**Planning Aid Wales**

**Welsh Language Scheme**

**June 2022**

Prepared with the assistance of the Welsh Language Commissioner’s Hybu Team



**About us**

Planning Aid Wales (PAW) promotes and facilitates engagement and involvement in the planning and placemaking process in Wales for the benefit of people, communities, and future generations. Our vision is for all the people of Wales to be able to participate in a fair, transparent and responsive planning system fully and effectively. We are core funded by Welsh Government but retain a high degree of freedom to act independently on behalf of communities.

Our core funded services and activities help individuals and communities understand and engage with the planning process and encourage collaboration between communities and planning authorities. These include a helpline service, training, and network events, undertaking research and publishing guidance and newsletters. We also undertake projects and commissions on behalf of the Welsh Government, Local Planning Authorities and Community and Town Councils.

Members of PAW each year elect a Management Board of Directors who set the overall direction, strategy and policies for the organisation and oversee the work of the organisation. Overall day to day responsibility for running Planning Aid Wales lies with the Chief Executive.

The operational team includes two part time Planning Engagement Officers who are responsible for working with planning authorities, community and town councils and other organisations to engage more creatively with local communities and are supported by a part time Planning Assistant. The Community Engagement and Development Officer is full time and is responsible for building the capacity of community and town councils to engage more effectively with the local planning process. The whole team is supported by a part-time Finance and Administrative Officer and a Helpline Officer. A further group of around 40 volunteers from a wide range of planning backgrounds support the delivery of our activities, including our helpline service, training courses, policy reviews and guidance preparation.

Further details about PAW can be found at: [www.planningaidwales.org.uk](http://www.planningaidwales.org.uk)

**The importance of Welsh to us,**

**our beneficiaries and our customers**

Planning Aid Wales (PAW) has adopted the principle that in the conduct of public business in Wales, it will implement the principle of equality at every opportunity. The organisation has had a Welsh language scheme in place, and it has been periodically reviewed.

The Welsh Language Commissioner’s role includes promoting and facilitating the use of the Welsh language and imposing duties on (mainly) public sector organisations to comply with standards relating to the Welsh language. Regulations for compliance with these standards by Welsh Ministers, local authorities and national parks were introduced in March 2016.

As a third sector organisation PAW is not required to produce a set of standards but recognises that, as an organisation that is funded by Welsh Government and sits alongside the land use planning system, the development of standards offers the opportunity for PAW to review and update its performance.

This document sets out our review of our current policy and performance and describes what we plan to do in the future to put our aim of moving the organisation closer to implementing the equal opportunities to both the English and Welsh medium.

**Our ‘Cynnig Cymraeg’ or ‘Welsh Offer’**

Welsh and English languages will be treated on an equal opportunity basis. PAW is striving to provide an equally high-quality service in Welsh and English.The implementation of this Scheme will be an integral part of all PAW’s activities.

PAW will ensure that staff and advisers are aware of this Welsh Language Scheme

**Written and telephone communication**

PAW welcomes correspondence both in Welsh and in English. 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.

Information on the addressee's preferred language(s) for correspondence is included in PAW’s contact database and PAW will respond in that chosen language. Circular and standard letters to the public in Wales will continue to be bilingual. E-mail signatures will continue to be bilingual.

Helpline 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, with language preference recorded on our database. All callers to the helpline will continue to be greeted bilingually.

If a caller to the helpline wishes to speak to someone in Welsh and no Welsh speaker is available, 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; or the caller may make the enquiry in writing as per the above.

**Network and training events**

PAW 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 will continue to establish the preferred language of participants in advance of each event and provide a Welsh or English speaking or bilingual training team where specified. If a participant wishes to contribute in Welsh, the facilitator(s) will ensure that their contribution is translated for any non-Welsh speaking participants and vice versa

PAW presentations will generally be produced in English (or bilingually if the author is able to produce the material). Presentations and handout slides will be made available in English and Welsh.

In order to assist with these arrangements we will:  
• When issuing notice of the event, make it clear that we will respect the right of persons attending to speak in Welsh or English.  
• Invite anyone proposing to attend to say at least two weeks in advance if they intend to speak Welsh or English.  
• Prepare guidance for staff to help them decide whether translation facilities are needed having regard to the subject to be considered, the location of the meeting and who is likely to attend, as well as whether there has been prior indication that both languages will be used by participants.

