

Parole Board Welsh Language Scheme Action Plan – 2018-2020

Policy development and implementation

Action	Success criteria	Responsible	Target date	Progress as at May 2019
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	Head of Business Development	Sept 2018 ONGOING	All relevant managers are aware of the need to consider the Welsh language when formulating policy or practice guidance. The internal Change Forum reviews all new initiatives and managers are required to complete equality impact assessments, which include a specific reference to the Welsh language. Guidance for staff was informed following attendance at a Successful Practice Seminar chaired by the Welsh Language Commissioner on 5 November 2018.
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	Head of Business Development	Sept 2018 ONGOING	The staff handbook has been updated to include guidance on the Welsh language; information has been uploaded to the members' web-based information centre; and regular reminders are provided in staff updates and specific training for staff dealing with Welsh prisons has been delivered.
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	Sept 2018 ONGOING	All staff were made aware of the Board's commitment to the Welsh language and the revised Scheme and new action plan. Reminders are provided in regular staff updates and specific training for staff dealing with Welsh prisons has been delivered. During the reporting period there was only one enquiry received in Welsh. A response was issued in Welsh.

Recruitment

Action	Success criteria	Responsible	Target date	Progress as at May 2019
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.	Director of Members	March 2020 periodic campaign	<p>Staff involved in the northern regional 2019 member recruitment campaign attended the Equality and Diversity Advisory Group (EDAG) to share plans and take back ideas on ensuring Welsh language was factored into diversity considerations. The campaign included Welsh speaking as a desirable criteria and the information pack included the following statement:</p> <p><i>Our recruitment campaign for Independent Members in 2019 is open to those who live in the northern regions of England. We are seeking to improve the diversity of the Parole Board membership and particularly welcome applications from people with black and minority ethnic backgrounds, as well as Welsh speakers.</i></p> <p>EDAG will contribute to all future campaigns and where recruitment is targeted in Wales, more focus will be on attracting Welsh speaking applicants.</p>

Provision of services to the public

Action	Success criteria	Responsible	Target date	Progress as at May 2019
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	July 2018 ONGOING	A message has been added to initial notification letters going to prisoners informing them that they can ask for written communications in Welsh, if that is their preferred language. We are looking at other reference material and guidance to identify where we can include a message about requesting information in Welsh. A more detailed communication plan is being developed for when the Welsh Taskforce (see action point 6) has completed its scoping work, which will include engaging with Her Majesty's Prison and Probation Service (HMPPS), and will set out what Welsh prisoners can ask for in terms of language support.
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 Business Development	July 2018 ONGOING	A Welsh Taskforce was established in November 2018 comprising of members and staff to look at how to support prisoners going through their parole review, where their first language is Welsh. The Taskforce is developing a scoping plan to establish the need and demand for different services from the Parole Board which will inform a pilot for options to facilitate prisoners to speak Welsh, when they find it easier, during their parole oral hearing.
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	April 2018 ONGOING	All staff are aware of the Welsh version of the corporate logo and managers are required to check the correct use. Staff dealing with Welsh prisons have received specific training on the use of the Welsh logo. The staff operational handbook has been updated with guidance on this.

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	December 2018 ONGOING	We commissioned a bilingual version of our headed notepaper template which has been in place since April 2019. Key managers are aware of the requirement to consider the use of the bilingual template for communications and documents. A quick reference guide is currently being developed. Documents linked to Welsh content on the web pages have also been translated, where this has been considered appropriate and where costs have allowed.
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 COMPLETED	Key content was identified and translated by the end of March 2019. This included the five main sections on the Board's landing page covering: About the Parole Board; Commitment to victims of crime; An outline of the parole process; How the Board makes its decisions; Setting licence conditions; Decision summaries; Personal information charter; Privacy policy; Complaints policy; Equality and Diversity; Two videos now have Welsh subtitles added.
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 COMPLETED	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 Corporate Services	Sept 2018 ONGOING	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 COMPLETED	An audit was undertaken to ascertain Parole Board members who are fluent in Welsh. The audit identified two fluent Welsh speaking members and two who were learning Welsh. Future recruitment campaigns will aim to improve on this number.

Implementing, monitoring and publishing the scheme

Action	Success criteria	Responsible	Target date	Progress as at May 2019
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	July 2018 ONGOING	The revised Scheme and Action Plan were shared internally with all business leads who were invited to contribute to the development of the final version. Following the Scheme and Action Plan securing approval in August 2018 both were shared with all staff; key points were highlighted in staff training; leads were assigned to ensure each action point was progressed; and a planning board was developed to monitor all progress. Periodic reminders are issued in the regular staff and member newsletter.
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 ONGOING	The revised Scheme and Action Plan were shared with our key stakeholder engagement group, the Parole Board User Group (PBUG), in draft format for comment and we ensured feedback was reflected in the final version submitted to the Welsh Language Commissioner. Following the Scheme and Action Plan securing approval in August 2018 both were uploaded to our web pages and shared electronically with 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 COMPLETED	The Parole 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.

<p>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</p>	<p>Service meets needs in terms of access, timeliness, and cost</p>	<p>Head of Business Change and Improvement</p>	<p>Sept 2018 COMPLETED</p>	<p>As from 1 February 2019 the digital recording of parole hearings was rolled out as business as usual. This means that, unless there are exceptional circumstances, all oral hearings are now being digitally recorded. The Parole Board established 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. In our published information about this service we have stated:</p> <p><i>Offenders whose first language is Welsh can request a transcript to be provided in Welsh. This should be stated clearly in the request.</i></p>
<p>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</p>	<p>Periodic updates are made and the plan adjusted accordingly</p>	<p>Head of Comms</p>	<p>March 2020 Periodic review at least quarterly</p>	<p>Following an internal restructure, progress against the action plan is now reviewed in the quarterly Equality and Diversity Advisory Group (EDAG) and business managers provide updates, as appropriate. An update is also provided to the Board's Change Forum, which reviews new projects and progress against existing initiatives, ensuring inter-dependencies are identified and factored into work. 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.</p>
<p>18. Provide the Welsh Language Commissioner in May each year a completed monitoring and evaluation report on performance against the Scheme</p>	<p>Timely submission of progress report which is approved by the Commissioner</p>	<p>Head of Comms</p>	<p>May 2019 First review May 2020 Second review</p>	<p>The monitoring report for 2018/19 was agreed by the Equality and Diversity Advisory Group (EDAG) when it met in May 2019 and the report will be submitted to the Welsh Language Commissioner in June 2019.</p>
<p>19. Review the Scheme in summer 2020, in line with the organisational strategy</p>	<p>The Scheme continues to be fit for purpose</p>	<p>Head of Comms</p>	<p>Sept 2020</p>	<p>The Equality and Diversity Advisory Group (EDAG) will undertake this when it meets in summer 2020.</p>