

# **Wales Community Rehabilitation Company**

## **Welsh Language Scheme 2014 - 2017**

### **Welsh Language Scheme Policy Statement**

The Wales CRC has adopted the principle that in the conduct of public business and in the administration of justice, it will treat the Welsh and English languages on an equal basis. The Scheme sets out how the Wales CRC will give effect to that principle when providing a service to the public in Wales.

The Wales CRC acknowledges that language is an essential part of an individual's identity and as a result undertakes to respect the identity of everyone it serves. It also recognises that individuals can express their emotions, needs and requirements more meaningfully in the language of their preferred language choice.

The Wales CRC is therefore committed to bilingualism and mainstreaming Welsh Language activities into the day to day life of the organisation and its business.

The Welsh Language Scheme is relevant to stakeholders, and the success of the Scheme is the responsibility of all employees.

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The scheme has been prepared under the Welsh Language Act 1993 requirements. It is for consultation and once adopted by Wales CRC Senior Leadership Team, it will be submitted to the Welsh Language Commissioner's Office for approval.

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## Foreword by the Chief Executive, Liz Rijnenberg

Reducing reoffending and creating safer communities means ensuring inclusive services are provided to all offenders, thereby minimising the risk of reoffending.

For any provider or commissioner of services the ability to provide services through the medium of Welsh, for those offenders whose preferred language is Welsh, is a fundamental part of this process. One of the most important and effective tools in working with offenders is communication skills. In today's bilingual Wales this includes the capacity to communicate in both Welsh and English, according to the service user's preferred language of choice.



The Wales CRC aims to be viewed as one of the leaders of the Welsh language agenda within the criminal justice field, and believes it is important to engage with partners to jointly promote the use of the Welsh language. Offering a service in the language of choice indicates the respect and understanding of the culture and community in Wales. The aim is to offer a quality service that promotes equality.

The Wales CRC also acknowledges its duty towards employees, as they themselves reflect the linguistic and cultural make-up of their own communities. It therefore wants to ensure that employees within the organisation can use the language not only when delivering a service to the public but in their day to day interaction with colleagues.

The objectives within the Scheme will also contribute towards the vision of the Welsh Government's A Living Language: a language for living (2012) strategy for the promotion and facilitation of the use of Welsh language in everyday life.

**“To create a truly bilingual Wales, by which we mean a country where people can choose to live their lives through the medium of either or both Welsh or English, and where the presence of the two languages is a source of pride and strength to us all.”**

Wales CRC supports this vision, and believes that its Welsh Language Scheme has an important contribution to play in contributing towards this broader national strategy for Wales.

## 1) INTRODUCTION

### 1.1 Our Organisation

We began trading as a limited company on 1<sup>st</sup> June, 2014 as part of the government's reform of probation services and work closely with the National Probation Service. We employ around 700 people in offices across the principality.

We work with around 8,000 low and medium risk adult offenders who have either been sentenced by the courts to a community order or suspended sentence order, or released on licence from prison to serve the rest of their sentence in the community. We provide a wide range of probation services to help reduce reoffending and protect the public from harm, managing offenders' community sentences and giving them the knowledge, skills and support to enable them to stop offending. This includes specialist recovery and rehabilitation programmes, community payback unpaid work, education, training and employment, mentoring and working with families of offenders. Our programmes tackle drink driving, drug and alcohol misuse, domestic abuse and other violent behaviour and encourage offenders to develop thinking skills.

We are also preparing to deliver a new Through the Gate service to all offenders who are sentenced to fewer than 12 months custody, and will continue to work with those serving longer sentences on their release into the community. Where appropriate we adopt a Restorative Justice approach, enabling offenders to recognise the harm they have done and show their remorse. This can be a positive healing and rehabilitative experience for both the victim and offender.

### 1.2 Our Vision

There are two core principles to our Welsh Language Strategy:

- Our aim is to become a bilingual organisation
- That the Welsh and English languages have equal status.

Our longer term vision for the Welsh Language is to:

- Adopt a proactive approach to the delivery of services in Welsh and identify all possible opportunities to offer services in Welsh to users without them having to make a request.
- Work with our service users and justice partners to ensure that language choice is formally recorded and shared within our processes
- Promote the Welsh language as a business language within the workplace
- Enhance the bilingual capacity of our company by encouraging, supporting and developing employees to develop and make use of their Welsh language skills. This includes ensuring that all new recruits obtain

a basic knowledge of Welsh as a minimum skill prior to the end of their 6 month probationary period.

- Ensure that People and Development (HR) processes and procedures fully acknowledge and consider ability in Welsh to be a skill, side by side with other necessary skills.
- Work towards attracting more Welsh speaking applicants and learners from Welsh communities.
- Raise awareness to stakeholders of our commitment to offer a bilingual services.
- Identify necessary language requirement for positions within Wales CRC.
- Actively facilitate and promote the use of Welsh with the public / service users.
- Link the principles of quality of service to the provision of language choice to users.
- Ensure we continue to use a professional high standard translation service.
- Monitor our own standard of service in order to measure and identify areas for further development and improvement.
- Monitor partnerships ensuring that all partners work to the same language standards.
- Provide a truly bilingual service.

### **1.3 Responsibility for the Scheme**

The Chief Executive Officer (CEO) is responsible for the Welsh language portfolio. It is the responsibility of managers to distribute details of the Scheme and ensure that all employees are aware of the requirements. Managers are also responsible for ensuring that the Language Scheme is implemented locally. The Welsh Language Coordinator is centrally responsible for the dissemination of information, instructions, guidance and support. A network of Welsh Language Champions will also be established. The main role of these champions will be to assist in fulfilling the requirements of the Language Scheme and to promote the Welsh language in the workplace. The Scheme has the status of a Wales CRC Policy and employees are required to adhere to the principles.