**Public meetings**

PAW 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 will continue to establish the preferred language of participants in advance of each event and provide a Welsh or English speaking or bilingual training team where requested. PAW will encourage the use of Welsh language through distributing bilingual booking forms for any event that we organise.

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.

**Commissioned projects**

When organisations commission PAW to provide training or capacity building services, the host organisation will choose the language(s) the training will be held in. PAW will offer to provide a Welsh or English-speaking training team when requested.

**Planning Aid Wales’ public face**

PAW 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 and business cards.

All public signage and exhibition material will continue to be produced bilingually. Welsh and English print will appear in the same format either side by side or alongside each other.

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 appropriate. Training review will be carried out when required.

All newly printed public materials will be bilingual, with both languages in the same document, preferably back-to-back or if this is not possible, PAW will ensure that Welsh and English language versions will be equal with regard to size, prominence, and quality. Both versions will be available simultaneously and will be equally accessible.

Existing public materials will be produced bilingually when revised or reprinted. Staff, consultants, designers, and publishers will be provided with written guidance for dealing with bilingual publications.

**Website**

All information on PAW’s 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 Commissioner bilingual software guidelines and standards.

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

Press releases will be published in both Welsh and English and circulated in the language(s) appropriate to that paper/medium. 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. Advertisements will continue to be bilingual, except in Welsh language publications, where they will be in Welsh only.

**Official notices, public notices, staff recruitment**

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

**Board Member/Staff Induction and Training**

The Scheme will be operative from the date of implementation. We will make sure that all staff, volunteers, and board members are aware of the requirements of the Scheme and take them into account in the conduct of their work. This will be done by making a copy of the Scheme available to all.

**Responsibility**

Overall responsibility for the Welsh Language Development Scheme is with the Chief Executive of Planning Aid Wales.

**Review period**

The Chief Executive will monitor implementation of the Plan and provide a progress report to the Management Board annually. The Board will review this Plan in full every three years.

The review will cover:

1. Progress against the action plan.  
2. How the Welsh language is mainstreamed in PAW’s work.  
3. Any comments or complaints received about PAW in relation to the Welsh language.

The current Scheme and action plan will cover the period 2022-2025, and will, thereafter, be reviewed and updated as needed. Where necessary we will consult with the Welsh Language Commissioner in advance about any proposals that will affect the Scheme.

**Suggestions and complaints**

Suggestions or formal complaints should be directed to:

The Chief Executive

Planning Aid Wales

12 Cathedral Road

Cardiff CF11 9LJ

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.

