

The NPIA Welsh Language Scheme

prepared under the
Welsh Language Act 1993

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National Policing Improvement Agency [NPIA]

Welsh Language Scheme

The NPIA has adopted the principle, so far as it is both appropriate in the circumstances and reasonably practicable, that in the conduct of public business and the administration of justice in Wales, it will treat the English and Welsh languages on a basis of equality.

This scheme sets out how the National Policing Improvement Agency (NPIA) will give effect to that principle when providing services to the public in Wales.

This scheme has been prepared in accordance with the Welsh Language Act 1993 and in accordance with guidelines issued by the Welsh Language Board under section 9 of the Welsh Language Act 1993 and has received the approval of the Welsh Language Board under section 14(1) of the Welsh Language Act 1993 on the 23rd September 2009.

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Please contact us if you would like to obtain further copies of this document or if you would like this document in an alternative format.

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Foreword

The National Policing Improvement Agency (NPIA) is committed to fulfilling its obligations under the Welsh Language Act 1993.

The NPIA, as a member of the police family, has a central role to play and is therefore committed to the principle that, in our dealings with the public in Wales, the Welsh and English Languages will be treated on the basis of equality.

This scheme sets out how we will ensure that we meet all of our stated commitments within this Welsh Language Scheme whilst also observing full compliance with the Welsh Language Act 1993.

1. Introduction to the NPIA

The NPIA was established by the Police and Justice Act 2006 and came into existence on 1 April 2007. The NPIA is a non-departmental public body (NDPB) and is sponsored and funded by the Home Office. Its creation was in response to the Government's 2003 green paper and recommendations from tripartite policing partners at national level. Those tripartite partners are the Home Office (HO), the Association of Chief Police Officers (ACPO) and the Association of Police Authorities (APA). The NPIA acts as a central resource to ACPO and the Police Service, working with authorities and the Home Office to help improve the way policing works.

During the four years following agreement of the scheme we will aim to:

- raise the awareness of current and new staff regarding the organisation's commitment to its statutory duty to its Welsh Language Scheme
- review all products and services within the organisation to ensure that the supply and delivery of these products and services are compliant with its Welsh Language Scheme

2. Background to the NPIA

A major part of the NPIA portfolio is to continue to deliver critical national services to the Police Service including the DNA Database, the Police National Computer (PNC) and the Airwave radio system. The NPIA provides essential

management and operational support through policing products and services which includes maintaining standards, leadership monitoring, delivering training programmes and providing expert support in major crime incidents.

The NPIA has offices in London, Bramshill (Hampshire), Harrogate, Ryton-on-Dunsmore (Coventry), Crook (Co. Durham), Carterton (Oxfordshire), Wyboston (Bedfordshire) and Birmingham, but currently has no offices in Wales.

Further information on the NPIA, can be found on our website www.npia.police.uk. Here you can follow the navigation 'about us/corporate documents' and download the latest Business Plan.

Contact details for the NPIA can be found at the end of this scheme (section 6.9).

3. Service planning and delivery

3.1 Policies, services, processes and initiatives

NPIA policies, services, processes and initiatives will be consistent with this scheme. They will support the use of the Welsh language where those policies, services and initiatives are delivered **directly to the public in Wales**.

The NPIA undertakes to fully assess the linguistic consequences when preparing all new policies, services, processes and initiatives where specific to delivery **directly to the public in Wales**, ensuring that it is compliant with the commitments made within this scheme.

When the NPIA contributes to the development or delivery of policies, services, processes and initiatives led by other organisations, we will do so in a way which is consistent with this scheme, where that contribution relates **directly to the public in Wales**.

3.2 Delivering services (Direct)

The NPIA will ensure that the provision of all services that are **directly to the public in Wales** are available in the Welsh language and will always seek to advise the public in Wales when these services are/become available.

3.3 Delivering services (Indirect)

The NPIA will ensure, in so far as is appropriate in the circumstances and reasonably practicable¹, that when providing new and/or existing services to police services in Wales, that are for direct delivery to the public in Wales, then those services when delivered, will be bilingual.

The NPIA will also give due consideration, in so far as is appropriate in the circumstances and reasonably practicable¹, to recruitment and IT based systems for police services in Wales, when they are for direct delivery to the public in Wales.

¹ The timescale for delivery of any indirect, bilingual service(s) may be affected by the availability of funding and/or resources.

3.4 Regulatory functions and services undertaken on our behalf by third parties

The NPIA will ensure that any agreements or arrangements which we make with third parties will be consistent with the principles of language equality set out in this scheme.

3.5 Standards of quality

Services provided in the Welsh or English language will be of a high quality and provided within the same timescale.

This standard of quality would extend to ensuring the same response deadlines for correspondence and/or the processing of claims in Welsh as in English.

Provision of existing services that are required to be provided in the Welsh language will be made available within a timetable mutually agreed between the Welsh Language Board and the NPIA.

