Welsh Language Scheme

rpa
rural payments agency

RURAL PAYMENTS AGENCY

Welsh Language Scheme

Welsh Language Scheme prepared under the Welsh Language Act 1993.

This Scheme received the approval of the Welsh Language Board under Section 14(1) of the Act on 7th January 2005.

Contact

For further information on any aspect of this Scheme please contact:

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Rural Payments Agency

Welsh Language Scheme

The Rural Payments Agency (RPA) has adopted the principle that in the conduct of public business in Wales, it will treat the English and Welsh languages on a basis of equality. This scheme sets out how RPA will give effect to that principle when providing services to the public in Wales.

THE SCHEME

Foreword

- This scheme was approved by the Welsh Language Board on 7th January 2005.

- It has been agreed by, and has the full support of, the Department for Environment, Food and Rural Affairs and the RPA Ownership Board, which includes representation from the National Assembly for Wales Agricultural Department (NAWAD).

- It has been publicised to both RPA staff and the public.

- It has been designed to deliver RPA services in a positive and effective way to customers in Wales.

- In drawing up the measures set out in the scheme, we have taken account of what is both appropriate in the circumstances and reasonably practicable.

- RPA may, from time to time, submit revisions to the scheme to the Welsh Language Board. The Scheme will not be altered without the approval of the Board.

Introduction

1.   RPA was established in 2001 as an Executive Agency of the Department for Environment, Food and Rural Affairs (Defra). It is the EU paying agency responsible for Common Agricultural Policy (CAP) schemes in England and for certain schemes throughout the UK.

2.   RPA has responsibility for the CAP measures financed from the guarantee Section of the European Agriculture Guidance & Guarantee Fund (EAGGF) that are delegated to it within England and, as appropriate, the UK. It also provides high quality and accessible data on animal traceability within Great Britain. For a full list of all schemes administered on behalf of the Welsh office please see Annex B. RPA delivers some £2 billion of payments to farmers and traders under a range of different schemes.

3.   The overall policy and financial framework within which RPA operates is determined by the Secretary of State for Environment, Food and Rural Affairs. In Scotland, Wales and Northern Ireland, RPA operates on behalf of the Devolved Administrations through the appropriate Agency Agreements.

4.   RPA is the UK funding body responsible for funding CAP schemes administered by all the UK paying agencies and has responsibility for the receipt and administration of monies from the Guarantee Section of the European Agriculture Guidance and Guarantee Fund (EAGGF).

5.   The Chief Executive is responsible for the day to day management of RPA supported by a senior management team. An Ownership Board, which he is a member of, provides strategic direction and oversight to RPA.

6.   RPA currently employs approximately 3,500 staff, in our offices in Reading, Carlisle, Exeter, Newcastle, Northallerton, Crewe, Nottingham and Workington (the British Cattle Movement Service). There are no RPA offices in Wales.

7.   RPA merged with the British Cattle Movement Service (BCMS) in April 2003. BCMS was established in 1998 to manage the Cattle Tracing System (CTS), which has approximately 17,950 customers in Wales. The main function of BCMS is to create and maintain an accurate database of cattle, their location and their movement history in Great Britain. Their primary customers are cattle keepers and their agents, livestock auctioneers, cattle breed societies and others in the livestock production industry. Responsibility for BCMS operations in Wales rests with the National Assembly for Wales.

8.   The announcement of the proposals under CAP Reform in June 2003 has resulted in major business change. A key focus is the delivery of the new Single Payment Scheme to be introduced in January 2005. RPA will continue with its systems modernisation Change Programme that will see greater use made of technology and innovation to deliver services efficiently and effectively.

9.   This scheme applies to the direct responsibilities that RPA currently has in relation to Wales (see Annex B).

SERVICE PLANNING AND DELIVERY

New policies and initiatives

10.   New policies and initiatives normally arise from decisions either by the European Union in Brussels or by UK Agriculture Departments, and are introduced by RPA as required. RPA will assess the implications of any new policies/initiatives to ensure that any which apply in Wales are consistent with the commitments in this Scheme. Staff will be instructed to consider the effects on the Welsh language before any new policy or initiative is introduced.

11.   We will, when new policies and initiatives are being planned and implemented:

•   ensure that staff have taken into account the need for material in Welsh and planned for its production;

•   ensure that all staff are aware of their responsibilities under the Act, so that they ensure that new policies, procedures and publications are compatible with the commitments in our Welsh Language Scheme; and

•   ensure that new policies and initiatives are consistent with our Welsh Language Scheme and do not undermine it.

We will ensure that all staff involved in new policies are made aware of their responsibilities under the Welsh Language Act. This will be done by an RPA-wide notice and further communication between our Welsh Language Unit and those in RPA who deal directly with the public in Wales.

12.   We will consult with the Welsh Language Board in advance regarding changes which will affect the Scheme, and will not alter the Scheme without the Board's agreement.

Delivery of service

13.   RPA is working towards providing a bilingual service. This includes a bilingual service for the Cattle Tracing System (CTS) and for RPA's Customer Registration system and Customer Service Centre. This Scheme sets out how we are taking measures to comply with the principles of the Welsh Language Act and the Welsh Language Board's guidelines and advice. It outlines how we propose to provide and organise different services in Welsh and a timetable for implementation of the Scheme.