| **Your provision at present** | **Level** | **Actions** | **Who?** | **When?** |
| --- | --- | --- | --- | --- |
| **Customer interaction** | | | | |
| **Face to face**  Customers who wish to speak Welsh to a member of staff can do so if they ask for this service | ➀ | Ensure that a Welsh-speaking member of staff / volunteer is available to greet visitors in Welsh when possible. | Chief Executive (CEx) | 6 months |
| **Telephone services**  Every officer answers the phone with a bilingual greeting. If they’re not Welsh speakers they will offer to transfer the call to a Welsh speaking officer | ➁ | Offer different phone numbers for Welsh and English provision. Our answerphone messages will be bilingual. | Community Engagement & Development Officer (CEDO) / Helpline Assistant (HA) | 3 months |
| **Replying to letters and emails**  We reply in Welsh to any correspondence we receive in Welsh. This may lead to delays if another officer or a professional translator has to write or translate the reply | ➁ | We will respond in Welsh to any Welsh correspondence we receive, and this does not affect our response time. | CEDO | 3 months |
| **Sending letters and emails**  We communicate in English except for when the customer notes that they would like to receive information in Welsh | ➀ | We will identify specific campaigns and projects and ensure that we communicate bilingually. | CEDO | 3 months |
| **CRM database**  We have a database which identifies which customers are Welsh speakers | ➂ | Continue with this level of service provision | HA | N/A |
| **Iaith Gwaith**  We encourage Welsh speaking officers to wear Iaith Gwaith resources | ➀ | Continue current practice |  |  |
| **Image** |  |  |  |  |
| **Your company or organisation’s name**  Our name is bilingual, or Welsh only | ➂ | Continue with this level of service provision |  |  |
| **Business cards**  Welsh and English equal | ➂ | Continue with this level of service provision |  |  |
| **Headed paper**  Welsh and English equal | ➂ | Continue with this level of service provision |  |  |
| **Marketing materials – eg Pop-ups / Banners / Posters (static and digital)**  Welsh and English equal | ➂ | Continue with this level of service provision |  |  |
| **Email signatures**  Welsh and English equal | ➂ | Continue with this level of service provision |  |  |
| **Social media profiles**  English with some Welsh | ➁ | Bilingual social media profiles for Planning Aid Wales pages/resources | CEDO | 3 months |
| **Publications e.g. information leaflets**  Welsh and English equal | ➂ | Continue with this level of service provision |  |  |
| **Digital** |  |  |  |  |
| **Website**  Our website is fully bilingual with the Welsh and English pages being updated often. It’s possible to move from the Welsh version to the English at any point using the language choice button. | ➂ | Continue to make all new and updated website content available in both Welsh and English. Review has shown within this plan’s framework. that website is now fully bilingual. | CEDO | Ongoing |
| **Social Media**  We include some Welsh words and phrases in our posts | 🄋 | Bilingual social media posts | CEDO | 3 months |
| **Events** |  |  |  |  |
| **Attendees’ language choice**  We ask attendees if they would like to contribute in Welsh for some events | ➁ | We will encourage bilingual members of staff and event contributors to offer a Welsh language service to customers or users. | CEx | ASAP |
| **Invitations**  Welsh and English equal | ➂ | Continue with this level of service provision | CEDO | ASAP |
| **Forms eg booking / registration / evaluation**  English with some Welsh | ➁ | Bilingual forms for all core grant delivered events | CEDO | 3 months |
| **Publications eg programme / attendee pack**  Welsh and English equal | ➂ | Continue with this level of service provision |  |  |
| **Speakers / announcements**  English with some Welsh | ➁ | Fully bilingual introductions | CEx | 6 months |
| **Signs**  Welsh and English equal | ➂ | Continue with this level of service provision |  |  |
| **Banners / pop ups / displays**  Welsh and English equal | ➂ | Continue with this level of service provision |  |  |
| **Staff or volunteers to greet visitors / competitors**  English with some Welsh | ➁ | We will ensure that a Welsh speaking member of staff / volunteer is available to offer Welsh-medium services. | CEDO | ASAP |
| **Tickets (ticket booking system eg tocyn.wales / eventbrite?)**  English with some Welsh | ➁ | Provide bilingual booking forms online | CEDO | 3 months |
| **Providing courses eg training**  Some courses are available in Welsh but most are in English. We promote courses bilingually clearly noting which are available in Welsh. | ➁ | Provide at 1 Welsh language event in first year. If a bilingual training event is sought by commissioning organisation, all presentation materials to be bilingual. | CEDO | 1 year |
| **Workforce development** |  |  |  |  |
| **Recruiting staff and volunteers**  We assess the need for Welsh language skills for each new position | ➂ | We will ask for the Welsh language as an ‘essential’ skill when recruiting new members of staff who will be dealing with the public. We will assess which Welsh language skills are required for each post e.g. oral skills, written skills. | CEx |  |
| **Advertising vacant posts**  We prepare adverts bilingually if the Welsh language is a desirable or essential skill | ➁ | We will publish recruitment advertisements bilingually and use Welsh language media to share them. |  | When required. |
| **Recording the Welsh language skills of your workforce**  We are aware that some officers are Welsh speakers | ➀ | We will conduct an audit of staff language skills and create a record. | CEDO | 3 months |
| **Informing your workforce about your Welsh language services.**  Officers who work directly with the public are aware of our Cymraeg Offer | ➁ | We will encourage bilingual members of staff to offer a Welsh language service to customers or users. Staff will be provided with written guidance dealing with bilingual publications. | CEDO | 9 months |
| **Working with contractors and partners**  We inform the other party that our organisation is committed to offering Welsh language services | ➀ | We will establish a system for assessing the impact of any new service, campaign or policy on the Welsh language and we will operate bilingually on that basis. Consultants, designers, and publishers will be provided with written guidance dealing with bilingual publications. | CEDO | 6 months |
| **Learning and using the Welsh language**  We offer our officers the opportunity to learn Welsh | ➂ | Provide access to Welsh Language courses for all staff. Provide training on how to provide Welsh language services to all members of staff who work directly with the public. | CEDO | 3 months |