## **2) Service Planning and Delivery**

### **2.1 Planning**

When developing new policies and procedures or considering the impact of Government policies and initiatives in Wales, we will have full regard to their consequences on the use of the Welsh language. In making policy decisions the Wales CRC will assess the positive or adverse effects that these would have on opportunities to use the Welsh language by means of an Equality Impact Assessment on the policy.

Consideration will be given to how the decision can be made in order to:-

- have positive effects on opportunities to use Welsh

- have no detrimental impact on opportunities to use Welsh
- ensure that the Welsh language is treated no less favourably than the English language

## **2.2 Delivery**

### **Partnerships**

When working with other parties who are responsible for administering the criminal justice system, i.e. the National Probation Service, the Police, the Courts, the Prison Service and the Crown Prosecution Service, the Wales CRC will ensure that procedures are adopted to record and transfer the language choice of individuals on computer systems and files.

Any third party providing services in Wales will be subject to this Scheme. Third parties, which include our colleagues who work in partnership with us, provide countless services associated with offending. These include learning opportunities, training and employment, drugs and alcohol services, housing etc.

### **Service Users**

In providing our services, the Wales CRC acknowledges the right of the public/ service users to receive a service through the medium of Welsh.

When it becomes clear a service user requires services in Welsh this would be identified at the early stages of contact with Wales CRC. Identification will be at court, at the pre-sentencing report stage or at the induction process where preferred language is captured. Wales CRC will try to ensure that a Welsh speaking offender manager is appointed to manage Welsh speaking service users.

However if a Welsh-speaking employee is not immediately available to assist with the service, arrangements will be made wherever practicable to provide a person who has the appropriate language skills in the location or on the phone to assist. Or in exceptional circumstances, provide an external simultaneous translation service appropriate to the context of the meeting.

The quality of the service provided in Welsh and English will be of equal standard and consistency in every area served. We aim to have available in our offices the names of the organisation's Welsh language speakers. The Wales CRC will ensure that service delivery standards in Welsh and English are regularly monitored.

### **Employees**

Practical written guidance on our Welsh Language Scheme will be produced for all employees and will be included in induction training materials for new employees. In accordance with our Welsh language principles Welsh speakers

and learners will be encouraged and supported to make more use of their spoken and written Welsh skills at work.

Employees who are Welsh speakers / learners will be encouraged to wear a badge / lanyard that indicates to the public / service users that they can speak Welsh or that they are learners. We believe that this can be beneficial to promote communication and provision through the medium of Welsh. The Wales CRC will aim to ensure that the employee profile of the local offices at least reflects the language profile of the area / local authority.

## **2.3 Translators**

The intention of the Wales CRC is to provide a consistent and balanced translation service of the same standard in both languages when serving the public, in accordance with legislation. The Wales CRC will aim to have appropriate arrangements to ensure a translation service of high standard by employees with the appropriate qualifications is available. Only translators who are members of the Association of Welsh Translators and Interpreters or a similar organisation will be used. It would also be an advantage for those translators to have experience of translating in the field of Criminal Justice.

Translation facilities will be made available for public meetings and events when a participant has indicated they wish to contribute in Welsh. It is recognised that translation is a specialist skill that cannot be carried out by every Welsh speaking employee. However employees in conjunction with the specialist IT facilities provided, will be encouraged to write letters in Welsh when they are confident of their ability to do so.

## **3) Working with the Welsh-speaking public**

### **3.1 Correspondence and written communication**

The Wales CRC welcomes correspondence in Welsh or in English. Company letter headed paper will note the company's commitment to providing services in the language of choice.

Language preference will be established at the first point of contact and a record made of the stated preference for future use by ensuring that files and computerised records are clearly marked that the Welsh language is to be used.

Correspondence in either language will be responded to in the language of the original correspondence. If it isn't overt which language is desired, the correspondence will be bilingual.

If any employee corresponds with a member of the public after having an oral conversation in Welsh, then the written correspondence will also be in Welsh or in the chosen language of that member of public.

CYSGLIAD, a computer software package, is a useful tool provided by the organisation, for employees to correct Welsh spelling / grammar. This is available and can be placed on the computers of employees who are likely to benefit.

All newsletters, leaflets, standard letters or forms sent to the public in Wales will be bilingual.

The Welsh will appear above the English or to the left of it, with both languages being equal in as regards to size, quality and clarity. This includes any standard text. It also includes contact details on e-mail messages (job title, department etc)

In relation to complaints, when an external meeting is held, the meeting will be held in the chosen language of the complainant. Translation facilities will be arranged when the employees attending cannot communicate in the complainant's language choice.

When interviewing service users, the Wales CRC will inform the individual verbally about his / her right to be interviewed in Welsh or English in accordance with his / her language choice. A record of the decision will be kept and the information will be transferred to other relevant employees and partners in order to ensure that the language of choice of the individual is respected.

Service users, whether offenders or victims, have the right to receive the following services in Welsh:-

- Assessment meetings
- Supervision
- Carrying out Unpaid Work
- One to one programmes and group work (where practicable)
- Any other service that is available in English.

The Wales CRC will ensure that there is a bilingual culture in our offices and premises. We will make provision for individuals wishing to speak Welsh when they attend the Wales CRC premises. Notices and posters will be placed in public places and in the Wales CRC's premises to draw attention to these facilities.

