

Cymorth	Planning
Cynllunio	Aid
Cymru	Wales



## **Planning Aid Wales**

### **Welsh Language Scheme 2010 to 2013**

**Adopted by the Planning Aid Wales  
Management Board,  
July 2010**

This voluntary scheme has been prepared in accordance with Welsh Language Board Guidelines under the Welsh Language Act 1993.

**The first scheme was approved on 09/08/2007**  
This Welsh Language Scheme was approved by the Welsh Language Board on 01/07/2011

**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.**

## **1. Introduction**

- 1.1 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.
- 1.2 Planning Aid Wales has a Management Board made up of fifteen directors and employs five members of staff.
- 1.3 Overall organisational responsibility for Planning Aid Wales lies with the Chief Executive who is currently based in North Wales and divides his time between the North and Cardiff offices. The team is supported by a part-time Administrator in the Cardiff office.
- 1.4 Planning Aid Wales operates a Helpline service which is managed and operated by the Planner and Case Manager in the main Cardiff office. A Wales-wide network of volunteers can be called on to help with larger cases, or if a Welsh speaker is required.
- 1.5 Welsh Government funding has enabled employment of a bilingual Development and Training Officer to move Planning Aid Wales in the direction of community development including education, training and capacity building.
- 1.6 At time of scheme approval Planning Aid Wales' staff includes one fluent Welsh speaker (the Development and Training Officer) and two Welsh learners (the Chief Executive and the Planner and Case Manager).
- 1.7 Further details about Planning Aid Wales can be found at:  
[www.planningaidwales.org.uk](http://www.planningaidwales.org.uk)
- 1.8 Planning Aid Wales has had a Welsh language scheme in place since August 2007. This document sets out the steps that we are already taking to implement this Scheme and what we plan to do in the future to put our aims into action (see timetable on page 9 and 10).

## **2. Service planning and delivery**

### ***New policies and initiatives***

- 2.1 Planning Aid Wales will continue to ensure that new policies and initiatives will promote and facilitate the use of the Welsh language wherever possible and move the organisation closer to implementing the principle of equality at every opportunity.

2.2 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 make certain that measures within this Scheme are implemented when actioning other policies and initiatives.

2.3 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.

2.4 Planning Aid Wales will not alter this Scheme without the Welsh Language Board's agreement.

2.5 Planning Aid Wales will ensure that staff and advisers involved in policy formulation are aware of this Scheme.

### ***Delivery and standard of service in Welsh***

2.6 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.

2.7 The implementation of this Scheme will be an integral part of all Planning Aid Wales' activities.

2.8 Over the next three years we will move away from the current system of accounting for Welsh language provision through a separate budget and move towards a fully mainstreamed Welsh language provision to make it an integral part of Planning Aid Wales' activities.

## **3. Dealing with the Welsh-speaking public**

### ***Written communication***

3.1 Planning Aid Wales welcomes correspondence both in Welsh and in English.

3.2 Letters and e-mails received will continue to be answered in the language of the original correspondence. Response times will be no longer for Welsh than for English correspondence.

3.3 Information on the addressee's preferred language(s) for correspondence is included in Planning Aid Wales's contact database and Planning Aid Wales will choose the language(s) of correspondence to the addressee accordingly.

3.4 Circular and standard letters to the public in Wales will continue to be bilingual.

3.5 E-mail signatures will continue to be bilingual.

### ***Telephone communication***

3.6 All callers to the helpline will continue to be greeted bilingually.

3.7 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 or the caller may make the enquiry in writing as per section 3.1 and 3.2 above.

### ***Training and capacity building events***

3.8 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.

3.9 Planning Aid Wales will continue to establish the preferred language of participants in advance of each event, and provide a Welsh speaking or bilingual training team when required. In most cases 20% or more people expressing a preference for a Welsh language session will constitute a 'requirement' with due consideration to local language profile.

3.10 If a participant wishes to contribute in Welsh, the facilitator(s) will ensure that their contribution is translated for any non-Welsh speaking participants.

3.11 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.

3.12 Planning Aid Wales' presentations will generally be produced in English (or bilingually if the author is able to produce such material). A translation of the presentations and presentation handout slides will be made available for those requesting them through the booking form.

### ***Public meetings***

3.13 Planning Aid Wales is committed to ensuring 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.

3.14 Planning Aid Wales will continue to establish the preferred language of participants in advance of each public meeting, and organise simultaneous translation facilities when required. This includes specifying whether each participant has a preference for written or spoken Welsh. Planning Aid Wales will encourage the use of Welsh language through distributing bilingual booking forms for any event that we organise.

3.15 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.

### ***Non-public meetings***

3.16 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, this information will be recorded on our data base for future communication.

#### ***Other dealings with the public***

3.17 Welsh speaking Planning Aid Wales representatives will continue to be present at fairs and exhibitions and will wear the Welsh Language Board's badge indicating that they will be happy to converse in Welsh.

## **4. Planning Aid Wales' public face**

#### ***Corporate identity and image***

4.1 Planning Aid Wales has adopted and presents 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.

#### ***Signs and exhibition materials***

4.2 All public signage and exhibition material is now bilingual and will continue to be in the future. Welsh and English print will appear in the same size, quality, legibility and prominence.

