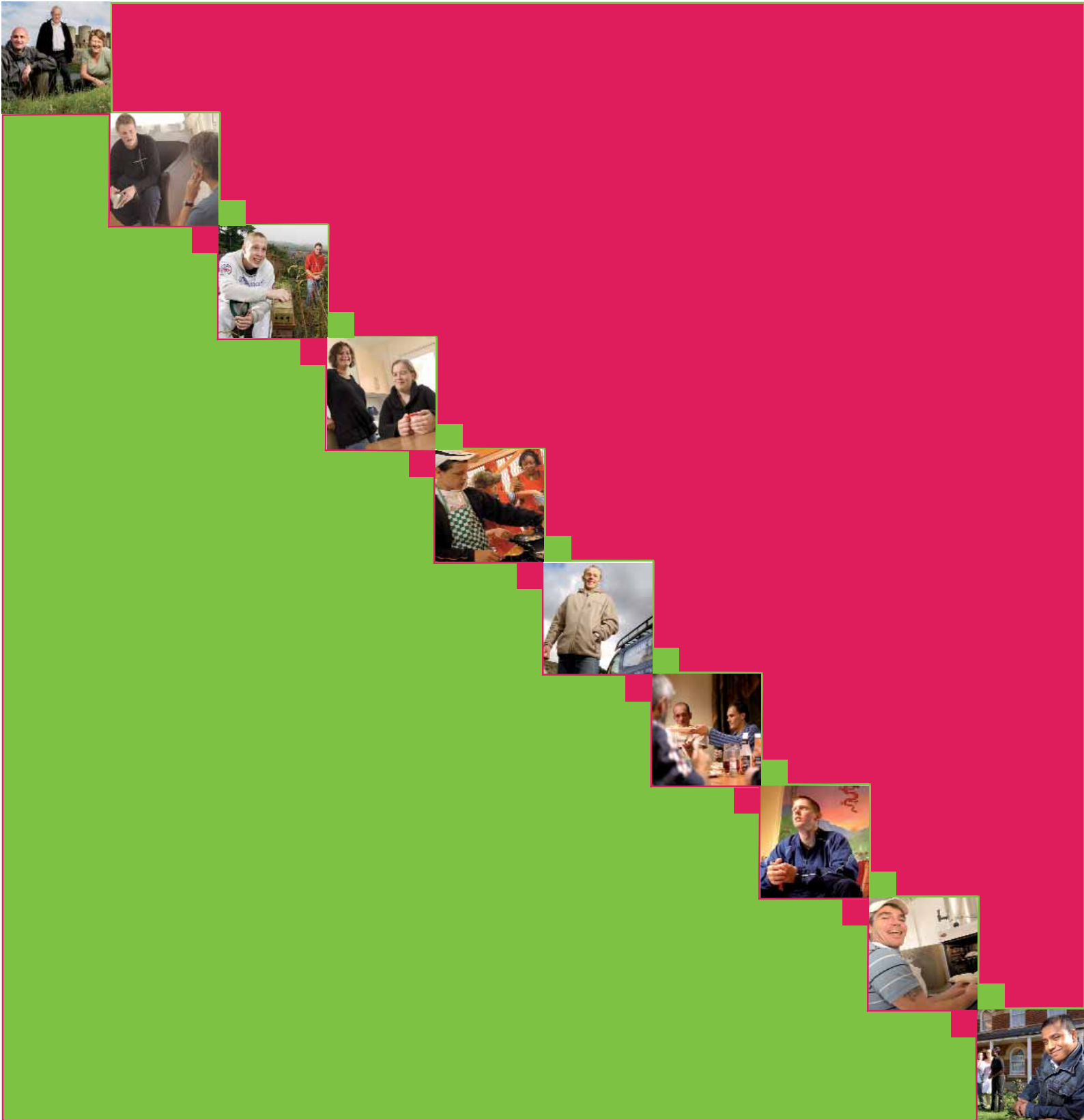




**newid bywydau
lleihau troseddu
changing lives
reducing crime**

Welsh Language Scheme Cynnlun Iaith Gymraeg



Welsh Language Scheme Cynllun Iaith Gymraeg



newid bywydau
lleihau troeddu
changing lives
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BWRDD YR IAITH
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About Nacro

Nacro is the leading charity in Wales and England dedicated to making society safer. We reduce crime by giving people at risk of offending and offenders a positive stake in society - helping them change their lives. For over forty years, Nacro has combined practical services for individuals and communities with pioneering campaigns: lobbying for better ways to reduce crime, while demonstrating how this might be done in practice.