4. Dealing with the Welsh speaking public

4.1 Correspondence

Members of the public in Wales who deal directly with the NPIA will be able and welcome to do so in Welsh as well as English. If a member of the public in Wales writes to the NPIA in Welsh, we will :

- (i) reply in Welsh; and
- (ii) do so within the same target date for replies to those who write in English

When the NPIA initiates correspondence with an individual, group or organisation who it is known prefers to correspond in Welsh, it will be in Welsh. All subsequent correspondence will be in Welsh, unless the person or organisation concerned indicates to the contrary. NPIA staff will be given guidance on how to deal with correspondence written in Welsh.

Subject to the scoring system referred to below, when we send standard or circular correspondence to several recipients in Wales, it will be bilingual unless we know that all recipients would prefer to receive it in Welsh or English.

We will use the scoring system as detailed in Appendix A to identify objectively when standard or circular correspondence should be published as bilingual documents or as separate Welsh and English versions (for instance, when the correspondence is very technical or lengthy).

If the Welsh and English versions of any correspondence have to be published separately, our normal practice will be to ensure that both versions are available at the same time.

Enclosures sent with bilingual letters will be bilingual, when available.

Enclosures sent with Welsh letters will be Welsh or bilingual, when available.

The above will apply to e-mail correspondence as well as paper correspondence.

All hard-copy Welsh correspondence that we issue will be signed.

4.2 Telephone communications

Because of our location it would not be practicable for us to conduct telephone conversations in Welsh. However, in the event that we may set up telephone help-lines, or similar facilities, to give information, services or support **directly to the public in Wales** then we would provide a Welsh language service. This will be advertised alongside the English language service. Both services will share the same telephone number.

4.3 Public meetings

The NPIA rarely holds public meetings in Wales. However, in the event that any such meeting is held in Wales then translation services will be provided unless we have established that all participants are likely to use the same language.

- (i) Invitations and advertisements for such public meetings will be bilingual and will either note that translation facilities will be available or invite the public to inform the NPIA in advance which language they wish to speak.
- (ii) Papers and other information will be provided for public meetings in bilingual format. The NPIA will subsequently ensure that reports and papers produced, following the public meeting, will be produced in Welsh and English.

4.4 Other meetings with the public in Wales

Because of their location it would not be practicable for staff in our offices outside of Wales to conduct face-to-face meetings with the public in Welsh.

4.5 Other dealings with the public in Wales

When the NPIA arranges seminars, training courses or similar events directly for the public in Wales, we will assess the need to provide them in Welsh. In conducting this assessment, we will consider the preferred language of those attending and the availability of Welsh speaking trainers.

5.1 Publicity campaigns, exhibitions and advertising

Any publicity, public information, exhibition and advertising materials that we use in Wales (in order to directly target the public in Wales) will be produced bilingually, or as separate Welsh and English versions. If the Welsh and English versions have to be published separately, both versions will be equal with regard to size, prominence and quality. Both versions will be available simultaneously and will be equally accessible.

5.2 Publications

The NPIA will publish material that is to be made available **directly to the public in Wales**, bilingually, subject to the scoring system referred to below, with the Welsh and English versions together in one document.

If the Welsh and English versions have to be published separately (for instance, where a single document would be too lengthy or bulky), both versions will be of equal size and quality - and our normal practice will be to ensure that both versions are available at the same time and are equally accessible. Each version will note clearly that the material is available in the other language.

We will use the scoring system as detailed in Appendix A for the purpose of identifying objectively when material should be published as separate Welsh and English versions or as bilingual documents.

If not available free of charge, the price of a bilingual document will not be greater than that of a single language publication and the price of separate, Welsh and English versions will be the same.

The above will also apply to material made available electronically on our website, on CD/DVD or otherwise.

A programme will be prepared and agreed with the Welsh Language Board, setting out how we will increase the availability of bilingual publications, where directly relevant to the public of Wales. This being done, over time.

5.3 Websites

The following is relevant where the NPIA websites are accessible directly by the public of Wales:

- 5.3.1** Our websites will include pages in both Welsh and English.
- 5.3.2** We will provide Welsh versions of the interactive pages on our websites.
- 5.3.3** A programme will be prepared and agreed with the Welsh Language Board, setting out how we will increase the Welsh language content of our website. This being done, over time.
- 5.3.4** When designing new websites, or redeveloping our existing websites, we will take into account the Welsh Language Board's *Bilingual Software Guidelines and Standards* and any other guidance issued by the Board with regard to developing those websites.
- 5.3.5** Whenever we post English language publications on our internet websites, then the Welsh versions will be posted at the same time, if available.

5.4 Forms and associated explanatory material

The NPIA will ensure that all forms, produced by us and/or our nominated third party suppliers, for specific use by the public in Wales, will be bilingual, subject to the scoring system referred to below, with the English and Welsh versions together in one document. This will include interactive forms published on our website. Associated explanatory material will be bilingual subject to our scoring system for publications.

If the Welsh and English versions have to be published separately (for instance, where a single document would be too lengthy or bulky), both versions will be of

equal size and quality - and we will ensure that both versions are available at the same time and are equally accessible. Each version will note clearly that the material is available in the other language.

We will use the scoring system as detailed in Appendix A to identify objectively when forms and associated explanatory material should be published as separate Welsh and English versions or as bilingual documents.