Where practical within a local area, Welsh speaking employees will be located in workplaces where the need for Welsh language provision is greatest.

### **3.2 Telephone communications**

The Wales CRC welcomes telephone calls in Welsh and English. Every public telephone call made to external telephone numbers and internal calls will be answered using a bilingual greeting, in Welsh first then in English. Employees will show linguistic sensitivity and courtesy when responding to calls in Welsh. The Wales CRC will provide directions to its employees on how to respond appropriately to telephone calls from the public / service users.



If the caller wishes to speak Welsh, and the employee who answers cannot speak Welsh, the call will be redirected to a Welsh speaker. If no Welsh speaking employee is available, arrangements will be made to phone back as soon as possible. Welsh speaking employees in all offices will be identified and a database kept of their details.

Every answering machine and telephone number published for the public will include a bilingual message.

### **3.3 Face to face communication**

We will ensure that any person who wishes, or is required, to have a face to face interview knows that they are able and welcome to do so in Welsh within any of our offices in Wales.

Welsh speaking service users will be assigned a Welsh speaking offender manager so they are not disadvantaged in terms of their successful rehabilitation.

### **3.4 Public meetings and events**

When the Wales CRC arranges public meetings, the advance publicity will be bilingual and will explain that contributions will be welcome in Welsh or English. Translation facilities will be available in every public meeting where a participant has identified they wish to contribute in Welsh. Presentation material will be prepared bilingually.

At all bilingual public meetings and events organised by the Wales CRC, the Chair will open proceedings with a bilingual greeting, draw attention to the availability of the translation service and explain how the equipment works. The Chairperson will be encouraged to use Welsh wherever possible during the meeting, and we will encourage attendees to contribute in Welsh. Papers at these meetings, and subsequent reports, will be available in Welsh and English.

We will select suitably qualified Welsh speaking employees to address or contribute to public meetings and we will encourage them to contribute in Welsh.

We will ensure there are bilingual greetings at the reception desks of all public meetings and events. Welsh speakers will wear language badges / lanyards to identify themselves.

The principle of offering language choice and responding positively to a request to contribute in Welsh will be relevant at meetings, presentations and talks given in the community. The Wales CRC will provide Welsh-speaking employees to address public bodies, societies etc, according to the wishes of the organisation / groups.

The above measures will also apply to meetings held using video-conferencing and similar facilities.

### **3.5 Other contact with the public**

The Wales CRC will communicate bilingually with the public e.g. through the Wales CRC website, e-mail, Twitter and will provide Welsh versions of our interactive pages on its website. When uploading content to the website, Wales CRC will endeavour to ensure that both the Welsh and English content is updated at the same time.

When designing new websites or shaping the current website, we will consider the Welsh Language Commissioner's guidance and standards on bilingual software and any other guidance issued by the Welsh Language Commissioner's Office in relation to website design.

We will ensure that any new IT systems developed that have an impact on the way we do business in Wales will have the capability to produce bilingual documentation.

## **4) The public face of the Wales CRC**

### **4.1 Corporate image**

The corporate identity of the Wales CRC will be entirely bilingual.

### **4.2 Stationery**

All official Wales CRC company letterheads and stationery will be bilingual and will display the name and address of the office and any other standard information deemed necessary in both languages.

### **4.3 Name badges and ID cards**

All employees will wear identity badges which will display our bilingual logo. If a job title is also displayed this will be expressed in both Welsh and English.

### **4.4 Signs**

Internal and external public signs which we are responsible for, in and around our offices in Wales, will be bilingual.

All Wales CRC signs will respect the principle of equality in both languages in terms of format, size, quality, clarity and prominence. If separate signs are used for the two languages, they will reflect the principles of equality.

Local offices, with the support of the Welsh Language Champions are responsible for identifying gaps as regards to signs and of informing the relevant department.

#### **4.5 Publications and forms (external documents)**

All public materials written and published by the Wales CRC (including electronic versions) will appear bilingually. In exceptional circumstances, there may be a need to draw up Welsh and English forms / leaflets separately, but every effort will be made to keep this to a minimum.

The Welsh text will appear above or to the left of the English text.

If it is impossible or impractical to publish a document including both languages, the Welsh and English versions will be published at the same time and they will be available in both languages to the same degree. The document will also include a message confirming that the material is available in the other language.

When the Wales CRC distributes documents and materials produced by other organisations, efforts will be made to encourage those organisations to produce them bilingually.

#### **4.6 Publicity campaigns, public notices and employees' recruitment advertising**

The Wales CRC has undertaken to maintain bilingual advertising and publicity initiatives in Wales, whatever form they take (e.g. posters, information bulletins, leaflets, surveys, exhibitions, display stands, newspapers, radio, television, video, CD, DVD and audio tapes.)

The publicity campaigns, public notices and adverts to recruit employees published in English language newspapers (or similar medium) for distribution mainly or wholly in Wales will be bilingual, or will appear as separate Welsh and English versions. Adverts in Welsh language newspapers will appear in Welsh.

- Publicity campaigns on television and radio and information bulletins for the public in Wales will be in Welsh and English
- Adverts on posters and advertising boards together with the use of electronic messages in Wales will be in Welsh and English
- Public surveys in Wales will be carried out bilingually
- All stands displaying information for the public in Wales will be bilingual.

