

Planning	Cymorth
Aid	Cynllunio
Wales	Cymru



Planning Aid Wales

Welsh Language Scheme prepared under the Welsh Language Act 1993.

This Scheme received the approval of the Welsh Language Board under section 14(1) on 9 August 2007

Planning Aid Wales has adopted the principle that in the conduct of public business in Wales, it will treat the English and Welsh languages on a basis of equality. This scheme sets out how Planning Aid Wales will give effect to that principle when providing services to the public in Wales.

0. INTRODUCTION

As a registered charity and company limited by guarantee, the role of Planning Aid Wales (PAW) is to give free, independent advice to individuals and groups who need help finding their way around the planning system. It has offices in Cardiff Bay, Cardiff and Penygroes, Caernarfon.

PAW is managed by a Board of Directors with fifteen members and employs four members of staff.

PAW operates via a helpline service which is managed and operated by the Planner and a locum Planning Advisor in the Cardiff office. A list of volunteers can help on larger cases or if a Welsh speaker is required.

Welsh Assembly Government funding has enabled employment of a development worker to move PAW in the direction of community development including education, training and capacity building. The part-time development worker, based in Penygroes, is currently working on training and developing communities, community and town councils, voluntary organisations and other specific interest groups to help them understand and participate more fully in the planning system in Wales.

Overall Planning Aid Wales organisational responsibility lies with the Chief Executive who divides his time between the Cardiff and Penygroes offices. The team is supported by a part-time administrator in the Cardiff office.

Currently none of the job descriptions include requirements for language skills, except for the North & Mid Wales Development Worker's, for which fluency in Welsh is essential. Current staff include one fluent Welsh speaker (the North & Mid Wales Development Worker) and a Welsh learner (the Chief Executive).

Further details about Planning Aid Wales can be found at www.planningaidwales.org.uk.

1. SERVICE PLANNING AND DELIVERY

1.1. New Policies and Initiatives

- 1.1.1. PAW will ensure that new policies and initiatives will promote and facilitate the use of Welsh wherever possible and move the organisation closer to implementing the principle of equality at every opportunity.
- 1.1.2. When developing new policies and initiatives or reviewing existing ones PAW will assess their linguistic impact, ensuring that they conform with this scheme, and will ensure that measures within this scheme are implemented when actioning other policies and initiatives.
- 1.1.3. PAW will consult with the Welsh Language Board in advance regarding proposals which will affect this scheme, or will affect the schemes of other organisations.
- 1.1.4. PAW will not alter this scheme without the Welsh Language Board's agreement.
- 1.1.5. PAW will ensure that staff and advisers involved in policy formulation are aware of this scheme.

1.2. Delivery and Standard of Service in Welsh

- 1.2.1. Welsh and English language will be treated on an equal basis. PAW is striving to provide an equally high quality service in Welsh and English.
- 1.2.2. The implementation of this scheme will be an integral part of all of PAW's activities.
- 1.2.3. Delivering the scheme will be achieved by incorporating expenditure and use of resources on Welsh language services in the general budget of PAW core services and projects, thus making Welsh language provision an integral part of PAW's activities.

2. DEALING WITH THE WELSH SPEAKING PUBLIC

2.1. Written Communication

- 2.1.1. PAW welcomes correspondence both in Welsh and in English.
- 2.1.2. Letters and e-mails received will be answered in the language of the original correspondence. Response times will not be longer for Welsh than for English correspondence.
- 2.1.3. Information on the addressee's preferred language(s) for correspondence will be included in PAW's contact database and PAW will choose the language(s) of correspondence to the addressee accordingly.
- 2.1.4. Circular and standard letters to the public in Wales will be bilingual.
- 2.1.5. E-mail signatures will be bilingual.

2.2. Telephone Communication

- 2.2.1. All callers to the helpline will be greeted bilingually.
- 2.2.2. If a caller to the helpline wishes to speak to someone in Welsh and the person answering the phone do not themselves speak Welsh, the caller will be referred to a Welsh speaking employee or volunteer immediately or, if this is not possible, will be called back by a Welsh speaking employee or volunteer at a time convenient to the caller.

2.3. Public meetings

- 2.3.1. PAW is committed to ensure that people who are attending its public meetings and training events are able and welcome to contribute through the medium of Welsh or English, and to let them know in advance that they are able to do so.
- 2.3.2. PAW will establish the preferred language of participants in advance of each public meeting or training event, and organise simultaneous translation facilities if required.
- 2.3.3. If a participant wishes to speak in Welsh when no simultaneous translator is available, the facilitator will ensure that their contribution be translated for any non-Welsh speaking participants.
- 2.3.4. PAW presentation materials will be bilingual.

2.4. Non-Public meetings

- 2.4.1. Clients will be given a choice if they wish to discuss their case in English or Welsh and a member of staff or volunteer with the relevant language skills will be assigned to their case.

2.5. Other dealings with the public

- 2.5.1. Welsh speaking PAW representatives at fairs and exhibitions will wear the Welsh Language Board's badge indicating that they will be happy to converse in Welsh.