When other organisations distribute forms on our behalf, we will ensure that they do so in accordance with the above.

A programme will be prepared, to be agreed with the Welsh Language Board, to increase the number of forms available bilingually, or as separate Welsh and English versions where such material is to be made available **directly to the public in Wales**. This being done, over time.

5.5 Corporate identity

The NPIA will adopt a bilingual corporate identity in Wales by ensuring that our name, logo, slogans and other standard information will appear in Welsh and English on all material which displays our corporate identity and where that material is made available to the public in Wales.

5.6 Official notices, public notices and staff recruitment notices

Official notices, public notices and staff recruitment notices placed in English language newspapers (or similar media) distributed mainly or wholly in Wales, will be bilingual, or appear as separate Welsh and English versions. In Welsh language publications, all notices will be in Welsh..

The Welsh and English versions will be equal in terms of format, size, quality and prominence, whether produced as a single bilingual version, or as separate Welsh and English notices.

In the English language media, posts where the ability to speak Welsh is essential may be advertised in Welsh, with a brief description in English.

Recruitment notices placed in English language journals (and other publications) with a UK-wide distribution may be in English, unless the post is one where the ability to speak Welsh is essential, in which case the notice may be bilingual, or in Welsh with a brief explanation in English.

Any official notices, public notices or staff recruitment notices placed elsewhere in Wales and accessible by the public of Wales, will be bilingual.

5.7 Press releases and contact with the media

Press releases to the Welsh language press and broadcasting media in Wales will be issued in Welsh where deadlines permit.

When press releases are posted on our website, the normal practice will be to post them in English and Welsh.

6. Implementing the scheme

6.1 Staffing

The NPIA has no offices in Wales. Even so, we will seek information about the Welsh language skills of job applicants and existing staff. This is discussed under Recruitment, below.

6.2 Recruitment

For any posts having extensive and regular contact with the public in Wales we will consider whether fluency in Welsh should be a desirable or essential skill and this will be stated in job competencies and advertisements.

6.3 Information and communications technology (ICT)

The need to provide information and services in Welsh, and operate in accordance with this scheme, will be given full consideration, in accordance with this scheme, as we develop, design and purchase new information and communications technology products and services, where those products and services have a requirement to directly interface with the public in Wales.

The NPIA will modify existing information and communications technology systems to ensure that they enable us to provide information and services in Welsh where that information and services have a requirement to interface directly with the public in Wales, in accordance with this scheme.

As we develop or procure ICT systems we will take into account the Board's *Bilingual Software Guidelines and Standards* as is appropriate to the provision of products and services **directly to the public in Wales**.

6.4 Partnership working

When the NPIA is the strategic and financial leader within a formal partnership, we will ensure that any public service aspects comply with this scheme.

When the NPIA joins a formal partnership which another organisation is leading, our input to the partnership will comply with this scheme and we will encourage the other partners to comply.

When the NPIA is a partner in a consortium, it will encourage the consortium to comply with this scheme. When acting in the name of the consortium, it will operate in accordance with this scheme.

The above refers only to formal partnerships dealing with services available **directly to the public in Wales.**

6.5 Internal arrangements

This scheme is issued with the full support of the NPIA Board and the NPIA Chief Officers' and the scheme will be co-ordinated and monitored by the NPIA Scheme Co-ordinator.

NPIA Heads of Unit will be sent guidance on the operation of the scheme and will have the responsibility of implementing those aspects of the scheme relevant to their unit.

The Co-ordinator of the NPIA Welsh Language Scheme will prepare, and continuously update, a detailed action plan to be agreed with the Board, setting out how we will ensure that we will operate in accordance with this scheme. The action plan will come into effect on the date on which the scheme comes into effect, or as soon as possible thereafter. The plan will include targets, deadlines and a report on progress against each target. The overall aim of the action plan will be to ensure that we deliver the commitments set out in this scheme as soon as possible.

The scheme will be publicised to our staff, and to the public in Wales through its publication on the NPIA website.

Instructions and guidance will be produced on our intranet website for our staff to ensure that they are aware of how to implement the measures contained within this scheme.

Briefing and training sessions will be arranged for our staff to increase awareness of this scheme and to further explain how it will affect their day to day work.

Any translator used by the NPIA will be suitably qualified and able to provide a high quality and cost effective service. We will expect those translators to be members of the Association of Welsh Translators or a similar organisation.

Any form of direct contact with the public in Wales, which is not specifically dealt with by this scheme, will be undertaken in a manner which is consistent with the general principles enshrined in this scheme and where reasonable and practicable.

6.6 Freedom of Information Act 2000 and the Environmental Information Regulations 2004 (SI 2004 3391)

The NPIA will operate in accordance with the Board's advice on the *Welsh Language Act, the Freedom of Information Act (2000) and the Environmental Information Regulations 2004 (SI 2004 3391)*

When the NPIA releases information under the Freedom of Information Act or the Environmental Information Regulations, it will be translated into the applicant's preferred language where it is reasonable and practicable and providing that the number of words to be translated does not make it financially prohibitive to do so.