Each year Nacro helps over 80,000 people through nearly 200 projects across England and Wales.



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Introduction

At Nacro, the crime reduction charity, we make society safer by finding practical solutions to reducing crime. Since 1966 we've worked to give ex-offenders, disadvantaged people and deprived communities the help they need to build a better future. Nacro aims to prevent crime through running services and projects which tackle the social and economic factors associated with crime.

In recognition of our commitment to working in Wales, Nacro established Nacro Cymru in 1998. Nacro Cymru provides a network of housing, employment training and youth work projects and co-ordinates current services as well as take forward future initiatives in Wales, including the development of the Welsh Language Scheme. Nacro is actively committed to promoting equal opportunities, eradicating discrimination and encouraging the richness brought to the organisation by the diverse nature of our staff and service users. The Welsh Language Scheme is rooted in this philosophy and aims to benefit equality and diversity by encouraging everyone to take part in Welsh language and culture and improve understanding of the cultural and linguistic diversity that exists in Wales.

The purpose of the Welsh Language Scheme, which has been approved by the Welsh Language Board, is to enable people to use their preferred language and allow members of the public in Wales to receive Nacro Cymru's services in Welsh if they wish. The aim is to build a responsive and consistent service for Welsh speakers which is of the same high quality in Welsh as it is in English. This will mean ensuring service users have access to all services in Welsh, whether by telephone, in written correspondence, or when attending meetings or conferences. Service material will also be prepared in Welsh as well as media releases and advertising where appropriate. Having its own language scheme gives Nacro Cymru a benchmark which will guide its activities in both languages with all its partners. The manager of each project office will be responsible for proposing how best to organise and arrange its activities and personnel to enable it to provide for the Welsh public in accordance with the scheme.

This document sets out the details of Nacro's revised Welsh Language Scheme and is founded on the following principles:

- Nacro Cymru has adopted the principle that in the conduct of public business in Wales it will treat the Welsh and English languages on a basis of equality. This policy sets out how Nacro Cymru will give effect to that principle when providing services in Wales.
- Nacro Cymru will note the guidance of the Welsh Language Board in determining measures which are both appropriate and practicable.
- Nacro Cymru recognises that language is an essential part of an individual's identity and that people can best express views and needs in their preferred language. To deny people the opportunity to use their preferred language is a breach of rights, and could place them at a real disadvantage. Enabling people to use their preferred language is a matter of good practice, and Nacro Cymru therefore aims to ensure that members of the public in Wales can receive its services in Welsh if they so wish.

Background

■ The Welsh Language Act 1993

The *Welsh Language Act 1993* was prepared in recognition of, and in response to, the growth in the use of the Welsh language in the conduct of public business, in education and in cultural and social activities. The Act establishes an unequivocal principle, namely that 'in the conduct of public business and the administration of justice in Wales, the Welsh and English languages should be treated on a basis of equality'. The Act requires public bodies which provide services to the public in Wales to prepare a language scheme. The objective of a language scheme is to set out those steps which an organisation will take in order to give effect to the basic principle of equality of the Welsh and English languages. The Act names the types of public bodies which will be required to prepare a language scheme in the first instance. Voluntary organisations are not public bodies at present. The Secretary of State for Wales has power to designate other bodies through statutory instrument, and there is no impediment to the inclusion of voluntary organisations at a future date.

The statutory requirement placed upon public bodies to prepare a scheme is at section 5 of the Act:

- (1) Every public body to which a notice is given under section 7 and which
 - (a) provides services to the public in Wales; or
 - (b) exercises statutory functions in relation to the provision by other public bodies of services to the public in Wales;
 shall prepare a scheme specifying the measures which it proposes to take, for the purpose mentioned in subsection (2) below, as to the use of the Welsh language in connection with the provision of those services, or of such of them as are specified in the notice.
- (2) The purpose referred to in subsection (1) above is that of giving effect, so far as is both appropriate in the circumstances and reasonably practicable, to the principle that in the conduct of public business and the administration of justice in Wales the English and Welsh languages should be treated on a basis of equality.

- (3) In preparing a scheme under this Part of the Act a public body shall have regard to any guidelines issued by the Board.