#### **5) Internal administration**

The ability of the Wales CRC to provide a service to the public / service users in their chosen language depends on the ability and confidence of employees to use their Welsh language skills publicly. One of the objectives of the Scheme is to promote the use of Welsh as a business language in the workplace. The aim is to create a bilingual ethos that will give employees more confidence to practice and use their Welsh skills when providing services to the public. We will work towards providing the same language choice to our employees in the services they receive and part of this work will be to make the Welsh language

more visible and audible in the workplace. Welsh-speaking employees will be encouraged to write and speak Welsh in their day to day work, and we will provide specific courses to assist them to become more confident in doing so. We will also focus on developing our Welsh learners.

We aim to provide employees' internal information in their language of choice where practicable, with a particular focus on individual communication in relation to:

- All correspondence with employees on human resources matters e.g. pay and pension issues
- Recruitment documents and interviews in the language of choice
- Performance Management related internal forms

Other internal documents can be made available in Welsh upon request at any time.

We will increase the visibility of the Welsh language within our organisation by requesting employees to use bilingual out of office greetings and email signatures.

In accordance with the Wales CRC's ambition to make more use of the Welsh language as an internal business language, employees who chair meetings will be encouraged to open and close internal meetings bilingually in order to give equal status to both languages. Guidelines and advice will be provided to employees regarding this.

## **6) Implementing the Scheme**

### **6.1 Audit of the bilingual requirements of post**

In order to provide efficient services of good quality to the Welsh speaking public the Wales CRC will ensure they have a number of employees who can speak Welsh. The employees must have the appropriate skills at various levels of responsibility and function, with the ability to serve the Welsh speaking public/users in their specific posts or as members of a regional team or an office that provides a special service. The aim of the Wales CRC during the lifetime of this Scheme, is to ensure that it has services available that are reflective of the communities its serves. The Wales CRC Learning and Development strategy for assessing employees' needs, enables us to provide as many of its services as possible through the medium of Welsh.

**STEP 1** - The Wales CRC should identify in an objective way the workplaces and positions in which the ability to speak or write Welsh is an essential skill and business critical and those in which it is a desirable skill. The main considerations in providing Welsh speaking employees are:

- The extent of the contact with the public / service users
- The current capacity of the office / team / department to deliver a face to face service through the medium of Welsh.

- The expertise of the position (Welsh language skills may be vital in some fields).
- If it is a position in a specific area, then an assessment of the need for Welsh provision within that area will need to be carried out.

However, positions providing administrative support and other support should be also considered. There will be a variety of needs across the Wales CRC, especially as the public / service users can contact the Wales CRC by telephone, through correspondence or at meetings and workplaces. Moreover, the demand for Welsh services is likely to increase as the Wales CRC expands what services are available, and as it encourages more of the public / service users to use Welsh. Managers responsible for recruitment within the Wales CRC will receive guidance / training in order to ensure that they adhere to this policy.

**STEP 2** - The Wales CRC should note how many employees can speak or are learning Welsh and their levels of competence. Then the Wales CRC should note how many of them work in the position identified by STEP 1. The results of this comparison should indicate where intervention should take place to fill the gaps in the Wales CRC's ability to provide services in Welsh.

**STEP 3** - The Wales CRC should decide how to respond to its employees' needs, identified by the comparison described in STEP 2. This may mean recruiting more Welsh speakers to specific positions or workplaces, training or relocating existing employees.

**STEP 4** - The Wales CRC should take action to meet its identified employees' needs in relation to the Welsh language. An action plan will be established to ensure that managers, Human Resources employees and others responsible for recruitment are aware of the needs.

**STEP 5** - Progress in implementing the strategy should be monitored, and STEPS 2-4 should be repeated each year to ensure the Wales CRC can effectively judge its ability to provide services of high quality bilingually.

## **6.2 Audit of bilingual skills of existing employees**

An Audit will be carried out to establish the level of Welsh skills of all employees as defined in the language skills level competency framework. The audit will be carried out through self assessment by each employee against the defined levels of ability in the competency framework, and the levels will be confirmed by Team Managers. The audit information will be entered into the HR information system and updated annually as part of the employee's Performance Appraisal Document . For all new employees the level of Welsh entered on the system will be as recorded in their application form.

## **6.3 Employees recruitment**

To ensure that it can properly serve Welsh speakers, the Wales CRC will:-

- aim to recruit Welsh speaking employees to specific positions and when a position becomes vacant or when a new post is established.
- provide Welsh speaking employees in specific positions through deployment if necessary
- provide and support Welsh language training for employees, to gain and improve skills.

The Wales CRC will keep an electronic record of the movements (in and out of positions) of employees who can speak Welsh.

The Wales CRC's guidelines for this scheme's implementation is that every team or office should have an adequate number of employees who can speak Welsh to enable us to provide a service to Welsh speakers at all times.

As an employer, promoting equality of opportunities, the Wales CRC's policy is to recruit the most suitable candidates for position and train them for the particular skills needed to perform the role effectively. Bilingual skills may be required for specific positions in order to be able to provide a satisfactory service to the public.

The Wales CRC is also keen for new employees to have the ability to show basic language courtesy in Welsh and a linguistic awareness and sensitivity before the end of their probationary period (Level 1 – Welsh Language Competency Framework (The Association of Language Testers in Europe), and all employees within 12 months.

Explaining the background, aims and objectives of the Language Scheme is vital to the introduction of a cultural change. As part of any induction all new employees will receive information in relation to the background and expectations of the organisation's Welsh language requirements. Language awareness training will be provided for all employees.