6.7 Monitoring the scheme

The NPIA's Welsh Language Scheme Co-ordinator will monitor progress in delivering this scheme against the timetable set out in the NPIA Welsh Language Scheme Action Plan and Timetable. A report on progress will be sent to Senior Management/Heads of Unit.

The existing monitoring and reporting procedures will include reference to progress in delivering this scheme, as appropriate. Monitoring will be with regard to agreed parameters and will include the monitoring of actual progress made against the action plan and associated timetable as shown in Appendix B.

The NPIA will report annually, on the anniversary date of the scheme's approval, to the Welsh Language Board, setting out its progress in delivering this scheme.

The NPIA seeks to meet with the aims and objectives of this scheme within four years of it coming into effect and where the key focus of the NPIA Monitoring will be to:

- identify current progress with regard to the achievement of the main objectives of the scheme
- identify the progress made in mainstreaming the Welsh language into the work of the NPIA, where appropriate
- identify progress in relation to the action plan timetable

The format/template for the progress monitoring is to be agreed and confirmed by the Welsh Language Board. Further, this scheme will also form part of the implementation of the NPIA's Single Equality Scheme (SES).

6.8 Reviewing and amending the scheme

6.8.1 The NPIA will review this scheme within four years of its coming into effect.

6.8.2 The NPIA recognises that from time to time, it may need to review this scheme, or propose amendments to this scheme, because of changes to our functions, or to the circumstances in which we undertake those functions, or for any other reason.

6.8.3 No changes will be made to this scheme without the Welsh Language Board's approval.

6.9 Complaints, suggestions for improvement and general enquiries

Complaints related to this scheme, suggestions for improvement or any other general enquiries relating to this scheme should be directed to the NPIA's Welsh Language Scheme Co-ordinator, at the following address:

Welsh Language Scheme Co-ordinator
National Policing Improvement Agency
Willow 2
Bramshill
Hook
Hampshire
RG27 0JW

Telephone: 01256 602358

Or by e-mail to: **wls.coordinator@npia.pnn.police.uk**

The NPIA will co-operate with the Board in order to resolve complaints and/or during any investigations held under Section 17 of the Welsh Language Act 1993.

Appendix A – Welsh Language Scoring System for Publications

1. Introduction

The following scoring system is based on the system developed by the Home Office and is based on official guidance from the Welsh Language Board. It offers a method which can be adopted by non-departmental public bodies like the NPIA to help decide whether or not to publish material in Welsh, whether as bilingual documents or as separate Welsh and English versions.

The scoring system is not intended to be completely prescriptive or inflexible. On the contrary, it should be used to *help* with the task of deciding the way forward in each case. Even so, if a decision is taken not to act in accordance with the scoring system, we must be able to explain why. If you have any doubts/queries then please refer them to the NPIA Welsh Language Co-ordinator, whose contact details are shown in Section 6.9 of this document.

The scoring system will be used for all NPIA publications, forms and other associated explanatory material.

2. The Scoring Document

The following scoring document should be completed and kept on file for each publication, as a record of the scoring process. If your leaflet relates to an England-only strategy, then unless otherwise arranged, translation into Welsh is not necessary.

The scoring system is based on a number of criteria which are identified as :

Title of publication	Date	Lead Officer

(a) **The number of copies to be printed each year for use in Wales, where the range is :**

1 - 4,999	score = 1
5,000 - 9,999	score = 2
10,000 - 49,999	score = 3
50,000 - 100,000+	score = 4

(b) **The target audience (directly or indirectly²) or status³**

(i) the public or stakeholders on behalf of public (or high status = KEY PRIORITY) **score = 15**

(ii) a particular sector of the public, e.g. community organisations (or medium PRIORITY status) **score = 10**

(iii) specific individuals (or low PRIORITY status) **score = 0**

² For instance, a document may be issued by the NPIA to another public body, but with contents intended for them to pass on to the general public.

³ For instance, will it be a key document, that will it attract considerable media attention in Wales? The **highest** possible points should be awarded. For example, a document aimed at *individuals representing specific fields*, but with *high status*, should receive 15 points, not 0 points.

(c) **Will the publication be relevant to a subject area or a part of Wales of particular interest with regard to Welsh?**

For example, work involving young people, the elderly, agriculture, education, sport or the arts – or will it be aimed exclusively at areas with a high percentage, or number, of Welsh speakers.

- yes: score = 10
- no: score = 0

(d) For how long will the publication be used?

However, if the publication is a consultation document, this question should be ignored and question (g) answered instead (because of the special nature and status of those documents):

0 – 6 months:	score = 1
6 months – 1 years:	score = 2
1-2 years:	score = 3
over 2 years:	score = 4

(e) The number of words in the publication

0 – 1000:	score = 4
1000 – 5000:	score = 2
over 5000:	score = 1

(f) The best estimate of number of pages in a single language version of the publication

1 – 10:	score = 4
10 – 20:	score = 2
over 20:	score = 1

(g) When dealing with a subject which is (for consultation documents only)

Specialist / very technical:	score = 1
Fairly complex but of interest to many:	score = 2

Score total:

3. Indicators to use once score has been calculated

The scores should be totalled and then assessed against the following:

(a) Decision on a 'paper' version of the publication

Total Score	Decision
0 to 14	There is no need to prepare a Welsh language version.
15 to 18	Serious consideration should be given to the need to prepare a Welsh language version, (but a Welsh summary should be prepared, as a minimum).
over 18	A Welsh language version needs to be prepared.