In section 5 (2) of the Act as seen above, it is important to note that the principle of equality is unqualified: organisations should strive to give full effect to the principle. The qualifying phrase 'so far as is both appropriate in the circumstances and reasonably practicable' refers to individual measures proposed within the scheme and not to the principle itself. In considering schemes submitted by public bodies for approval, the Welsh Language Board will consider whether the measures proposed in a scheme give effect to the principle of equality, and 'it will not be acceptable for those preparing schemes to adopt a highly subjective and restricted view of what is appropriate in their circumstances or reasonably practicable'. The relevant 'circumstances' are those which relate (a) to the nature of the service provided, and (b) the nature of the public to which it provides that service (for example, the linguistic profile of an area) but this must be ascertained in an objective manner. The question of what is 'reasonably practicable' is recognised as requiring the consideration of a combination of different factors including whether a measure is physically possible. However, schemes are to include measures which may not be reasonably practicable at the point at which the scheme is prepared, but may become so in future. In such instances, a timescale for achieving these measures is to be stated. The onus is on the organisation preparing the scheme to demonstrate to the satisfaction of the board that it has given effect, so far as is reasonably practicable, to the principle of equality.

■ The Welsh Language Board

The Welsh Language Board was established by the *Welsh Language Act 1993*. Its purposes are to promote and facilitate the use of the Welsh language, and to oversee the preparation and implementation of statutory language schemes. It has power under section 7 of the *Welsh Language Act 1993* to give notice to a public body as defined in section 6 of the Act, to prepare a scheme in accordance with section 5

Background

of the Act. Government departments and Crown bodies are not under a statutory duty to prepare schemes, but the government has given an undertaking that it will do so, including departments outside Wales (such as the Home Office) whose functions relate to providing services to the public in Wales.

The Welsh Language Board urges organisations always to seek to adopt the best possible practice with regard to the use of Welsh, and has warned against leaving themselves open to criticism for delivering a minimum level of service in Welsh to Welsh speakers. Notice should not be paid to the current level of demand from the public for services through the medium of Welsh since, as the public gains confidence that it can receive as efficient a service in Welsh as in English, there will be an increased demand. Organisations should prepare to respond accordingly.

The board welcomes and will approve organisations' schemes. It is possible to devise a scheme which develops the use of Welsh in an active way without seeking formal approval from the board, but there seems little advantage in this course since a non-approved scheme would have to adopt the same principles and methods as one approved by the board.

■ Why Nacro Cymru needs its own scheme

Nacro Cymru is not a 'public body' within the definition of the Act, and therefore the organisation cannot at present be compelled to prepare a Welsh language scheme. The list of bodies required to establish a scheme is not fixed, however, and there is a general expectation that the list will gradually be extended to include other types of organisation; it is probable that Nacro Cymru will be included by a future re-definition of the term 'public body'.

However, there is a more pressing reason for preparing a scheme now, rather than awaiting its imposition as a statutory requirement as will now be explained. Public bodies must have an approved scheme and must ensure that any agreements or arrangements they make with third parties which relate to the provision of

services to the public in Wales are consistent with their scheme. This includes (without limitation) services which are contracted out. Where services are provided by a voluntary organisation public bodies must still comply with the Act and their own language schemes. Nacro Cymru is therefore bound to comply with the stipulations of the language scheme of any other public body with which it has a service level agreement or other understanding governing the provision of services to the public. In short, all Nacro Cymru's services which are provided under agreements or arrangements with local authorities or other public bodies come within the scope of the Act.

The consequences of not having our own scheme would be that Nacro would be obliged to conform to the individual language schemes of each separate public body on whose behalf it provides services to the public. The Nacro Cymru scheme will not remove the obligation to meet the requirements imposed upon us by external bodies, but it gives us a benchmark and action plan against which to judge whether we wish to continue as a service provider on behalf of certain public bodies.

■ The requirements of a Welsh language scheme

The concept of a language scheme goes well beyond having a policy: it amounts to a comprehensive policy-based strategy and action plan containing the measures for providing services to the public in Welsh in order to give effect to the principle of equality.

■ Language schemes and equality and diversity

A successful language scheme must be based on a firm and active policy in favour of equality and diversity. The *Welsh Language Act 1993* creates an opportunity for Nacro Cymru to review the implementation of its equality and diversity policy. The Welsh language scheme must be rooted in Nacro's philosophy, influence its outlook and guide its activities in favour of working in both languages. The implementation

of a language scheme can benefit equality and diversity in five ways:

- It encourages organisations to examine and review their activities, asking 'Are we serving all our communities and is there a way of improving our relationship with our present and potential service users and supporters?'
- It promotes the practice of long-term planning for the language and cultural needs of people who speak languages other than Welsh or English.
- It makes it possible for everyone to take part in, and appreciate, Welsh culture and language, if they wish.
- Through involving staff, volunteers and members in its creation, it improves understanding of the cultural and linguistic diversity that exists in Wales and opens eyes and minds to other diversities.
- It strengthens equality and diversity policies in other aspects of the organisation's activities.