3. PLANNING AID WALES'S PUBLIC FACE

3.1. Corporate identity or image

- 3.1.1. PAW will adopt and present a fully bilingual corporate identity including its name, address, logo and mission slogan on all the organisation's materials, including headed paper, business cards etc.

3.2. Signs & exhibition material

- 3.2.1. All public signage and exhibition material will be bilingual. Welsh and English print will appear in the same size, quality, legibility and prominence.
- 3.2.2. On exhibition boards information will be displayed in both languages alongside each other.

3.3. Publishing and Printing material directed at the public

3.3.1. General principles

- 3.3.1.1. All printed materials and signage for the public will be produced bilingually and will be equally accessible.
- 3.3.1.2. Welsh and English print will appear in the same size, quality, legibility and prominence.
- 3.3.1.3. Material in both languages will be of the same professional standard.
- 3.3.1.4. Translation (Welsh – English and English – Welsh) will be through use of experienced professional translators.

3.3.2. Printed materials

- 3.3.2.1. All newly printed public materials such as handbooks, Annual Reports, leaflets and statements will be bilingual, i.e. with both languages in the same document, preferably back to back. If it is not possible to publish a document in a bilingual format, PAW will ensure that Welsh and English language versions appear simultaneously.
- 3.3.2.2. Existing public materials will be produced bilingually when revised or reprinted.
- 3.3.2.3. When a priced document is issued in bilingual format, its price will not be greater than a single language version of that document and the

price of the Welsh version of a document will not be greater than the price of the English version.

- 3.3.2.4. Staff, consultants, designers and publishers will be provided with written guidance for dealing with bilingual publications.

3.3.3. Forms and associated explanatory material

- 3.3.3.1. All newly printed forms and questionnaires will be bilingual, i.e. with both languages in the same document. Where possible, English and Welsh text will be included in one form. Otherwise both languages will be printed back to back or, if this is not possible, PAW will ensure that Welsh and English language versions appear simultaneously.

3.3.4. Website

- 3.3.4.1. All information on PAW's website will be made available in both Welsh and English at the same time and in the same quality.

3.4. Press Notices

3.4.1. Advertising and publicity activities

- 3.4.1.1. Press Releases will be published bilingually.
- 3.4.1.2. Interviews will be conducted through the medium of Welsh when appropriate to do so. To this end a Welsh-speaking press spokesperson will be appointed.
- 3.4.1.3. Advertisements will be bilingual, except in Welsh language publications, where they will be in Welsh only.

3.5. Official notices, public notices, staff recruitment advertising

- 3.5.1. Job advertisements will be bilingual, except in Welsh language publications, where they will be in Welsh only.
- 3.5.2. PAW will encourage Welsh speakers to apply for paid and voluntary posts.

4. IMPLEMENTING AND MONITORING THE SCHEME

4.1. Staffing (paid & voluntary)

- 4.1.1.1. PAW will assess which language skills are required in each workplace and for each core activity in order to be able to implement this scheme.
 - 4.1.1.1.1. Job descriptions will include a clause as to whether the ability to communicate in Welsh is essential, desirable or not deemed required for the job in question.

- 4.1.1.2. PAW will conduct a survey of staff's language skills and include this information in internal contact lists in order to be able to (a) make full use of their language skills and (b) recognise any skills deficiencies within the team.
- 4.1.1.3. Any language skills deficiencies will be met by training of existing staff or recruitment of new staff as appropriate.
 - 4.1.1.3.1. All employees, directors and volunteers will be offered a Welsh language awareness training.
 - 4.1.1.3.2. Non-Welsh speaking employees will receive training on how to answer the phone bilingually and how to refer Welsh enquiries as well as how to pronounce and spell Welsh names.
- 4.1.1.4. When recruiting new employees, directors and volunteers, PAW will take into account the language requirements of the post and the team as a whole in order to enable the implementation of this scheme.
- 4.1.1.5. PAW will support staff who wish to improve their language skills as part of their continual professional development.

4.2. Administrative arrangements

4.2.1. Responsibility

- 4.2.1.1. This Welsh Language Scheme has been adopted by PAW's Board of Directors on 16th July 2007.
- 4.2.1.2. The Chief Executive has the responsibility to ensure implementation and monitoring of the Welsh Language Scheme.

4.2.2. Dissemination

- 4.2.2.1. PAW will ensure that everyone in the organisation is familiar with this scheme and knows how it should be implemented.
- 4.2.2.2. The Welsh Language Scheme will be integrated in PAW's staff handbook and any new employee, director and volunteer will receive a copy and full explanation of the scheme as part of the induction process.
- 4.2.2.3. Existing employees, directors and volunteers have been consulted during the development of the scheme and will be given a copy of the adopted scheme.

4.3. Services delivered on behalf of the organisation by other parties

- 4.3.1. PAW will monitor any services contracted to another party to ensure compliance with this scheme.