(b) Decision on an electronic version of the publication (to be included on the body's website etc)

Please ignore questions (a) and (f) as you calculate this score.

Total Score	Decision
0 to 11	there is no need to prepare a Welsh language version.
12 to 14	full consideration should be given to the need to prepare a Welsh language version, (but a Welsh <i>summary</i> should be prepared, as a minimum).
over 14	A Welsh language version needs to be prepared.

(c) Decision on publishing as a bilingual document, or as separate Welsh and English versions

The Welsh Language Board recommends that the starting point should be a presumption in favour of bilingual documents rather than separate Welsh and English versions.

Providing bilingual material is easier administratively (in terms of stock management and distribution) than providing separate English and Welsh documents. It also has advantages in terms of meeting the needs of mixed-language families, other mixed audiences and learners. It also ensures that both versions of a document are equally accessible in any location – avoiding the need for Welsh speakers to choose between having to use the English version, or requesting the Welsh version and suffering delays as a consequence.

This is also true where a document is published by an organisation based exclusively outside Wales, for limited distribution in Wales and England. Again, the Board recommends that a bilingual version should be published for use in Wales (rather than publishing a separate supply of the document in Welsh).

The Board has published a *Guide to Bilingual Design* which can be found on its website.

Decisions may be taken, however, to publish a document as separate Welsh and English versions if cost and practicality make the issue of separate versions unavoidable. This could reflect the number of pages in the document (if preparing a bilingual version would make it too bulky and unwieldy).

For documents published as separate Welsh and English versions, which are distributed 'on demand' (in response to an advertising campaign, for instance) and where the predicted use of the document is low, it may be possible to justify publishing initially only on an organisation's website. In these cases, the organisation should be prepared to arrange printing of a hard copy document, if requested by the public. This can be done in-house, or arranged through professional printers specialising in small print runs.

This advice on publishing a document bilingually, or as separate Welsh and English versions, does not apply to documents published on an

organisation's website. By its very nature, an electronic Welsh electronic document will be as equally accessible as its English counterpart, whether published as a bilingual document, or as separate Welsh and English versions.

4. Outcome Table

Use this table to confirm outcome, justifying clearly any decisions **NOT** to produce.

	Produce Welsh version (Y or N)	Justification
Print version		
Online version		
Bilingual		

Appendix B – Action Plan and Timetable

All **action detail** should be referenced to the appropriate section, within the NPIA Welsh Language Scheme.