The provisions of the *Race Relations Act 1976* also need to be taken into account. Under the terms of the *Race Relations Act 1976*, the Welsh are one racial group (there is not a Welsh-speaking racial group of Welsh, and an English-speaking racial group of Welsh). Distinguishing between Welsh people on the grounds of their ability or inability to speak Welsh does not, therefore, amount to unlawful racial discrimination. However, the inclusion of the ability to speak Welsh as an essential criterion for appointment to a post could constitute indirect racial discrimination. This is because the criterion is more likely to be met more easily by Welsh people than by others. Therefore, the stipulation of the ability to speak Welsh as an essential requirement (in accordance with subsection 5.2 (d) of the *Race Relations Act*) must be shown to be objectively justifiable when the reasonable needs of the service and the employer are weighed against any discriminatory effect. The inclusion of the ability to speak Welsh as a desirable criterion among other desirable criteria to be taken into account when assessing suitability for a post, would not amount to a 'Condition of requirement' and would not on its own amount to indirect discrimination under the *Race Relations Act*.

■ Financial planning

The Welsh Assembly Government has decided against a specific revenue budget for the implementation of the Act. Instead, any additional costs are to be accommodated within mainstream budgets. Public bodies have been advised to take into account the measures proposed in their scheme when considering their future budgetary requirements.

It will be necessary to specify in future service level agreements how the cost of providing services bilingually will be met.

■ Nacro and Nacro Cymru

Nacro has existed in its present form since 1966 when it succeeded the National Association of Discharged Prisoners' Aid Societies. Its objects are the aftercare of prisoners, their families and dependants (to include the relief of poverty, of sickness and the advancement of education and training) and the promotion of crime prevention. Nacro seeks to prevent crime through services and projects which tackle the social and economic factors associated with crime as well as offering constructive alternatives to those most at risk of offending. Nacro services aim to offer people who have been in trouble with the law, and those at risk of becoming so, the opportunity to turn away from crime and to lead law abiding lives in the community.

The range of services Nacro Cymru offers across Wales reflects the organisation's aims and objectives in full. In summary Nacro Cymru provides a network of housing, employment, training and youth work projects, much of which is funded by Welsh Assembly Government (WAG) grants. WAG grant conditions include a requirement to consider the needs of service users for whom English is not their first language.

In recognition of our commitment to working in Wales Nacro established Nacro Cymru in 1998 (not legally independent of Nacro) to co-ordinate current services and take forward future developments. These include the development of the Welsh Language Scheme which is an integral part of Nacro's equality and diversity strategy. Nacro Cymru has developed a strategy and action plan containing measures

Background

for providing services to the public in Welsh and English to give effect to the principle of equality.

Nacro Cymru's direct service delivery projects include:

- **Housing:** a range of housing-related support services in Anglesey, Gwynedd, Conwy, Denbighshire and Wrexham, including supported tenancies, a nightshelter, floating support, resettlement advice and homelessness prevention.
- **Learning, skills and employment work:** basic skills training for adults and young people is available in locations across Wales, including Llangefni, Bangor, Colwyn Bay, Rhyl, Shotton, Wrexham and Newport. These projects offer support and advice as well as providing accredited training in numeracy and literacy and assistance in gaining employment. A bakery project in Denbigh provides vocational skills in baking, retail, etc as well as help with other skills development. Nacro's centre in Newport delivers Skillbuild to young learners.
- **Youth Choices:** these projects provide young people with support and advice through a drop-in service or outreach work. Youth Choices aims to re-engage the most disaffected young people (those who are not in any education, training or employment) into mainstream provision. Projects are based in Bangor, Llangefni, and Colwyn Bay.
- **Work with drug users** takes place via a Drug Intervention Project, with workers based in Bangor, Llangefni, Colwyn Bay, Rhyl, Shotton and Wrexham. Specialist work with probation clients takes place through the DAWN project in Colwyn Bay.

Nacro Cymru Youth Offending Unit provides research, consultancy and training services to agencies who are working to tackle youth crime in Wales.

