

# Parole Board Welsh Language Scheme Action Plan – 2018-2020

## Policy development and implementation

Action	Success criteria	Responsible	Target date	Progress as at May 2020
1. Ensure that staff and advisers involved in policy formulation are familiar with our commitments, as set out in the Scheme	All key managers are provided with awareness training on our commitment under the Scheme; guidance will be included within induction and annual refresher training; policy development always includes consideration of the Welsh language	Lead for Policy and Research	Sept 2018 closed	All policy formulation is now channelled through the newly formed Policy Hub and the team is directly linked into the Equality & Diversity Advisory Group. A mandatory Equality Impact Assessment is required for all projects, new initiatives or changes of process (where it meets criteria within the EIA guidance) and there is a dedicated section on the Welsh language. The internal Change Forum ensures EIAs are completed. All managers have been provided with the Welsh Language Scheme and EIA guidance.
2. Ensure that clear guidance is provided to staff and members, when proceedings and communications are required to be held or written in Welsh	Staff handbooks contain clear guidance that is reviewed regularly; and policies, initiatives and services adhere to the Scheme	Lead for Policy and Research and Training team	Sept 2018 closed	There is now a dedicated section on the Welsh language in the Operations Handbook and induction pack. The Equality & Diversity Advisory Group oversee adherence to the Scheme. Guidance for Parole Board members on Welsh speaking prisoners and duties in relation to the Welsh language has been published. Specific training has been provided to members of staff dealing with Welsh prisons.
3. Ensure all staff are familiar with the need to respond in Welsh to any incoming communications that are in Welsh	Staff handbooks contain clear guidance on handling Welsh language communications; no complaints received in terms of failure to respond in Welsh	Head of Comms and Training team	Sept 2018 closed	The communications team and all other key points of contact with incoming communications are aware of the requirement to respond in Welsh and this is set out in induction and operations handbooks.

## Recruitment

<b>Action</b>	<b>Success criteria</b>	<b>Responsible</b>	<b>Target date</b>	<b>Progress as at May 2020</b>
4. Contribute to planning of member recruitment (public appointments made by the Secretary of State) to ensure Welsh language requirements are included as part of diversity considerations	Candidates who wish to apply in Welsh are supported in this, where appropriate. Any targeted recruitment in Wales is in Welsh.	Head of People/Public Appointments Team	March 2020  closed	Recruitment campaigns now provide candidate packs in Welsh; National campaigns aim to encourage Welsh speakers to apply; and regional campaigns will develop specific outreach if targeted in Wales.  The Equality & Diversity Advisory Group contribute to all campaigns and where recruitment is targeted in Wales, more focus will be on attracting Welsh speaking applicants.

## Provision of services to the public

Action	Success criteria	Responsible	Target date	Progress as at May 2020
5. Make all prisoners aware as early as possible that they can request for Parole Board communications to be issued in Welsh. This message will be added to all initial letters	See an increase in the incidence of Parole Board hearing documents being translated into Welsh and issued to relevant individuals; and no complaints received.	Head of Operations and Head of comms	July 2018 closed	A note has been included on written communications to prisoners; a note is included in correspondence with colleagues in Welsh prisons that Welsh speaking prisoners are entitled to have written correspondence provided in Welsh (this included a pilot where prisoners were offered to have their decision letter provided in English and Welsh). All Welsh prisons were invited to contribute to the development of member guidance on Welsh speaking prisoners.
6. Ensure that processes are in place to meet the needs of those prisoners requiring comms to be written in Welsh	An efficient and effective translation process with timely provision of documents in Welsh	Head of Operations and Head of Comms	July 2018 closed	A Welsh regional taskforce was established with the purpose of improving the understanding of the needs of Welsh speaking prisoners; the demand for written communications in Welsh; and to explore different models for parole oral hearings, leading to guidance being produced (see 2 above). Specific training has been provided to members of staff dealing with Welsh prisons.
7. Ensure staff are aware of the Welsh version of the corporate logo and headed notepaper for use on correspondence, documents and publications to be written in Welsh and for events held in Welsh	Staff handbooks contain clear guidance on handling Welsh language communications; and no complaints received in terms of failure to communicate in Welsh	Head of comms and Training team	April 2018 closed	The Operations handbook and induction pack set out when corporate logos are required and the Equality & Diversity Advisory Group will be consulted on any events that will be held in Wales or require to be conducted in Welsh.
8. Issue guidance to staff on when to consider using bilingual or Welsh publications and forms, which will include a review of existing documents	Staff handbooks contain clear guidance on handling Welsh language communications; existing documents assessed for suitability for a Welsh language version	Head of Comms and Training team	December 2018 closed	The Operations handbook and induction pack set out the need to consider when Welsh versions of written material may be needed. The Equality & Diversity Advisory Group oversee and challenge the organisation to comply.