Section 3 - Service Planning and Delivery

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
3.1 Policies, services, processes and initiatives	A3.1-1	Identify, review and agree all current NPIA policies, processes and initiatives for the purpose of determining those which are required to meet bilingual compliancy within this scheme.	Start October 2009 Completion July 2010	<ul style="list-style-type: none"> ➤ NPIA nominated owner of the policy, process or initiative. ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action.
	A3.1-2	Produce and agree an implementation plan for the update of all policies, processes or initiatives that are required to meet bilingual compliancy within this scheme.	Start August 2010 Completion October 2010	<ul style="list-style-type: none"> ➤ NPIA nominated owner of the policy, process or initiative. ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action.
	A3.1-3	Complete all previously identified bilingual work necessary to ensure those policies, processes and/or initiatives, as identified within the implementation plan, are compliant within this scheme	Ongoing November 2010	<ul style="list-style-type: none"> ➤ NPIA nominated owner of the policy, process or initiative ➤ Resource(s) as indentified within the implementation plan ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
	A3.1-4	Review, indentify and carry out the required work for new work in progress or known, planned policies, processes or initiatives for the purpose of ensuring bilingual compliancy within this scheme.	Ongoing from October 2009	<ul style="list-style-type: none"> ➤ NPIA nominated owner of the policy, process or initiative ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
3.2 Delivering services (Direct)	A3.2-1	Identify, review and agree all current services (Direct) for the purpose of determining those which are required to meet bilingual compliancy within this scheme.	Start October 2009 Completion July 2010	<ul style="list-style-type: none"> ➤ NPIA nominated owner of the Service ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
	A3.2-2	Produce and agree an implementation plan for the update of all NPIA services (Direct) that are required to meet bilingual compliancy within this scheme.	Start August 2010 Completion October 2010	<ul style="list-style-type: none"> ➤ NPIA nominated owner of the Service(Direct) ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
	A3.2-3	Complete all previously identified bilingual work necessary to ensure those services (Direct), as identified within the implementation plan, are compliant within this scheme.	Ongoing from November 2010	<ul style="list-style-type: none"> ➤ NPIA owner of the service (Direct) ➤ Resource(s) as indentified within the implementation plan ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
	A3.2-4	Identify, review, agree and carry out all necessary work with regard to new work in progress or known, planned services (Direct) for the purpose of ensuring bilingual compliancy within this scheme.	Ongoing from October 2009	<ul style="list-style-type: none"> ➤ NPIA nominated owner of the service (Direct) ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
3.3 Delivering services (Indirect)	A3.3-1	Identify, review and agree all current services (Indirect) for the purpose of determining those which are required to meet bilingual compliancy within this scheme.	Start October 2009 Completion July 2010	<ul style="list-style-type: none"> ➤ NPIA nominated owner of the service (Indirect) ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
	A3.3-2	Produce and agree an implementation plan for the update of all services (Indirect) that are required to meet bilingual compliancy within this scheme.	Start August 2010 Completion October 2010	<ul style="list-style-type: none"> ➤ NPIA nominated owner of the service (Indirect) ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
	A3.3-3	Complete all previously identified bilingual work necessary to ensure those services (Indirect), as identified within the implementation plan, are compliant within this scheme.	Ongoing from November 2010	<ul style="list-style-type: none"> ➤ NPIA owner of the service (Indirect) ➤ Resource(s) as identified within the implementation plan ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
	A3.3-4	Identify, review, agree and complete all necessary work with regard to new work in progress or known, planned services (Indirect) for the purpose of ensuring bilingual compliancy within this scheme.	Ongoing from October 2009	<ul style="list-style-type: none"> ➤ NPIA nominated owner of the service (Indirect) ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
3.4 Regulatory functions	A3.4-1	Identify, review and agree all current third party agreements and/or arrangements for the supply of services, with regard to bilingual compliancy validation.	Ongoing from October 2009 Completion October 2010	<ul style="list-style-type: none"> ➤ NPIA nominated owner of third party agreement ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
	A3.4-2	Agree an implementation plan with those third party suppliers for the supply of services, with regard to bilingual compliancy within this scheme.	Start November 2009. Completion End January 2011	<ul style="list-style-type: none"> ➤ As per nominated owner of third party agreement ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
	A3.4-3	Identify, review, agree and complete all necessary work for new third party supplier service agreements and/or arrangements with regard to WLS compliancy and agree, where appropriate, that the third party supplier will meet all identified bilingual compliancy requirements of this scheme.	Ongoing from October 2009	<ul style="list-style-type: none"> ➤ NPIA nominated owner of Third Party agreement. ➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
3.5 Standards of quality	A3.5-1	Generate intranet guidance documentation for the purpose of NPIA employee guidance and awareness.	Start October 2009 Completion end January 2010	<ul style="list-style-type: none"> ➤ Welsh Language Co-ordinator
	A3.5-2	Generate induction documentation for the purpose of NPIA employee guidance and awareness.	Start October 2009 Completion end November 2009	<ul style="list-style-type: none"> ➤ Welsh Language Co-ordinator ➤ Organisation Development Manager

Section 4 – Dealing with the Welsh Speaking Public

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
4.1 Correspondence	A4.1-1	Generate intranet guidance documentation for the purpose of NPIA employee guidance and awareness.	Start October 2009 Completion end November 2009	➤ Welsh Language Co-ordinator
	A4.1-2	Generate employee induction document for the purpose of employee guidance and awareness.	Start November 2009 Completion end December 2009	➤ Welsh Language Co-ordinator ➤ Organisational Development Manager
4.2 Telephone communication	A4.2-1	The WLS has identified that it is not practical for the NPIA to conduct telephone conversations and therefore there is no action planned. This action will be constantly monitored for a change in status.	Ongoing from October 2009(action status monitoring)	➤ Welsh Language Co-ordinator (action status monitoring)
4.3 Public meetings	A4.3-1	The NPIA has identified that it rarely holds public meetings in Wales. In the event that such a requirement occurs then the action will be appropriate to the meeting as stated in this scheme.	Ongoing from October 2009(action status monitoring)	➤ Marketing and Communications (action status monitoring) ➤ To action if requirement for a public meeting is identified
4.4 Other meetings with the public in Wales	A4.4-1	The NPIA has identified that it not practicable to hold face to face meetings with the public and therefore no action is planned. This action will be constantly monitored for a change in status.	Ongoing from October 2009(action status monitoring)	➤ Welsh Language Co-ordinator (action status monitoring)

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
4.5 Other dealings with the public in Wales	A4.5-1	The NPIA has identified that it rarely has other dealings with the public in Wales. In the event that such a requirement occurs then the action will be appropriate to the meeting as stated in this scheme.	Ongoing from October 2009	➤ Marketing and Communications

Section 5 – The NPIA’s public face in Wales

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
5.1 Publicity campaigns, exhibitions and advertising	A5.1-1	To assess any publicity campaign, exhibition and/or advertising material and where appropriate to delivery directly to the public in Wales , will be bilingual, in accordance with the statement made within this scheme.	Ongoing from October 2009	➤ Marketing and Communications
5.2 Publications	A5.2-1	To assess any/all publications and where appropriate to delivery directly to the public in Wales , will be bilingual, in accordance with the statement made within this scheme.	Ongoing from October 2009 Completion end May 2010	➤ Marketing and Communications
	A5.2-2	Prepare a programme setting out those publications as indentified in Action A5.2-1.	Start June 2010 Completion end August 2010	➤ Marketing and Communications
	A5.2-3	Submit programme to Welsh Language Board for agreement.	Start September 2010 Completion end October 2010	➤ Marketing and Communications ➤ WLB (confirmation of agreement)
	A5.2-4	Implement agreed programme.	Ongoing from November 2010	➤ Marketing and Communications
5.3 Websites	A5.3-1	Identify all NPIA websites.	Start October 2009 Completion end December 2009	➤ New Media Manager
	A5.3-2	For those identified websites produce a project plan with associated timescales for the design and implementation of a	Start January 2010	➤ New Media Manager

