- the way in which we have required, encouraged or facilitated the use of Welsh by other parties; their compliance and how it was monitored.
- our arrangements for dealing with the Welsh speaking public including the percentage of correspondence replied to within the target deadline, percentage of circular/standard letters issued bilingually, percentage of Welsh applications processed within the specified timescales, percentage of telephone calls (switchboard) answered bilingually, number of public meetings and other face to face meetings held bilingually and how language choice was offered.
- the Assembly Government’s public image including the use of bilingual signs, displays, printed information, publications, forms, pamphlets, leaflets etc, websites, press and advertising campaigns, public questionnaires, exhibitions, public/official notices and recruitment advertisements.
- staffing and staff training including steps taken to establish and review the number and location of staff who are bilingual, the percentage of staff who are bilingual per office or Department, the number of posts advertised during the year with a Welsh language requirement and how many Welsh language speakers were appointed in each category, details of staff taking Welsh language courses and the effectiveness of the courses.
- whether services provided by our agents and contractors comply with the terms and conditions set out in their agreements or arrangements.
- measures to ensure that staff are aware of the implications of the Scheme and measures taken to inform the public that a Welsh service is available.
CONSULTATION DOCUMENT

- the implementation of the Scheme against a set of agreed targets, including cases where the timetable has not been met, and an explanation for this.
- the number of cases recorded by each Department of failure to comply.
- complaints, both written and oral, from members of the public, resulting from a failure to comply with the Scheme together with the responses made.
- staff awareness of the Scheme’s requirements and how it should be implemented.

The Welsh Language Unit has developed a strategy to monitor the Scheme and provide the information required for the Report.

- Bilingual Service Co-ordinators will be responsible for monitoring the implementation of the Scheme on a day to day basis within their Departments/Divisions. The Welsh Language Unit will provide a framework for Departments/Divisions to report to their co-ordinators on their compliance with the Scheme.

- The Welsh Language Unit will collate feedback from Departments/Divisions in preparing the overall report. The monitoring report will be used by Departments in annual reviews of their services and will inform their planning.

- The Welsh Language Unit will also arrange for information to be collected from other sources to supplement and validate departmental reports. This may include commissioning bespoke details from Departments/Divisions providing central services; interrogation of existing information sources; specific information requests; and independent testing.

- We will conduct a users survey on an annual basis on our Welsh language services to the public. This will involve contacting a selection of bodies and individuals which are known to welcome doing business in Welsh to obtain their view about our service to them. A summary of the survey’s results will be published in the monitoring report.

The Welsh Language Board has an important scrutiny role with regard to this Scheme and the Welsh Language Unit will cooperate with the Board in the exercise of that function. In addition to the Annual Report on the Scheme, we will ensure that the Board is able to monitor implementation of Departmental Action Plans. We will work with the Welsh Language Board to develop an agreed joint approach to monitoring by March 2007 in order to ensure that we undertake our monitoring roles effectively and efficiently and avoid duplication.
9. Handling Complaints

**Complaints made directly to the Assembly Government**

- Where it is possible to give an explanation/apology which is likely to satisfy the complainant, this will be provided immediately by an official within the Department which gave rise to the complaint. The complaint and response will be logged.
- Written and oral complaints which warrant more than a simple explanation will be considered initially by the official receiving them. The complaint will then be referred to the Head of Branch who will respond to the complainant, normally within 15 working days. (Where a full reply cannot be provided within 15 days, an interim reply will be sent with the promise of a full reply by a date specified in the letter). The final reply will inform complainants of the Assembly’s complaints procedure and their right to take up the matter with the Welsh Language Board if they are dissatisfied. A copy of the final reply will be sent to the Welsh Language Scheme Officer.

**Complaints made directly to the Welsh Language Board**

- When the Board sends us a complaint about our Scheme, we will pass it to the Department which caused the complaint. The Head of Branch in that Department will follow the practice set out above, and will copy the reply to the Board and the Welsh Language Scheme Officer. The Head of Branch’s reply will offer to deal with any follow up enquiries from the complainant.
- We will cooperate with the Welsh Language Board in order to resolve complaints and during any investigations held under Section 17 of the Welsh Language Act.

9.1 Further review within our procedures

Where complainants are dissatisfied with the Assembly’s response, they may move on to the next stage of the complaints procedure.
- They may ask for their complaint to be examined by a senior manager (normally Head of Department) who will review the case and respond within 15 working days. They may judge it necessary to refer the case to the Complaints Panel.
- If complainants are still not satisfied that the complaint has been fully investigated, or do not feel that we have done all we can to put things right, they may ask for the complaint to be considered by our Complaints Panel. The Panel will consist of an independent Chair and two senior officers.
- All replies to complainants, throughout the process, will inform the complainants of their right to take the matter back to the Welsh Language Board at any stage if they remain dissatisfied.

9.2 Investigations by the Welsh Language Board

- At any stage, when it considers that we have had a reasonable opportunity to respond to a complaint, the Board may initiate its own investigations. The procedure will be such as the Board considers appropriate to the circumstances of the case. This may result in the Board allowing us to continue conducting the
investigation according to our own Code, and to report on our findings, or in the Board conducting the investigation itself with our co-operation.