The Wales CRC will identify those workplaces and positions in which the ability to speak Welsh is essential in accordance with the advice of the Welsh Language Commissioner's Office – Recruitment and the Welsh Language (2009). All positions where fluency in Welsh and English is not classified as 'essential', will be classified as "Welsh and English desirable". The prerequisite language skills of positions will be noted within the job advertisements.

If the Wales CRC cannot recruit a person who has the appropriate language skills to a "Welsh Essential" post, a temporary appointment will be made whilst the Wales CRC addresses the need to provide a Welsh service in another way e.g. to reorganise employees' responsibilities, re-advertise the post after a specific period or to restructure to enable a Welsh service to be offered. Only in exceptional circumstances will a non-Welsh speaker be permanently appointed to a position in which it is considered that the ability to speak Welsh is essential.

If this happens, the person appointed will be required to learn Welsh, and appropriate support will be given to enable the post holder to reach the necessary level of competence within the agreed period. In such circumstances, the Wales CRC's Chief Executive and Head of Corporate Services will be made aware of this decision. Job contracts will be adapted to include this requirement. Unless the learning targets are reached within the specified period, the performance of the employee will be reviewed in accordance with the employment contract.

The Wales CRC's application forms will be bilingual and applicants will be offered interviews in the language of their choice. The Wales CRC will encourage its employees to learn Welsh or improve their Welsh language skills.

### **6.3 Learning and Development**

The Wales CRC's aim is to increase the number of employees who are able to speak Welsh through a combination of training and recruitment.

Employees who do not speak and write Welsh fluently will be encouraged to learn Welsh or to improve their skills. Priority will be given to employees who are in positions where they have regular contact with the public as well as those employees who deal frequently with Welsh speaking service users. Learning and training programmes will be arranged, focusing on the needs of the business. Where there is a business case for investing in employees to attend language training courses the Wales CRC will support the application. The Wales CRC aims to ensure that its employees have the ability to show basic language courtesy in Welsh and a linguistic awareness and sensitivity. A Level 1 basic course will be provided for Wales CRC employees.

According to business need, vocational training through the medium of Welsh or bilingually will be offered. The Wales CRC will aim to provide access to training programmes through the medium of both languages.

The Wales CRC will continue to support Welsh language training. However, it will direct the resources mainly towards ensuring that employees are able to show language courtesy (Level 1 Welsh), in addition to Welsh Improvement training for current Welsh speakers. The progress of learners will be monitored and they will be encouraged to apply for recognised qualifications. Welsh Language Awareness sessions will also be provided for employees who have regular contact with the public

## **7) Administrative arrangements**

### **7.1 Authority**

The Chief Executive and Wales CRC Board is fully committed to achieving the principles described in this Scheme.

The Wales CRC has undertaken to integrate Welsh Language aspects into the Wales CRC's services within its usual administrative processes. When plans for

any new project are submitted to the Chief Executive and Board for approval, consideration will be given to whether they are in line with the Welsh Language Scheme principles.

## **7.2 Informing employees**

The Wales CRC acknowledges that providing a language choice and showing linguistic sensitivity plays a substantial role in ensuring customer care and satisfaction. The Wales CRC will ensure that employees are aware of the requirements of the Scheme by:

- publishing detailed guidelines on its implementation to employees. A brief overview guide will be prepared for all the Wales CRC employees.
- Issuing regular reminders of the commitment to the Welsh language in the company newsletter.
- ensuring that the scheme is referenced to new employees during induction, and during their initial training programme.
- establishing a Wales CRC Welsh Language Forum, which will meet three times a year chaired by the Head of Corporate Services.

## **8) Partnership working**

The Wales CRC works in partnership with other public bodies, organisations from the voluntary sector and other agencies. Arrangements with third parties to deliver services in partnership with or on behalf of the Wales CRC will be consistent with the terms of this Scheme and will be reflected in contract arrangements. When the Wales CRC leads a partnership, it will ensure that public provision complies with the Language Scheme. When the Wales CRC joins a partnership led by another body, our contribution will comply with the Language Scheme, and we will encourage other parties to comply. When the Wales CRC joins a partnership or forms a partnership, we will engage with the prospective partners about their Language Schemes, language policies or the way in which they intend to operate bilingually

## **9) Monitoring the implementation of the Scheme**

The Welsh Language Coordinator will monitor the implementation of the Scheme and produce a report to the Chief Executive annually.

We will monitor services to ensure that:

- all new policies, procedures and publications, are compatible with the delivery of bilingual services on the basis of equality
- our website pages in Welsh are being accessed, by producing a report which notes the number of 'hits' on our website.



- arrangements are in place to deliver a service through the medium of Welsh, and that these are effective and of a high standard
- the provision of services in the organisation, their effectiveness, and how effectively the organisation encourages the use of the Welsh language by other parties
- arrangements for written correspondence, telephone communication and translation facilities are meeting the requirements of this Scheme
- Welsh letters are responded to appropriately and dealt with in the same timescales as those in English, where practicable (allowing for translation through our Service Level Agreement).
- it is meeting its commitment to present a bilingual public face via its corporate image, publications, forms, signs and notices, together with translation arrangements / quality
- the location, availability and recruitment of Welsh-speaking employees meets the aims of the Language Scheme and that appropriate training is provided to develop language skills within the Wales CRC
- partnership arrangements and contracts with third parties to provide services to the public are consistent with the Wales CRC's Language Scheme
- employee and training measures set out in the Scheme
- review cases and the nature of complaints involving the provision of services to the public in the Welsh language
- we continue to monitor that the Scheme is being maintained.