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
		bilingual website.	Completion October 2010	
	A5.3-3	Design and implement bilingual websites.	Start November 2010	➤ New Media Manager
5.4 Forms and associated explanatory material	A5.4-1	To assess any/all forms and associated explanatory material and where appropriate, to delivery directly to the public in Wales as bilingual content in accordance with the statement made within this scheme.	Ongoing from October 2009	➤ NPIA nominated owner of the form
	A5.4-2	Prepare a programme setting out those forms that have been identified as being required to be made available, bilingually.	Start June 2010 Completion end August 2010	➤ Welsh Language Co-ordinator for the purpose of monitoring the progress of this action
	A5.4-3	Submit and agree programme.	Start September 2010 Completion end October 2010	➤ Welsh Language Co-ordinator ➤ Welsh Language Board (confirmation of agreement)
	A5.4-4	Implement agreed programme.	Ongoing from November 2010	➤ NPIA nominated owner of form
5.5 Corporate identity	A5.5-1	To Identify, design and implement a bilingual corporate identity.	Ongoing from October 2009	➤ Marketing and Communications
5.6 Official notices, public notices and staff recruitment notices	A5.6-1	To constantly review any/all official notices, public notices and staff recruitment notices and where appropriate to deliver directly to the public in Wales , will be bilingual, in accordance with the statement made	Ongoing from October 2009	➤ Marketing and Communications ➤ Human Resources

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
		within this scheme.		
5.7 Press releases and contact with the media	A5.7-1	To release to the Welsh language press and broadcast media all press releases in Welsh, where deadline permits and in compliancy with this scheme.	Ongoing from October 2009	➤ Marketing and Communications
	A5.7-2	To publish all press releases that are posted to websites, in Welsh, where deadline permits, and in compliancy with this scheme.	Ongoing from October 2009	➤ Current, chosen, Welsh language translation facility ➤ Internet Content Manager

Section 6 - Implementing the scheme

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
6.1 Staffing	A6.1-1	The NPIA has no offices in Wales and therefore no action is currently anticipated. This action will be constantly monitored for a change in status.	Ongoing from October 2009 (action status monitoring)	➤ Welsh Language Co-ordinator (action status monitoring)
6.2 Recruitment	A6.2-1	To assess all vacancies with regard to the requirement of fluency in Welsh as a desirable or essential skill, where that vacancy may require extensive and regular contact with the public in Wales	Ongoing from October 2009	➤ Human Resources
	A6.2-2	Where the criteria is met, then to ensure that all appropriate HR procedures are applied relative to this identified vacancy.	Ongoing from October 2009	➤ Human Resources
6.3 Information and Communication Technology	A6.3-1	Review/assess all existing ICT services with regard to bilingual delivery where these services are being delivered directly to the public in Wales.	Ongoing from October 2009 Completion January 2010	➤ Marketing and Communications
	A6.3-2	To update any existing Information and/or Commercial Technology service to a bilingual service, where it has been determined that delivery is directly to the public in Wales.	Ongoing from February 2010 Completion July 2010	➤ Marketing and Communications
	A6.3-3	Review/assess all new ICT services with regard to bilingual delivery when these services are determined to be for direct delivery to the public in Wales.	Ongoing from October 2009	➤ Marketing and Communications

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
	A6.3-4	To monitor the review/assessment of existing and new systems, such that any reason for non-implementation is clearly documented.	Ongoing from October 2009	➤ Welsh Language Co-ordinator
6.4 Partnership working	A6.4-1	To constantly monitor service provision where the NPIA is the lead partner within a partnership with other organisations. The NPIA, will, where any of the services being provided are directly to the public in Wales , ensure that all aspects of those services comply and are implemented in accordance with this scheme.	Ongoing from October 2009	➤ Partnership Project Manager
	A6.4-2	To constantly monitor service provision where the NPIA is NOT the lead partner within a partnership with other organisations and to seek to influence compliancy with this scheme, where any of the services being provided are directly to the public in Wales .	Ongoing from October 2009	➤ Partnership Project Manager
6.5 Internal arrangements	A6.5-1	To continuously manage this scheme within the organisation such that : a) All NPIA Heads of Unit are fully briefed with regard to their day to day responsibilities under this scheme. b) To review and where appropriate and agreed with the WLB, update this scheme, with regard to tasks, actions and targets, as may be	Ongoing from October 2009	➤ (a) The Welsh Language Co-ordinator or nominated person will communicate with each of the Heads of Unit such that it is possible to determine and confirm that those Heads of Unit are both fully briefed and confident with their