The impact of Nacro's Welsh Language Scheme on Nacro Cymru

■ Service planning and delivery

Nacro's procedures and initiatives

When formulating new internal policies and procedures or planning any new initiatives affecting the provision of services to the public in Wales, Nacro Cymru will assess their linguistic consequences in relation to the use of the Welsh and English languages, and will ensure that the new policies and initiatives conform with commitments given in this scheme.

The introduction of new policies and initiatives may enable Nacro Cymru to promote the use of Welsh in its services and to progress towards achieving the objectives of the scheme. Nacro Cymru will seek to capitalise on such opportunities in order to move closer to implementing the principle of equality of the Welsh and English languages.

The measures described in this scheme will be applied to new policies and initiatives. Staff, volunteers and others engaged in framing and implementing them will be made aware of this scheme and the requirements of the *Welsh Language Act 1993*.

Delivery of service

Nacro Cymru delivers a wide range of services to young people and ex-offenders and their families and communities, throughout Wales. These are often provided in partnership with, or on behalf of, public bodies.

Nacro Cymru endeavours to offer to the public in Wales the choice of using either Welsh or English in their dealings with the organisation and recognises:

- that members of the public can express their views and needs better in their preferred language;
- the importance of providing services in accordance with the language preference of its service users;
- that enabling the public to use their preferred language is a matter of good practice, not a concession; and

- that denying them the right to use their preferred language could place members of the public at a disadvantage.

It is Nacro Cymru's intention, therefore, to:

- build a responsive and consistent service for Welsh speakers who use its services, and to make this known;
- ensure that each service is responsive to, and able to provide a service to, Welsh speakers; and
- establish, at the first point of contact, the language of a potential service user; record the language preference; make every effort to ensure that the preference is complied with; and make known the language preference to other organisations working in partnership with Nacro Cymru in respect of that service user.

Each management team and project will examine its arrangements for delivering services to the public, in order to determine the best means of providing services in Welsh and English. Such arrangements will be kept under review, to take account of changes in demand and the distribution of Welsh-speaking service users. Not all services will be immediately and fully available in Welsh, and arrangements will be made to establish a network of staff with the appropriate linguistic skills who can offer assistance beyond their own workplace.

Standards of service in Welsh

Nacro Cymru is firmly committed to delivering a service of equally high quality in Welsh and English. The measures and timescales for achieving the desired standards are stated in the action plan for implementing the scheme.

Nacro Cymru will publicise the scheme and will monitor and review the standards it is achieving. The review procedure will be co-ordinated by the appropriate Nacro Cymru managers and will involve consulting with Nacro Cymru's full range of service users, and will seek to ensure consistency of approach while remaining sensitive and responsive to local circumstances and requirements throughout Wales.

■ Dealing with the Welsh-speaking public and service users

Nacro Cymru seeks to provide a service of good quality in both Welsh and English in its dealings with the public in Wales, whether they are individuals, groups, communities or the public in general. Nacro Cymru welcomes communication and contact from the public in both Welsh and English, whether by correspondence, telephone, at meetings or otherwise.

Written communication

Nacro Cymru welcomes written communication in Welsh and English.

- Correspondence received from the public and service users in Welsh will be answered in Welsh.
- The response time for correspondence in Welsh will be the same as the response time for correspondence in English.
- Once it is known that a member of the public prefers to use Welsh, future correspondence with that person will be in Welsh.
- Subject to the requirements of the *Data Protection Act*, Nacro Cymru will record the names of service users, organisations and other members of the public who wish to conduct their business with Nacro Cymru in Welsh.
- Where individual preference is not known, for instance where sending out standard letters, written communication to the public in Wales will be bilingual.
- When Nacro Cymru does not have staff available to answer correspondence in Welsh to a sufficiently high standard, it will employ the services of a professional translation agency.
- A standard statement will be shown bilingually on Nacro Cymru stationery indicating that correspondence in Welsh and English is welcomed.

Telephone communication

Nacro Cymru welcomes telephone calls in Welsh and English.