## **10) Actively promoting the Welsh Language**

The Wales CRC will take positive steps to promote the Welsh language widely when working with others, as well as internally across the organisation. It will also seek to promote or facilitate the broader use of Welsh in the community.

In our efforts to promote Welsh we will give particular consideration as to how we can contribute to the aims and objectives of the Welsh Government's Welsh Language Strategy. All reasonable and practicable steps will be taken to promote the opportunities to use Welsh in the following areas:

- working with communities, voluntary bodies and specified target groups
- encouraging companies to use the Welsh language in their dealings with the organisation

- creating contacts with Welsh language specific interest groups and other partners to strengthen Welsh as a community language
- to actively seek ways to raise public awareness and promote Welsh through our external events, activities and conferences.

## **11) Reporting and monitoring complaints**

Complaints regarding implementation of the Scheme will be dealt with in accordance with the Wales CRC's Complaints Procedures, and those complaints will be investigated by the Welsh Language Coordinator.

The Wales CRC will prepare an Annual Report for publication in June. This report will be sent to the Welsh Language Commissioner as well as published on our website and will describe the progress made against the targets and timetable contained within the Welsh Language Scheme Action Plan. The report will also include an analysis of the number of complaints as well as their nature or the suggestions regarding improvements received from the public regarding Welsh Language matters.

## **12) Consultation and communication**

As part of the Wales CRC quality service programme, consideration will be given to what the Welsh-speaking public has to say about the range and quality of the service which the Wales CRC provides.

We will consult with our service users about the Welsh language services provided by means of a Service User Questionnaire and Mystery Shopper Exercises. We will publish the results of these exercises and will act on any recommendations wherever appropriate to do so.

The Welsh Language Coordinator will be responsible for monitoring the frequency and nature of complaints involving the Welsh language service. The first point of formal contact for complaints is the Chief Executive. However in the first instance individuals may wish to get in touch with the Welsh Language Coordinator

The Wales CRC will welcome and record suggestions for improvements and positive feedback in the provision of its Welsh language service.

## **13) Publicity for the Language Scheme**

The Wales CRC will ensure that a copy of the scheme is available on the Wales CRC website and available to organisations across Wales who are connected with the Wales CRC and members of the public to download.

The Scheme will also be available to staff internally via the Intranet.

Information will be displayed in all offices noting that a bilingual service is available and a leaflet will be available to all new service users explaining the Wales CRC's Scheme.

Employees will ensure that service users are aware that services will be delivered in the language of their choice. The Wales CRC will raise the awareness of employees regarding the existence of the Language Scheme and its aims and objectives. Language Awareness training sessions will be used as part of other training courses and internal procedures to transfer information.

Historically the public in Wales has been used to dealing with the representatives of the Probation services through the medium of English. Wales CRC will work consistently to change this image and to ensure that access to services in Welsh is just as accessible as access in English.



**APPENDIX A: WALES CRC WELSH LANGUAGE SCHEME 2014 - 15  
ACTION PLAN - WORKING TOWARDS BEING A BILINGUAL ORGANISATION**

<b>Objective 1: To ensure language principles are considered in all aspects of work through effective service planning and delivery</b>						
<b>Ref no</b>	<b>Aim</b>	<b>Actions</b>	<b>Owner</b>	<b>Target date</b>	<b>Progress</b>	<b>RAG</b>
1.1	To ensure that every scheme, initiative and policy adopted by the Wales CRC complies with the requirements of this Scheme	<ol style="list-style-type: none"> <li>1.To monitor the compliance of policies with the Language Scheme</li> <li>2. Equality Impact Assessments to be undertaken on all policies &amp; appropriate records kept</li> </ol>	Comms & Engagement Manager	March 2015		
1.2	To ensure that all employees of Wales CRC are aware of this Scheme	<ol style="list-style-type: none"> <li>1.Practical guidelines to be produced for employees on the nature and purpose of the Scheme and its requirements</li> <li>2. To notify employees of the Welsh Language Scheme through newsletters and intranet</li> </ol>	Comms & Engagement Manager	Dec 2014  Dec 2014		
1.3	To establish and record the language choice of Wales CRC service users and employees	<ol style="list-style-type: none"> <li>1. To ensure that the monitoring forms are completed by offenders</li> <li>2. To ensure DELIUS and OASYS are completed and updated</li> <li>3. To ensure that employees' Welsh Language skills are reviewed annually &amp; updated on HR database</li> <li>4. To ensure that all new starters' Welsh Language choice and ability</li> </ol>	Head of Operations  People & Development ACE	Mar 2015  Jan 2015		
1.4	To ensure that the profile of	1. To undertake an Audit of the language	Head of Service	Jan		

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	employees within each office at least reflects the language profile of the Wales CRC	<p>profile of service users and employees in order to ensure Wales CRC's Welsh language needs are satisfied by the Language Scheme and the training programme</p> <p>2. To consider the development of a more formal Welsh language skills strategy</p>	<p>Intelligence &amp; Improvement</p> <p>People &amp; Development ACE</p>	<p>2015</p> <p>March 2015</p>		
<b>1.5</b>	To liaise with the MoJ in regards to facilitating the implementation of the Scheme and the need to ensure bilingual IT systems	1. To highlight the need to ensure bilingual systems, i.e OASys / DELIUS	Head of Operations	Feb 2015		
<b>1.6</b>	To liaise with the MoJ/NOMS/NPS to ensure that programmes for offenders are available bilingually	<p>1.To highlight the need to ensure bilingual programmes.</p> <p>2. To audit current programmes or activity requirements available for welsh speaking offenders</p> <p>3. To identify next steps in relation to delivery of all probation activities in Welsh</p>	Head of Operations	March 2015		
<b>1.7</b>	Wales CRC to share good practice and to work with other Criminal Justice Agencies in Wales, Local Criminal Justice Boards and the Justice Wales Network	<p>1.To attend sub-committees of the Local Justice Boards on the Welsh Language</p> <p>2.To attend the Justice Wales Network</p>	Comms & Engagement Manager	March 2015		