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
		<p>required from time to time.</p> <p>c) To ensure that the currently agreed scheme is available on the NPIA intranet, for the benefit of all employees.</p> <p>d) To ensure that the currently agreed scheme is available on the NPIA website, for the benefit of all members of the public.</p> <p>e) To ensure that in addition to the availability of the scheme on the intranet, further, comprehensive instruction/guidance is available for the enhanced guidance and awareness of the scheme for all employees.</p> <p>f) To validate any translation service used by the NPIA whether that service be internally or externally sourced, is compliant with the Welsh Language Board's guidance.</p>		<p>understanding of their day to day responsibilities within this scheme</p> <ul style="list-style-type: none"> ➤ (b) Welsh Language Co-ordinator ➤ (c) Welsh Language Co-ordinator and Intranet Content Manager ➤ (d) Welsh Language Co-ordinator and Internet Content Manager ➤ (e) Welsh Language Co-ordinator and Intranet Content Manager ➤ (f) Welsh Language Co-ordinator and through seeking guidance through the WLB
	A6.5-2	Produce briefing information for the NPIA employee induction programme, outlining the procedures required, by employees, to ensure appropriate compliancy contained within this scheme.	<p>Start October 2009</p> <p>Completion December 2009</p>	<ul style="list-style-type: none"> ➤ Welsh Language Co-ordinator.

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
6.6 Freedom of Information Act and the Environmental Regulation Act	A6.6-1	To respond to any request under the Freedom of Information Act 2000 and the Environment Information Regulations 2004 where it is reasonable and practical, in the applicant's preferred language of choice. Where the language chosen is Welsh, then also where the number of words does not make it financially prohibitive to do so.	Ongoing from October 2009	<ul style="list-style-type: none"> ➤ NPIA recipient ➤ Nominated translator, when required ➤ Welsh Language Co-ordinator
	A6.6-2	To monitor all requests that are made of the NPIA with regard to the Freedom of information Act 2000 and the Environmental Information Regulations 2004 for the purpose ongoing analysis.	Ongoing from October 2009	<ul style="list-style-type: none"> ➤ NPIA recipient ➤ Welsh Language Co-ordinator
6.7 Monitoring the scheme	A6.7-1	To monitor this scheme in accordance with the currently agreed action plan and timetable and with regard to the key focus indicators as documented within this scheme.	Ongoing from October 2009	<ul style="list-style-type: none"> ➤ Welsh Language Co-ordinator
	A6.7.2	To produce and circulate a report on a quarterly basis for the purpose of providing NPIA Senior Management with full awareness as to the progress monitoring of the scheme and with regard to complaints, suggestions, improvements and general enquires that has been received.	Ongoing from October 2009	<ul style="list-style-type: none"> ➤ Welsh Language Co-ordinator

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
	A6.7-3	Review the quarterly report and communicate to the NPIA Chief Officer Team (COT) as considered appropriate.		➤ Equality, Diversity and Human Rights Head of Unit
	A6.7-4	To report, annually, on the anniversary date of this scheme's approval, to the WLB, setting out the progress made with regard to the delivery of this scheme.	Annually, on the anniversary date of the scheme's approval	➤ Welsh Language Co-ordinator
6.8 Reviewing and amending the scheme	A6.8-1	To review this scheme within four year of the anniversary date of the scheme's approval.	3 years 11 months from the anniversary date of the scheme's approval	➤ Welsh Language Co-ordinator
	A6.8-2	To review the scheme, from time to time, within its four year life cycle and where considered appropriate, propose changes to the scheme for subsequent discussion with the WLB.	Ongoing from October 2009	➤ Welsh Language Co-ordinator
	A6.8-3	To discuss any proposed changes to this scheme with the WLB and reach agreement with regard to any such changes.	Ongoing from October 2009	➤ Welsh Language Co-ordinator ➤ WLB

Section Reference	Action Reference	Action Detail	Target Date	Owner(s) of Action
6.9 Complaints	A6.9-1	Define a monitoring procedure for all categories of return within this section, where information recorded will be: <ul style="list-style-type: none"> • Originator details • NPIA owner details • Date received • Description of issue • Copy(s) of original documentation (electronically held) • Response given • Date of response 	Start October 2009 Completion end January 2010	➤ Welsh Language Co-ordinator
	A6.9-2	Discuss and agree the proposed monitoring procedure, as meeting the perceived reporting requirements for the scheme with the WLB	Start February 2010 Completion end February 2010	➤ Welsh Language Co-ordinator ➤ Welsh Language Board
	A6.9-3	Produce an information section for the NPIA intranet website outlining the procedures required to support this section of the Welsh Language Scheme.	Start October 2009, with completion in accordance with Welsh Language website completion.	➤ Welsh Language Co-ordinator ➤ Intranet Content Supervisor
	A6.9-4	Produce an information section for the NPIA website (Welsh and English), outlining procedure required to support this section of the WLS Such that there is clarity of procedure for any member of the public.	Start October 2009, with completion in accordance with Welsh Language website completion.	➤ Welsh Language Co-ordinator ➤ Nominated interpreter ➤ Internet Content Supervisor