- Once the investigation is completed, in accordance with section 19(1) of the Welsh Language Act 1993, the Board will send a copy of the results of its findings to the First Minister and the complainant, with a copy to the Head of the Directorate for Culture, Welsh Language and Sport, the Head of Department concerned and the Permanent Secretary.

9.3 Suggestions for Improvement

We welcome suggestions for improvements to the services we provide through the medium of Welsh. Any such suggestions should be made to the Welsh Language Scheme Officer.

Complaints and suggestions for improving this scheme should be sent to the following address:

Welsh Language Scheme Officer
Welsh Language Unit
Welsh Assembly Government
Cathays Park
Cardiff
CF10 3NQ
cynlluniaith@wales.gsi.gov.uk
ANNEX A: Guidance on which documents should be bilingual (or in English and Welsh)

**Category A items: to be bilingual (or in Welsh and English)**
- advertisements
- booklets
- brochures
- cabinet written statements
- committee papers
- forms for the public
- items for public display e.g. stickers, posters, passes, warning notices
- job application forms and packs
- leaflets/pamphlets/cards
- licences
- maps
- notices (e.g. traffic notices)
- packs for schools
- press notices
- questionnaires/surveys for the public
- statutory instruments
- speeches (or parts of) for delivery in Welsh
- standard letters
- tendering documentation (see 3.5.2)

**Category B items: the criteria overleaf will be applied to determine their status**
- annexes to committee papers
- annual reports
- business plans
- circulars
- codes of practice
- consultation documents
- forms for industry or specialist groups
- guidance documents
- newsletters
- official responses to reports etc
- public inquiry documents
- regulatory appraisals reports
- research papers
- scheme application forms
- service frameworks
- speeches (published after an event)
- statistical bulletins and releases
- strategies
- training packs for professionals

**Category C items: will usually be monolingual**
- accounts (unless they form part of annual reports)
- conference handouts supplied by other bodies or individuals
- contract documentation (except on request or in specific situations)
- historical/archive information
- internal information released generally under the Freedom of Information Act
- items distributed by the Assembly Government on behalf of other organisations e.g. Whitehall Departments.
- papers supplied by third parties not under contract
- working drafts
Other items: For Agendas, Minutes and other meeting, conference or seminar papers (including PowerPoint slides); Reports of the Care Standards and Social Services Inspectorates; Committee Papers; and Internal Documents please see sections 5.4.2 - 5.4.7 of the Scheme.

NOTE: It is inevitable that the above will not encompass every sort of document. Staff should apply judgement in ensuring that they choose a suitable category on a comparative basis when assessing whether items should be bilingual. For documents forming part of a set, each item needs to be individually scored.

<table>
<thead>
<tr>
<th>Considerations</th>
<th>2 points</th>
<th>1 point</th>
<th>0 points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Number of printed copies (if electronic version only, number on distribution list or estimated hits)</td>
<td>More than 750 (add extra point if more than 2,500)</td>
<td>150-750</td>
<td>150 or less</td>
</tr>
<tr>
<td>• For recurring material such as newsletters, statistical bulletins, regular reports etc, an estimate of the number of copies over a period of a year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Length - number of new words (i.e. new text not previously translated)</td>
<td>5,000 or less (add extra point if less than 500)</td>
<td>5,000-20,000</td>
<td>More than 20,000</td>
</tr>
<tr>
<td>• For recurring material such as newsletters, statistical bulletins, regular reports etc, an estimate of the number of words over a period of a year</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Technical (i.e. would it be incomprehensible to a lay reader)</td>
<td>No</td>
<td>To some extent</td>
<td>Yes</td>
</tr>
<tr>
<td>4. Target audience</td>
<td>Members of the public or sectors where there is a well-known and established demand for Welsh language material (add an extra point if consultation document)</td>
<td>Specific sectors e.g. local authorities but with indirect interest for some members of the public</td>
<td>Specialists within sectors or specific sectors where demand for Welsh language material is minimal</td>
</tr>
</tbody>
</table>
**CONSULTATION DOCUMENT**

<table>
<thead>
<tr>
<th>5. Effect on user (will the item need to be disseminated or discussed internally by other bodies; is it designed to elicit a response)</th>
<th>Yes</th>
<th>To some extent</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Will document affect subsequent material eg will it be widely quoted in future material?</td>
<td>Yes</td>
<td>To some extent</td>
<td>No</td>
</tr>
<tr>
<td>7. Demand/likely interest - based on objective assessment and/or past exercises</td>
<td>High (interest amongst general public or particular interest for Welsh speakers)</td>
<td>Medium (specific groups only)</td>
<td>Low (specialist groups)</td>
</tr>
<tr>
<td>8. Longevity (how long will the doc. be operational?)</td>
<td>Over 2 years</td>
<td>6 months – 2 years</td>
<td>Temporary (less than 6 months)</td>
</tr>
<tr>
<td>9. Status/profile</td>
<td>High (media; or lead doc.)</td>
<td>Medium (some external profile)</td>
<td>Low (little external profile)</td>
</tr>
<tr>
<td>10. Nature of document – is there an obvious Welsh language angle to the content?</td>
<td>Yes (add an extra point if consultation document)</td>
<td>To some extent (indirectly) (add an extra point if consultation document)</td>
<td>No</td>
</tr>
</tbody>
</table>

Staff should circle/highlight the relevant response for each consideration and then add the points value as shown at the top of each column to obtain the document’s priority rating.