- All external calls will be answered with a bilingual greeting and the name of the organisation. All staff whose main duties include answering the telephone will be trained to use a bilingual greeting. All other members of staff will be offered training to enable them to use a bilingual greeting.
- Members of the public wishing to conduct a telephone conversation in Welsh will be able to do so. The operator will direct the call to a Welsh-speaking member of staff in the appropriate team or to an available Welsh-speaking member of staff who will facilitate contact with the right person. The caller will be given the choice of being called back (within one working day) or continuing the conversation in English.
- Nacro Cymru will ensure that members of staff and volunteers are aware of the procedures to be followed if they do not understand the language of the caller. A list of staff who are able to deal with Welsh calls will be established and will be available to all staff, but in particular to staff carrying out reception duties.
- In situations where an enquiry is of a particularly complex or specialised nature and no Welsh-speaking staff can deal adequately with it, the choice will be given to continue the conversation in English or to present the query in writing in Welsh.
- Answerphone recordings will carry the same message in both Welsh and English.
- If Nacro Cymru establishes any telephone helplines for the public in Wales, these will be operated bilingually.

Public meetings and conferences

Nacro Cymru does not often arrange large meetings for the general public. However, it regularly holds conferences and training events in Wales. Nacro Cymru will establish standard practices in order to assist with arrangements for such meetings.

Notices of all public meetings and conferences will be in both languages, and will include a

statement that the right of those attending to speak in either Welsh or English will be respected.

Translation needs will be assessed before any public meeting or conference is held. The appropriate translation facilities will be provided on the basis of the assessment. If translation is provided, it will be made clear in advance that the use of Welsh will be welcomed. If, on the basis of the assessment, translation facilities are thought to be not appropriate or not practicable, this will be made clear in advance. The assessment of need will be based on the purpose or subject of the meeting, its location, those likely to attend and any prior notification of language preference. In the same way, an assessment will be made as to whether Welsh-speaking members of staff are needed to receive and welcome members of the public at meetings. Welsh speaker badges will be worn to identify Welsh-speaking staff and volunteers.

When Nacro Cymru arranges meetings with organisations which normally work in Welsh, the meeting will take place in Welsh, or an interpretation service will be provided.

Other meetings

Interviews and other private meetings with service users and individual members of the public will be offered and conducted in Welsh or English. When it is not possible to provide a Welsh-speaking service or translator immediately, arrangements will be made to meet the request at the earliest opportunity. This will be monitored to ensure that the service is satisfactory.

- At Nacro Cymru project offices which have regular visits from members of the public, every endeavour will be made to ensure that Welsh-speaking members of staff are available to conduct business in Welsh.
- Every effort will be made to establish work teams which include a Welsh speaker or have ready access to a translator.
- In planning staff training events, consideration will be given to the needs and preferences of staff attending. Training events may be delivered bilingually if this is reasonable and viable.

Other dealings with the public

At the moment Nacro Cymru has no public address systems, no direct computerised communication systems and no television links with the public. If such systems are developed in the future, Nacro Cymru will ensure that the public can use Welsh and English, and will ensure that all electronic messages and displays for the public are bilingual.

General

Nacro Cymru recognises that there is likely to be some initial difficulty in achieving these measures, since its offices and projects each have a small complement of staff and volunteers, and the majority currently have no Welsh speakers.

The manager for each project office will be responsible for proposing how best to organise and arrange its activities and personnel to enable it to provide for the Welsh-speaking public in accordance with the commitments expressed in this scheme. The proposed arrangements will be subject to the approval of the appropriate line manager.

Not all services for the public can currently be provided fully in Welsh, but staff will be sensitive to language preference and will do their best to provide as full a service as possible for the public, whether by personal contact or by correspondence.

Language awareness will be incorporated appropriately into Nacro's corporate equality and diversity training and will form part of the induction programme for all new staff based in Wales.

■ The public face of Nacro Cymru

Corporate Identity

Nacro Cymru will adopt a bilingual corporate identity for its operations in Wales. The name of the organisation shall appear as Nacro Cymru.

The bilingual corporate identity will be constantly reinforced on all letterheads, forms,

The impact of Nacro's Welsh Language Scheme on Nacro Cymru

posters, internal and external signs, and any other information relating to the corporate identity of the organisation, the services in Wales and communications activities in Wales.

Signs

All external signs and all internal signs in public areas of Nacro Cymru's premises in Wales will be bilingual. The Welsh language version shall be placed above or before the English language version.

Where separate Welsh and English signs are used, they will be equal in terms of format, size, quality and prominence. New and replacement signs erected in offices in Wales will be in bilingual format or with Welsh and English versions side by side.

