

Planning	Cymorth
Aid	Cynllunio
Wales	Cymru



Planning Aid Wales

Welsh Language Scheme prepared under the Welsh Language Act 1993.

Second, revised edition

This Scheme received the approval of the Welsh Language Board under section 14(1) on **XX 2010**

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 is to give free, independent advice to individuals and groups who need help finding their way around the planning system. It has offices in Heath, Cardiff and Penygroes, Caernarfon.

Planning Aid Wales is managed by a Board of Directors with fifteen members and employs five members of staff.

Planning Aid Wales operates via a helpline service which is managed and operated by the Planner and Case Manager 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 and a Training Officer to move Planning Aid Wales in the direction of community development including education, training and capacity building. The Development Worker and Training Officer, both part-time employees, are 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. The North & Mid Wales Development Worker is based in Penygroes, the Training Officer in Cardiff.

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.

Current staff include one fluent Welsh speaker (the North & Mid Wales Development Worker) and two Welsh learners (the Chief Executive and the Planner and Case Manager).

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. Planning Aid Wales 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 Planning Aid Wales 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. Planning Aid Wales 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. Planning Aid Wales will not alter this scheme without the Welsh Language Board's agreement.
- 1.1.5. Planning Aid Wales 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. Planning Aid Wales 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 Planning Aid Wales' 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 Planning Aid Wales core services and projects, thus making Welsh language provision an integral part of Planning Aid Wales' activities.

2. DEALING WITH THE WELSH SPEAKING PUBLIC

2.1. Written communication

- 2.1.1. Planning Aid Wales 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 Planning Aid Wales's contact database and Planning Aid Wales 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. Training and capacity building events

- 2.3.1. Planning Aid Wales is committed to ensure that people who are attending its 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. Planning Aid Wales will establish the preferred language of participants in advance of each event, and provide a Welsh speaking or bilingual training team when required.
- 2.3.3. If a participant wishes to contribute in Welsh, the facilitator(s) will ensure that their contribution be translated for any non-Welsh speaking participants.
- 2.3.4. When another organisation commissions Planning Aid Wales to provide training or capacity building, the host organisation will choose the language(s) the training will be held in. Planning Aid Wales will offer to provide a Welsh speaking or bilingual training team when required.
- 2.3.5. Planning Aid Wales presentation materials will always be bilingual.

2.4. Public meetings

- 2.4.1. Planning Aid Wales is committed to ensure that people who are attending its public meetings 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.
- 2.4.2. Planning Aid Wales will establish the preferred language of participants in advance of each public meeting, and organise simultaneous translation facilities when required.
- 2.4.3. 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.
- 2.4.4. Planning Aid Wales presentation materials will be bilingual.

2.5. Non-public meetings

- 2.5.1. 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.

2.6. Other dealings with the public

- 2.6.1. Welsh speaking Planning Aid Wales 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. Planning Aid Wales 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, Planning Aid Wales 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, Planning Aid Wales will ensure that Welsh and English language versions appear simultaneously.

3.3.4. Website

- 3.3.4.1. All information on Planning Aid Wales' 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 in both Welsh and English and will be mailed to each paper / medium in the language(s) appropriate to that paper / medium.
- 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. Planning Aid Wales 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. Planning Aid Wales 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. Planning Aid Wales 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. Planning Aid Wales will ensure that all its employees and directors attend a Welsh language awareness training. Volunteers will be offered the option to attend such 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, Planning Aid Wales 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. Planning Aid Wales will support staff who wish to improve their language skills as part of their continual professional development.
- 4.1.1.6. Planning Aid Wales will proactively strive to retain Welsh speaking volunteers by increasing its use of the Welsh language in communicating with volunteers.

4.2. Administrative arrangements

4.2.1. Responsibility

- 4.2.1.1. This Welsh Language Scheme has been adopted by Planning Aid Wales' Board of Directors on **XXX 2010**.
- 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. Planning Aid Wales 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 Planning Aid Wales' employment 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 review 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. Planning Aid Wales 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 Planning Aid Wales' client satisfaction questionnaire.
- 4.4.2.2. Formal complaints and suggestions should be directed to

The Chief Executive
Planning Aid Wales

174 Whitchurch Road
Heath
Cardiff CF14 3NB

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 Planning Aid Wales' website.

4.4.3.2. A section on the Scheme will be included in Planning Aid Wales' Annual Report.

4.4.4. Timetable

4.4.5. All policies of this Scheme will be fully operational by March 2011.