**Objective 2: To ensure that the standard of service is equal in both languages and to a high standard.**

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<b>Ref no</b>	<b>Aim</b>	<b>Actions</b>	<b>Owner</b>	<b>Target date</b>	<b>Progress</b>	<b>RAG</b>
2.1	To ensure that Wales CRC has a contracted translation service available for all written and proof reading services	<ol style="list-style-type: none"> <li>1. Monitor the usage of the translation Service Level Agreement held with HMCTS (Provider) and quality of service</li> <li>2. Encourage Welsh speaking employees to draft documents in Welsh using external translators as proof readers to ensure consistent standard</li> </ol>	Comms & Engagement Manager	March 2015		
2.2	Welsh speakers and learners to be encouraged to wear a badge / lanyard indicating to the public and service users that they can speak Welsh or are learning	<ol style="list-style-type: none"> <li>1. To ensure that badges / lanyards are available for distribution throughout Wales CRC offices</li> </ol>	Comms & Engagement Manager	March 2015		
2.3	Conditions in agreements and contracts with partner agencies to include a requirement that services are provided in accordance with this Scheme	<ol style="list-style-type: none"> <li>1. When we operate within a partnership, to ensure that any aspects of public service comply with this Scheme</li> </ol>	Contract and Compliance Manager	March 2015		

<b>Objective 3: To ensure a consistent approach in being a bilingual organisation for all external communications – website, correspondence, public meetings etc</b>						
<b>Ref</b>	<b>Aim</b>	<b>Actions</b>	<b>Owner</b>	<b>Target date</b>	<b>Progress</b>	<b>RAG</b>

no						
3.1	Wales CRC's headed paper for official correspondence to be bilingual and to facilitate bilingual correspondence	<ol style="list-style-type: none"> <li>1. To ensure that Wales CRC's headed paper is bilingual and notes the commitment to provide services in the chosen language</li> <li>2. To ensure that Wales CRC has access to the Welsh language spellchecker software on its computers. (CYSGLIAD)</li> </ol>	Comms & Engagement Manager	Sept 2014		
3.2	To ensure all Wales CRC employees answer the telephone with a bilingual greeting, in Welsh first and then in English. Every answerphone message to the public to include a bilingual message.	<ol style="list-style-type: none"> <li>1. To provide guidance for all employees in relation to bilingual greetings</li> <li>2. To arrange Level 1 training for all reception employees as a priority</li> <li>3. To monitor the standard of service via Mystery Shopper exercises</li> </ol>	Comms & Engagement Manager	Jan 2015		
3.3	To ensure all Wales CRC employees respond appropriately to telephone calls from the public / service users and if no Welsh-speaker is available when a person chooses to communicate in Welsh, they should be transferred to a member of staff who speaks Welsh as soon as possible	<ol style="list-style-type: none"> <li>1. To ensure that every office has an appropriate representation of Welsh speakers to respond to the need. To publish a list of telephone numbers of employees who can respond to calls in Welsh. List to be placed on Intranet</li> <li>2. Every office to keep a database of those wishing to deal with the organisation through the medium of Welsh.</li> </ol>	Comms & Engagement Manager  Head of Operations	Jan 2015  Jan 2015		
3.4	To ensure that all public events are promoted/held bilingually	1. When arranging public meetings or events, advance publicity will be bilingual and will explain that	Comms & Engagement Manager	March 2015		



		contributions will be welcome in Welsh or in English 2. Simultaneous translation facilities to be available in every public meeting so attendees can contribute in their chosen language				
<b>3.5</b>	Wales CRC website to be kept and maintained completely bilingually	1. All new website content to be translated prior to uploading any news items to the external website including jobs, news articles and any interactive pages	Comms & Engagement Manager	Sept 2014		
<b>3.6</b>	To ensure that Wales CRC in dealing with service users, offers and facilitates language choice	1. Offender questionnaires to include a question regarding the delivery of Welsh language services  2. Display posters in all office reception areas throughout the Wales CRC about the Welsh Language Scheme	Head of Operations	Jan 2015		
<b>3.7</b>	To keep a record of language choice and to transfer the information to partners within the criminal justice agencies and relevant partner organisations	1. To ensure that we record language choice on referral forms	Head of Operations	March 2015		
<b>3.8</b>	All Wales CRC's internal and external signs/posters for public view to be bilingual	1. To ensure that these bilingual signs display the information in Welsh either above the English or to the left of it	Business Managers	Oct 2014		
<b>3.9</b>	To ensure all Wales CRC's advertising & publicity initiatives, design and distribution of leaflets,	1. To encourage employees who are responsible for publicity campaigns to plan bilingually and to consider the need to show cultural and	Comms & Engagement Manager	March 2015		

	brochures etc for the public are produced bilingually	linguistic sensitivity in the design 2. Highlight the need to ensure we meet this requirement				
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**Objective 4: To ensure that our recruitment process is sufficient in provision of Welsh Language skills and accessibility.**