4.4. Monitoring

4.4.1. Monitoring & review

- 4.4.1.1. The Chief Executive will monitor implementation of the scheme against the timetable below and report to the Board of Directors and the Welsh Language Board annually.
- 4.4.1.2. The Board of Directors will review the scheme every three years.

4.4.2. Complaints

- 4.4.2.1. A question regarding the Welsh Language Scheme will be included in PAW's client satisfaction questionnaire.
- 4.4.2.2. Formal complaints and suggestions should be directed to

The Chief Executive
Planning Aid Wales
Bay Chambers
West Bute Street
Cardiff CF10 5BB

Complaints received by Planning Aid Wales will be dealt with in accordance with current complaints policies and procedures.

4.4.3. Publishing Information

- 4.4.3.1. The Scheme will be published on PAW's website.
- 4.4.3.2. A section on the Scheme will be included in PAW's Annual Report.

4.4.4. Timetable

1. SERVICE PLANNING AND DELIVERY	
1.1. New Policies and Initiatives	
1.1.1. PAW will ensure that new policies and initiatives will promote and facilitate the use of Welsh wherever possible and move the organisation closer to implementing the principle of equality at every opportunity.	<i>from adoption</i>
1.1.2. When developing new policies and initiatives or reviewing existing ones PAW will assess their linguistic impact, ensuring that they conform with this scheme, and will ensure that measures within this scheme are implemented when actioning other policies and initiatives.	<i>from adoption</i>
1.1.3. PAW will consult with the Welsh Language Board in advance regarding proposals which will affect this scheme, or will affect the schemes of other organisations.	<i>from adoption</i>
1.1.4. PAW will not alter this scheme without the Welsh Language Board's agreement.	<i>from adoption</i>
1.1.5. PAW will ensure that staff and advisers involved in policy formulation are aware of this scheme.	<i>from adoption</i>
1.2. Delivery and Standard of Service in Welsh	
1.2.1. Welsh and English language will be treated on an equal	<i>from adoption</i>

basis. PAW is striving to provide an equally high quality service in Welsh and English.	
1.2.2. The implementation of this scheme will be an integral part of all of PAW's activities.	<i>from adoption</i>
1.2.3. Delivering the scheme will be achieved by incorporating expenditure and use of resources on Welsh language services in the general budget of PAW core services and projects, thus making Welsh language provision an integral part of PAW's activities.	<i>from adoption</i>
2. DEALING WITH THE WELSH SPEAKING PUBLIC	
2.1. Written Communication	
2.1.1. PAW welcomes correspondence both in Welsh and in English.	<i>current practice</i>
2.1.2. Circular and standard letters to the public will be bilingual.	<i>by March 2009</i>
2.1.3. Letters and e-mails received will be answered in the language of the original correspondence. Response times will not be longer for Welsh than for English correspondence.	<i>by March 2008 for correspondence with clients; by March 2010 for all correspondence</i>
2.1.4. Information on the addressee's preferred language(s) for correspondence will be included in PAW's contact database and PAW will choose the language(s) of correspondence to the addressee accordingly.	<i>by March 2008 for correspondence with clients; by March 2010 for all correspondence</i>
2.1.5. E-mail signatures will be bilingual.	<i>current practice</i>
2.2. Telephone Communication	
2.2.1. All callers to the helpline will be greeted bilingually.	<i>by March 2008</i>
2.2.2. If caller to the helpline wishes to speak to someone in Welsh and the person answering the phone do not themselves speak Welsh, the caller will be referred to a Welsh speaking employee or volunteer immediately or, if this is not possible, will be called back by a Welsh speaking employee or volunteer at a time convenient to the caller.	<i>by March 2008</i>

2.3. Public meetings		
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2.3.2.	PAW will establish the preferred language of participants in advance of each public meeting or training event, and organise simultaneous translation facilities if required.	<i>by March 2010</i>
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2.3.4.	PAW presentation material will be bilingual.	<i>by March 2010</i>
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2.4.1.	Clients will be given a choice if they wish to discuss their case in English or Welsh and a member of staff or volunteer with the relevant language skills will be assigned to their case.	<i>by March 2008</i>
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3.1.1.	PAW will adopt and present a fully bilingual corporate identity including its name, address, logo and mission slogan on all the organisation's material, including headed paper, business cards etc.	<i>by reprint</i>
3.2. Signs & exhibition material		
3.2.1.	All public signage and exhibition material will be bilingual. Welsh and English print will appear in the same size, quality, legibility and prominence.	<i>by March 2010</i>
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4.4.2. Complaints	
4.4.2.1. A question regarding the Welsh Language Scheme will be included in PAW's client satisfaction questionnaire.	<i>on reprint</i>
4.4.2.2. Formal complaints and suggestions should be directed to The Chief Executive Planning Aid Wales Bay Chambers West Bute Street Cardiff CF10 5BB Complaints received by Planning Aid Wales will be dealt with in accordance with current complaints policies and procedures.	<i>from adoption</i>
4.4.3. Publishing Information	
4.4.3.1. The Scheme will be published on PAW's website.	<i>by March 2008</i>
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