Printed and published material in Wales

Leaflets and forms which are intended for release in Wales will be produced in both Welsh and English. First consideration will always be given to producing leaflets and other published material as a single document in bilingual format. Only where it is not practical or cost-effective to produce them in a bilingual format will separate Welsh and English versions be produced. These will be of the same quality, will be distributed at the same time unless there are compelling reasons for not doing so, and will be given equal prominence in any promotion and display. If a charge is made for publication, it will be the same for bilingual versions as for Welsh and English versions respectively.

Publications and reports which Nacro Cymru distributes in Wales will be available in Welsh and English. Where agreed by a manager at the appropriate level (ie, section, area or region) technically detailed and specialist documents – unlikely to be of interest to the public generally – may be issued in English only.

Annual reports produced by projects will be produced bilingually and will include a reference to the delivery of the Welsh Language Scheme.

Nacro's Annual Review will include a bilingual report from Nacro Cymru.

Information for service users and the public

The production of bilingual material for service users and the public will be programmed and prioritised according to the nature of the material, its target audience and its target audience's language needs.

Where material is available in either Welsh or English, this will be displayed clearly in order that readers can decide which they would like to access.

Service users and members of the public wishing to have copies of material in Welsh or English or both may have them on request by letter, telephone or in person. The records of service users and other members of the public who request Welsh material will be noted.

Written guidelines will be issued to staff and designers responsible for producing this material.

Media releases

Contact with the media – apart from projects' contact with the press – is co-ordinated by Nacro's national media office. Nacro will aim to issue bilingual media releases wherever appropriate.

Nacro Cymru will aim to identify Welsh-speaking media spokespeople.

Advertising and publicity activities

Information posters and display material aimed at the public in Wales will be produced bilingually whenever practicable. When bilingual production is not practicable, information and display material will be produced in separate Welsh and English versions.

Advertisements regarding services in Wales will be in both Welsh and English, or in Welsh only in the Welsh language media.

The content of circulars and newsletters for

service users and the public will be prepared in both Welsh and English.

Recruitment advertisements for staff and volunteers

If the ability to speak Welsh is an essential requirement of a salaried post, the advertisement will be in Welsh only, with a brief explanation provided in English.

If the ability to speak Welsh is not essential but is desirable, recruitment advertising for staff and volunteers within Wales will be in Welsh in Welsh medium newspapers; in English only in UK newspapers and professional publications; and in both languages in Welsh national and local newspapers and in Nacro's internal vacancies bulletin and website. In bilingual advertisements, the two languages will be displayed with equal prominence, legibility, size, form and quality.

For posts where Welsh speaking is essential, job descriptions and person specifications for salaried posts in Wales will be produced in Welsh and English and applicants will be invited to complete the application form in Welsh if they prefer.

For posts where Welsh speaking is essential, a significant part of the interview will be conducted in Welsh to assess the candidate's Welsh language skills.

Implementing and monitoring the scheme

A timetabled action plan setting out how Nacro will implement and monitor the effectiveness of the Welsh Language Scheme is available to stakeholders upon request from the Area Manager of Nacro Housing on 01492 860 437 or from the Operations Manager for Wales on 01248 354 602.

■ Staff and volunteers

Nacro Cymru will make strenuous efforts to ensure that each office and project which has contact with the public, has staff and volunteers who can provide a service for the Welsh-speaking public.

The posts in each office and project will be examined in order to identify where the ability to speak Welsh is either essential or desirable. Any such requirements will be included in job descriptions and person specifications. Criteria for assessing the requirements will be set, which will include the nature of the post and the frequency of contact with the Welsh-speaking public.

Each year a list will be prepared of those members of staff who deliver services to the public in Wales and can speak and write in Welsh.

Every effort will be made to recruit Welsh-speaking staff to identified posts when a vacancy occurs.

Support and training will be provided for staff and volunteers in the use of the Welsh language, both to acquire and to improve skills. The allocation of Nacro resources (ie, direct funding and time during work hours) will be subject to an assessment of training needs and priorities in respect of the benefit to the delivery of services.

Procedures will be established for monitoring the service, identifying shortfalls, and to decide upon the action required.

■ Recruitment

In order to fulfil the objectives of the scheme, a recruitment programme will be established appropriate to the assessed linguistic needs of each service.

Language ability will be considered as one of the possible relevant factors when recruiting staff or volunteers.

Advertisements for posts will state whether the ability to speak Welsh is essential or desirable.

Guidelines will be produced for assessing whether the ability to speak Welsh is essential or desirable when recruiting staff or volunteers.

■ Learning Welsh

Nacro Cymru is committed to ensuring the success of the scheme, and therefore recognises the importance of Welsh language training for its staff and volunteers.