Ref no	Aim	Actions	Owner	Target date	Progress	RAG
4.1	Wales CRC to recognise linguistic ability as being one of the number of relevant skills when appointing employees	1. Linguistic considerations to be mainstreamed into all Wales CRC's Human Resources processes and procedures  2. Recruitment and the Welsh Language training to be provided to new HR BPs and Managers and guidelines incorporated into Wales CRC Recruitment Policy	People & Development ACE	Dec 2014		
4.2	Bilingual provision to be available in all internal recruitment processes	1. To ensure a real language choice	People & Development ACE	Sept 2014		
4.3	Job adverts to note whether the ability to speak Welsh is essential (to what degree) or desirable.	1. Provide guidelines / and guidance for employees recruitment 2. Any such requirements will be included in job descriptions and persons specifications	People & Development ACE	Sept 2014		
4.4	To ensure that every department has an adequate	1. To keep electronic records on the movements (in and out) of Welsh	People & Development	Nov 2014		

<b>Objective 4: To ensure that our recruitment process is sufficient in provision of Welsh Language skills and accessibility.</b>						
	number of employees to enable them to provide a service in Welsh to Welsh speakers at all times	speaking employees within Wales CRC	ACE			
<b>4.5</b>	Wales CRC application forms to be bilingual, with appropriate provision made for selection processes	1. To ensure bilingual forms and a database of those wishing to communicate through the medium of Welsh	People & Development ACE	Nov 2014		
<b>4.6</b>	To ensure that the Welsh language competencies framework is used to record the current Welsh language skills level of all employees.	1. This to be recorded as part of every employee's Performance Appraisal Document as well as for new starters who join the organisation.	People & Development ACE	Dec 2014		
<b>4.7</b>	Ensure implementation of the Scheme through employee and recruitment principles	1. Undertake an Audit of the bilingual skills of existing employees  2. Undertake an Audit of the bilingual requirements of posts	People & Development ACE	Jan 2015		

<b>Objective 5: To ensure that the Wales CRC has a continued commitment to Learning &amp; Development for Welsh Language</b>						
<b>Ref no</b>	<b>Aim</b>	<b>Actions</b>	<b>Owner</b>	<b>Target date</b>	<b>Progress</b>	<b>RAG</b>
<b>5.1</b>	To ensure that all Wales CRC employees develop their linguistic skills in Welsh, to show basic language courtesy, awareness and sensitivity (reach at least Level 1 in the Competency Framework.	1. To provide appropriate language training to fill linguistic gaps within Wales CRC 2. To ensure as a matter of leadership that Senior Managers can show basic language courtesy in Welsh as a minimum. 3. To support employees to achieve the aim by providing sufficient Welsh	People & Development ACE	Dec 2014		

		Language Skills training				
<b>5.2</b>	Raise Welsh Language Awareness within the Wales CRC through short refresher training sessions/briefings	<b>1.</b> Welsh Language Awareness sessions to be provided during management development days and short courses for employees who have regular contact with the public.	People & Development ACE	March 2015		
<b>5.3</b>	To set aside sufficient resources for employees to learn/improve their language.	<b>1.</b> Support materials such as dictionaries, CDs etc.	People & Development ACE	March 2015		

**Objective 6: To ensure that internal administrative arrangements are in place for the successful delivery of the Welsh Language Scheme**

<b>6.1</b>	Increase the visibility of the Welsh Language internally  (It is the responsibility of all LDU Heads to disseminate relevant details of the Scheme to their employees)	<b>1.</b> Ensure that all employees are aware of the requirements and ensure that the Scheme is implemented locally.  <b>2.</b> Work towards ensuring all employees use bilingual out of office greetings and signatures.	LDU Heads	Jan 2015		
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		<p>3. Update and publish the Welsh Language advice/guidelines paper to employees</p> <p>4. Encourage managers who chair internal meetings to open and close those meetings bilingually to ensure more use of the Welsh language as an internal business language</p>	Comms & Engagement Manager			
6.2	To establish Language Champions to be able to assist in fulfilling the requirements of the Language Scheme and to promote the Welsh language in the workplace.	<p>1. Identify the existing Welsh Language Champions</p> <p>2. Ask managers to nominate additional champions where there are none for the CRC.</p> <p>3. To organise and provide training / seminar for newly appointed Champions</p>	Comms & Engagement Manager	Dec 2014		
6.3	To establish a Wales CRC Welsh Language Forum to meet three times a year	1. To monitor the Welsh Language Scheme and provide advice as required.	Comms & Engagement Manager	Nov 2014		

<b>Objective 7: To promote communication of the scheme and continued monitoring to ensure compliance.</b>						
Ref no	Aim	Actions	Owner	Target date	Progress	RAG
7.1	To ensure continued promotion and communication of the Wales CRC Welsh Language Scheme	<p>1. To employ a dedicated Welsh Language Coordinator to lead, action and report upon the progress of the Welsh Language Scheme</p> <p>2. To feature regular communications internally on raising Welsh language</p>	Comms & Engagement Manager	Dec 2014		

		awareness			
<b>7.2</b>	To report and monitor complaints and suggestions in respect of the implementation of the Language Scheme	1.To invite contributions or suggestions by publishing the Scheme through the Wales CRC website. 2. To devise reporting mechanisms to capture data which can be analysed	Comms & Engagement Manager	Nov 2014	
<b>7.3</b>	To monitor the compliance of the Welsh Language Scheme and produce an Annual Report	1. To regularly review the progress of the Scheme 2. To prepare and publish the Annual Report of the Welsh Language Scheme to be submitted to the SLT and the Welsh Language Commissioner's Office	Comms & Engagement Manager	March 2015	