- **20 – 13 = B1**: these documents should and will be bilingual
- **12 – 8 = B2**: these documents should be bilingual but whether they are or not will depend on the availability of translation resources at the time. We are fully committed to producing documents bilingually and will not reduce the translation resources available. (If an executive summary of the document will be produced, consideration will be given to producing it bilingually following discussion with the Bilingual Service Co-ordinator and/or Welsh Language Unit).
- **7 – 0 = B3**: English only

**NOTE**: The formula will provide a true reflection of the need for bilingual documents in the majority of cases. Nevertheless, there will always be exceptions and staff will need to use careful judgement in ensuring that the correct decision is taken. Advice can be sought from Bilingual Service Coordinators within Departments.
ANNEX B: Flow chart for deciding when to provide simultaneous translation

Is one or more of the presenters going to present in Welsh or bilingually? [You should encourage this as the most effective way of ensuring/supporting the use of Welsh]

- Yes
  - Need to arrange simultaneous translation (for all relevant sessions)
    - Yes
      - Provide in accordance with the matrix (overleaf)
    - No
      - No need to arrange simultaneous translation
  - No
    - Is there an opportunity for the participants to take part?
      - Yes
        - No need to arrange simultaneous translation
      - No
        - Ask an open/neutral question in the invitation about language preference
          - Yes
            - Do some prefer to speak Welsh?
              - Yes
                - No need to arrange simultaneous translation
              - No
                - No need to arrange simultaneous translation
          - No
            - No need to arrange simultaneous translation
### NUMBERS/ PERCENTAGES

<table>
<thead>
<tr>
<th>THE AUDIENCE</th>
<th>OPPORTUNITY TO PARTICIPATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 or less, or less than 5% speak Welsh</td>
<td>Limited (questions at the end of a speech)</td>
</tr>
<tr>
<td>More than 5, or more than 5% speak Welsh (or the total number of the audience is more than 100)</td>
<td>No simultaneous translation but consideration of use of consecutive translation</td>
</tr>
<tr>
<td>Discuss with the Welsh Language Unit</td>
<td>Provide simultaneous translation (through central translation service)</td>
</tr>
</tbody>
</table>

*NOTE – A translator/ interpreter will only be required for the relevant sessions.*
ANNEX C: Welsh Language Skills Levels

Understanding

1. No skills
2. Can understand basic enquiries – i.e. “ble mae..?”; “ga i siarad â…?”; “allwch chi anfon copi o...... ata i?”
3. Can understand basic social conversation.
4. Can largely follow routine work related conversations between fluent Welsh speakers.
5. Can follow most work related conversations in Welsh including group discussions.
6. Full understanding in all work situations.

Speaking

1. No skills
2. General basic conversational ability – “bore da”; “dydy XXX ddim yma”; “diolch yn fawr”.
3. Can answer simple work related enquiries.
4. Can speak Welsh with some hesitancy on one to one basis on routine work issues.
5. Can engage relatively freely on one-to-one basis or in group discussion on most issues albeit with use of some English words.
6. Fluent – can speak and answer questions at length when required.

Reading

1. No skills.
2. Can read basic material of a non-specialised nature e.g. short and simple signs or notes.
3. Can read simple material in own and related fields, though at a slow rate.
4. Can read routine material in own and related fields with some reliance on a dictionary.
5. Can read most material in own and related fields.
6. Full understanding of all work material.

Writing

1. No skills.
2. Can write basic messages – “Diolch am y llythyr. Dyma gopi o’r map”.
3. Can answer simple brief one-to-one correspondence with help.
4. Can prepare routine written material in field of work with careful editing by a proficient Welsh writer.
5. Can prepare most types of written material in field of work with some checking.
6. Proficient - can complete complex written work without the need for checking.
ANNEX D: Welsh Language Scheme Targets

- Departmental Welsh Language Action Plans will come into effect by April 2007 (para 3.6)
- Departments to mainstream the Welsh language into Operational Plans and Diversity and Equality Plans from April 2007 (para 3.6)
- The majority of staff to greet bilingually when answering the telephone by January 2008 (para 4.4.1)
- Develop a fully bilingual out of hours telephony service by 2010 (para 4.4.1)
- All e-mail addresses will be bilingual (para 5.1)
- Complete prescribed bilingual traffic sign drawings by Spring 2007 (para 5.3)
- Develop new Welsh language training provision for staff across Wales during 2006 (para 6.4)
- Welsh Language Unit and HR Department will develop a Welsh language awareness training course by the end of 2007 (para 6.6)
- Consider other means of recognising Welsh speakers e.g. by using the Iaith Gwaith badges on e-mail, business cards and security badges (para 6.7)
- Develop an agreed approach to monitoring with the Welsh Language Board by March 2007