Staff wishing to learn or improve their ability to communicate in Welsh will be given encouragement and support.

Priority for resources to implement training will be given to services and outlets where Welsh is used regularly to communicate with members of the public.

■ Other training

Information about the Welsh Language Scheme and the requirements of the *Welsh Language Act* will be included in equality and diversity and in induction training for all Nacro Cymru staff and volunteers.

Courses will be accessed as required for members of staff and volunteers to enhance their Welsh language skills.

The language scheme will form an integral part of induction for new members of staff and volunteers, and will play a role in the development of each worker where appropriate.

■ Administrative arrangements

The Welsh Language Scheme was approved by Nacro in January 2007 and by the Welsh Language Board on 25 April 2007.

Nacro Cymru will ensure that its internal administration promotes the objectives of the scheme wherever practicable. Welsh and English

language services will be treated as integral parts of Nacro Cymru's activities. The organisation's procedures for identifying expenditure and resources will be modified to reflect this. The aim is to normalise expenditure and the use of resources on Welsh language services so that it becomes natural to deliver services in the two official languages of Wales and to organise resources to attain that objective.

Nacro's Head of Equality Strategy has been assigned responsibility for ensuring the corporate implementation of the Welsh Language Scheme.

Instructions and guidance will be provided on the implementation of the scheme to every office in Wales, and to the offices in Nacro concerned with communicating with the public in Wales. Information will be provided on the purpose of the scheme, how to use a professional translation service, good practice and ways in which staff can assist service users to receive a good service in their preferred language.

Regular audits of the language profile of service users, staff, and volunteers will be held to ensure that the Welsh language needs of the organisation continue to be satisfied by its language scheme and training programme. The audit will identify those posts for which Welsh speaking skills are essential and the exact level of skills needed.

■ Monitoring

The implementation of the measures outlined in the scheme will be monitored by Nacro's Head of Equality Strategy on an annual basis. A monitoring and evaluation report will be prepared and presented to Nacro's Chief Executive, and a copy sent to the Welsh Language Board.

The following points will be monitored:

- Forward planning – ensuring that new policies and procedures, and publications, services and internal administrative procedures are compatible with the delivery of Welsh/English services on the basis of equality;

- Dealing with members of the public who speak Welsh – monitoring response times for dealing with correspondence in Welsh; monitoring the quality of translation work; and monitoring the arrangements for meetings;
- Nacro Cymru's public face – monitoring the organisation's corporate identity; and monitoring that publications, forms, signs, notices and other published material are available in Welsh and English;
- Staff, and volunteers – monitoring the progress of the implementation of recruitment and training measures included in the scheme;
- Timetable – monitoring the achievements in implementation of the measures set out in the timetable; and
- Level of satisfaction – monitoring the frequency and nature of complaints relating to the Nacro Cymru Welsh Language Scheme.

All complaints regarding the implementation of the scheme will be submitted locally and monitored by Nacro's Head of Equality Strategy.

Nacro Cymru welcomes suggestions from the public and staff for improvements to its Welsh language scheme and services. All suggestions should be addressed to:

- Area Manager (NCE)
1 Trinity Square
Llandudno
Conwy LL30 2PY
Telephone 01492 860437
- Operations Manager (Wales)
63 High Street
Bangor
Gwynedd LL57 1NR
Telephone 01248 354602

■ Publishing information on performance

Nacro Cymru will arrange to publish information which will identify performance against standards which are set out in the Welsh Language Scheme.

Implementing and monitoring the scheme

The review will contain information on how performance has compared with the set targets such as:

- Percentage of responses to Welsh correspondence which were delivered on time;
- Percentage of publications which were bilingual compared with the target;
- Percentage of notices in the media which were bilingual;
- The number of Welsh speakers in the workplace compared with the timetable and targets.

Nacro Cymru will also explain the reasons if it fails to meet any of the published standards and will indicate what steps have been taken or are planned, to rectify things.

Information on performance will be included in Nacro's annual review.

■ Publicising the scheme

Nacro Cymru's Welsh Language Scheme will be made known to the public by means of a leaflet which will be available at every office in Wales.

The scheme will be publicised to staff and volunteers through the procedures and mechanisms described within this document.

All enquiries regarding Nacro Cymru's Welsh Language Scheme should be addressed to:

Nacro's Head of Equality Strategy
c/o 169 Clapham Road
London SW9 0PU
Telephone 020 7840 6712
Fax 020 7735 4666