4.3 On exhibition boards, information will be displayed in both languages alongside each other.

#### ***Publications and printed materials directed at the public***

4.4 All printed materials and signage for the public will continue to be produced bilingually and will be equally accessible.

4.5 Welsh and English print will continue to appear in the same size, quality, legibility and prominence.

4.6 Material in both languages will continue to be of the same professional standard.

4.7 Translation (Welsh – English and English – Welsh) will continue to be through use of experienced professional translators. Bilingual staff and volunteers will be encouraged to use their Welsh language skills for drafting Welsh language documents where willing and appropriate. Training review will be carried out when required.

4.8 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.

4.9 Existing public materials will be produced bilingually when revised or reprinted.

4.10 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.

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

### ***Forms and associated explanatory material***

4.12 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.

### ***Website***

4.13 All information on Planning Aid Wales' website will continue to be made available in both Welsh and English at the same time and in the same quality in accordance with Welsh Language Board bilingual software guidelines and standards.

### ***Press notices, advertising and publicity activities***

4.14 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.

4.15 Press 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.

4.16 Advertisements will continue to be bilingual, except in Welsh language publications, where they will be in Welsh only.

### ***Official notices, public notices, staff recruitment advertising***

4.17 Job advertisements will continue to be bilingual, except in Welsh language publications, where they will be in Welsh only.

4.18 Planning Aid Wales will encourage Welsh speakers to apply for paid and voluntary posts.

## **5. Implementing the Scheme**

5.1 The following implementation points will be put into action in the short term by the **end of April 2012**. In the long term these implementation points will be ongoing as part of our commitment to fully mainstream Welsh language provision into Planning Aid Wales' work.

### ***Staffing (paid and voluntary)***

5.2 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.  
**Date for completion: 30<sup>th</sup> of September 2011**

5.3 Job descriptions will continue to include a clause as to whether the ability to communicate in Welsh is essential, desirable or not deemed required for the job in question.  
**Date for completion: Complete/Ongoing**

5.4 Planning Aid Wales will continue to monitor 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.  
**Date for completion: Complete/Ongoing**

5.5 Any language skills deficiencies will be met by training of existing staff or recruitment of new staff as appropriate.  
**Date for completion: Complete/Ongoing**

5.6 Planning Aid Wales will ensure that all its employees and directors attend Welsh language awareness training. Volunteers will be offered the option to attend such training.  
**Date for completion: 30<sup>th</sup> of September 2011**

5.7 Non-Welsh speaking employees will receive training on how to answer the phone bilingually and how to pronounce and spell Welsh names.  
**Date for completion: 30<sup>th</sup> of June 2011**

5.8 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.  
**Date for completion: Complete/Ongoing**

5.9 Planning Aid Wales will continue to support staff who wish to improve their language skills as part of their continual professional development.  
**Date for completion: Complete/Ongoing**

5.10 Planning Aid Wales will proactively strive to retain and increase Welsh speaking volunteers by increasing its use of the Welsh language in communicating with volunteers. This will be done through publishing the quarterly volunteer bulletin bilingually.  
**Date for completion: Complete/Ongoing (in March, June, September and December)**

### ***Administrative arrangements***

5.11 This Welsh Language Scheme was adopted by the Planning Aid Wales Management Board on the 12<sup>th</sup> of July 2010.  
**Date for completion: Complete**

5.12 The Chief Executive will continue to be responsible for ensuring implementation and monitoring of the Welsh Language Scheme.  
**Date for completion: Complete/Ongoing**

### ***Dissemination***

5.13 Planning Aid Wales will ensure that everyone in the organisation is familiar with this Scheme and knows how it should be implemented. Existing employees, directors and volunteers have been consulted during the review of the Scheme and will be given a copy of the adopted Scheme.

**Date for completion: 30<sup>th</sup> of June 2011**

5.14 The Welsh Language Scheme will be integrated within Planning Aid Wales' employment handbook. All new employees, directors and volunteers will receive a copy and explanation of the Scheme as part of the induction process.

**Date for completion: 30<sup>th</sup> of June 2011**

### ***Services delivered on behalf of PAW by other parties***

5.15 Planning Aid Wales will monitor any services contracted to another party to ensure compliance with this Scheme.

**Date for completion: 30<sup>th</sup> of June 2011/Ongoing**

### ***Complaints***

5.16 A question regarding the Welsh Language Scheme will be included in Planning Aid Wales' client satisfaction questionnaire.

**Date for completion: 30<sup>th</sup> of June 2011**

5.17 Formal complaints and suggestions should be directed to:

The Chief Executive  
Planning Aid Wales  
174 Whitchurch Road  
Heath  
Cardiff  
CF14 3NB

5.18 Complaints received by Planning Aid Wales will be dealt with in accordance with current complaints policies and procedures and will take the Welsh Language Scheme into consideration where relevant.

**Date for completion: 30<sup>th</sup> of June 2011**

### ***Publishing information***

5.19 The updated version of this Scheme will be published on Planning Aid Wales' website under 'Policies'.

**Date for completion: 30<sup>th</sup> of June 2011 (pending approval by the WLB)**

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

**Date for completion: Complete/Ongoing**

## **6. Monitoring and reviewing the Scheme**

6.1 The Chief Executive will monitor implementation of the Scheme and report to the Board of Directors and the Welsh Language Board annually.

6.2 The Board of Directors will review this Scheme every three years.