9. Review existing content on web pages and make available Welsh versions where appropriate	Relevant documents are available in Welsh online	Head of Comms	December 2018 closed	The Board's web presence is periodically reviewed and updated. All new content is reviewed and assessed against the Welsh language scoring system attached to the Welsh language Scheme.
10. Ensure Welsh language is considered as part of the review of the Board's web presence, with a view to hosting its own domain	Any new website has Welsh language pages as needed, with clear sign-posting	Head of Comms	March 2020 closed	Following a review of organisational priorities, it is unlikely that the Parole Board will be undertaking a major review of its web presence during the timescale of this action plan. However, this requirement will be kept under review and included in any discovery initiatives related to web presence.
11. Ensure that arrangements and contracts with third parties that relate to the provision of services to the public in Wales include specific measures related to the use of Welsh	A consistent approach is taken towards setting out specifications for services	Head of Governance	Sept 2018 closed	The majority of contracts with third parties are for national provision across England and Wales, and are concerned with arrangements related to our only office, in London. We have no contracts that are directly related to the provision of services to the public in Wales. However, the Corporate Services Team are aware of the need to ensure Welsh is taken into consideration, where relevant.
12. Ascertain current members who can speak Welsh with a view to holding a list that can be called on where proceedings are conducted in Welsh	Hearings can be held effectively in Welsh, where required	Head of Business Development	July 2018 closed	There are currently only two fluent Welsh speaking members; it is anticipated that the next regional campaign (2020 or 2021) will be targeting Wales. However, there are now arrangements in place for interpreters and/or intermediaries to attend parole hearings to allow prisoners to speak Welsh, should they wish to.

## Implementing, monitoring and publishing the scheme

<b>Action</b>	<b>Success criteria</b>	<b>Responsible</b>	<b>Target date</b>	<b>Progress as at May 2020</b>
13. Publicise the approved new Scheme and action plan internally	Staff are aware and have easy access to the Scheme and plan	Head of Comms and Training team	July 2018  closed	Staff and members are periodically reminded about the Scheme and Action Plan and information is now available in member guidance and staff induction and operations handbooks.
14. Publicise the approved new Scheme and action plan with stakeholders and the general public	The Scheme and action plan is available on the web pages and stakeholders are aware	Head of Comms	July 2018  closed	The Scheme and Action are available on the Board's web pages and have been shared with key Stakeholders.
15. Review the current MoJ contract for the provision of translation services to ensure they meet the needs of the Board	Service meets needs in terms of access, timeliness, and cost	Head of Corporate Services	July 2018  closed	The Board is signed up to the MoJ negotiated contract with The Big Word translation management system. The Parole Board onboarded to the contract in the summer of 2018 and the arrangement meets the current needs of the Parole Board. To ensure this continues, the Parole Board is a member of the Language Services Operational Delivery Board, which meets monthly.
16. Draw up an SLA with transcriber services to provide oral hearing transcripts translated in Welsh (upon successful approval of the transcript to be provided), where required	Service meets needs in terms of access, timeliness, and cost	Head of Business Change and Improvement	Sept 2018  closed	The Board has a contract with a third-party supplier, Ubiquis Ltd, who undertake all transcriptions of recordings, when requested. Within the Service Level Agreement there is a requirement to provide these in Welsh, when requested. To date no requests have been received for a transcript in Welsh. The service is periodically reviewed to ensure delivery of service is appropriate.
17. Ensure the Welsh Language action plan is a standing item on the Business Manager meetings to regular monitor performance against the requirements of the Scheme	Periodic updates are made and the plan adjusted accordingly	Head of Comms	March 2020  closed	Progress against the action plan and compliance with the Scheme is overseen by Equality and Diversity Advisory Group which meets quarterly. An annual report is provided to the Management Committee.  The Change Forum also ensures that Equality Impact Assessments (EIA) are carried out on projects and initiatives, and the Welsh language is a distinct category within the EIA.

18. Provide the Welsh Language Commissioner in May each year a completed monitoring and evaluation report on performance against the Scheme	Timely submission of progress report which is approved by the Commissioner	Head of Comms	May 2019 First review May 2020 Second review	2019 review was provided on 28 June 2019  2020 review anticipated to be provided by end of July 2020
19. Review the Scheme in summer 2020, in line with the organisational strategy	The Scheme continues to be fit for purpose	Head of Comms	Sept 2020  open	The Scheme will be reviewed by the Equality and Diversity Advisory Group during the summer and consider any amendments when it meets in September 2020. Any amendments will be submitted to the Commissioner for approval. A new action plan will be produced to cover a two-year period from autumn 2020 – autumn 2022.