14.   We will encourage all other organisations which we deal with to take the Welsh language into account. We will do this by building a requirement into operating agreements and contracts and/or by giving written notice of our wishes. For example, those acting as our agents in Wales for cattle identification inspections on farms will be encouraged to offer Welsh language when dealing with cattle keepers, and those preparing material for CTS use in Wales in a charging situation, e.g. invoices for cattle keepers, will be contracted to produce bilingual documentation.

15. RPA will:

- provide Welsh language material as appropriate (Annex C provides a guide to staff on assessing this);

- ensure that RPA maintains a register of those customers who have expressed a language preference;

- ensure that staff are aware of their responsibilities under the Welsh Language Act;

- encourage third parties (e.g. farmers' organisations, livestock markets, abattoirs and enforcement officers) which issue guidance on procedures to the Welsh public to do so in Welsh and English; and

- employ professional external translators.

16. In cases where information might be passed to other organisations, such as the police or HM Customs and Excise, details of language choice (where a preference is known) will be drawn to the recipient organisation's attention by covering letter.

17. Where services are delivered to the public in Wales by other organisations on our behalf, we will introduce a clause into the Service Level Agreement setting out the need for them to support the use of Welsh in delivering those services.

Standard of service and targets

18. RPA undertakes to deliver an equally high quality of service in Welsh and English. This commitment will be made clear in all published material about the activities of RPA in Wales. The standard of service we promise is set out in our customer leaflet *Our commitment to good customer service*.

19. The targets for dealing with correspondence and telephone enquiries are set out in *Our commitment to good customer service* and will be the same for Welsh and English. These targets will be monitored by RPA to ensure consistency in the standard of service in Welsh.

DEALING WITH THE WELSH SPEAKING PUBLIC

Telephone communication

20.   We will operate two Welsh language telephone helplines with their own telephone numbers, and publicise these in the relevant advisory and promotional material. One helpline is already operational. It is based at BCMS in Workington and covers queries about the Cattle Tracing System (CTS). The other is being developed within our Customer Service Centre in Newcastle and will cover queries about all other business areas. The Welsh helplines will be staffed by Welsh speakers and will operate the same periods as our English helplines.

21.   When a call is made to our offices, we will ensure that:

•   if the caller wishes to speak in Welsh the operator will direct the call to a Welsh language line;

•   if the caller rings a contact number direct and wishes to speak in Welsh, the caller can choose to be redirected to a Welsh language line or the call could continue in English; and

•   if a query is complex or specialised, the caller will be invited to write in and a written reply will then be sent in Welsh. This is the procedure that is normally followed for complex queries in English.

22.   If a Welsh speaker contacts us on any other telephone lines, non-Welsh speaking staff will explain to Welsh speaking callers that they do not speak Welsh. If the caller wishes to speak in Welsh, staff will try to connect the call to a Welsh speaker. If no Welsh speaker is available at that time the caller will be given the option of a Welsh speaker calling back or continuing the call in English.

 23.   Specialist switchboard and other staff will be provided with guidance of the procedure to follow when telephone calls are received in Welsh. An up to date list of Welsh speaking staff will be maintained so that staff know who calls can be transferred to.

24.   Staff receiving direct dialled calls in Welsh will also follow the above procedures.

Public and non-public meetings

25.   RPA rarely needs to organise public meetings or hearings in Wales. However, if we do hold such meetings, invitations publicising the meeting will make it clear that contributions are welcome in Welsh and English. Those attending will be asked to notify the arranger in advance whether they wish to communicate in English or Welsh, so that the suitable translation facilities can be arranged.

26.   If a customer from Wales visits an RPA office, we will ask for their language preference when arranging the meeting. We will then make suitable arrangements to meet their needs, including, if necessary, providing a translator.

27.   As well as public meetings, we may hold meetings with individuals and organisations. Where we organise a meeting in advance, we will ask those proposing to attend which language they wish to use. If Welsh is the preferred language we will then make suitable arrangements to meet their needs including, if necessary, providing a translator. This also applies to videoconferences.

If a meeting is called without notice and no Welsh speaker is available, we will give the option of continuing in English or rearranging the meeting for a time when a Welsh speaker can be made available.

If Welsh is the preferred language of a producer undergoing an inspection, we will make suitable arrangements to meet their needs. This also applies to suspects interviews or scrutiny visits undertaken by the Counter Fraud and Compliance Unit.

28.   Staff will be provided with guidance on the procedure to follow when organising meetings in Wales with people who we know prefer to communicate in Welsh.

Written communication

29.   RPA welcomes correspondence in Welsh as well as English. We will ensure that:

•   letters written in Welsh will receive a signed reply in Welsh.

•   our target time for replies in English and Welsh will be the same and we will monitor how well we do. When it is not possible to reply within a deadline the correspondent will receive a written acknowledgement of receipt in Welsh.

•   when we correspond with a group or individual whose preferred language is Welsh, we will write in that language. This will include circulars and standard letters.

•   correspondence arising out of face-to-face meetings or telephone conversations in Welsh will also be in Welsh, unless the recipient has requested otherwise.

30.   These commitments apply equally to electronically generated correspondence.

31.   We will issue guidelines to all staff describing the procedures to follow for correspondence. Arrangements will be made for an effective translation service so that correspondence is dealt with promptly. Directorates will maintain up to date records of those organisations and individuals they are in frequent correspondence with who prefer to correspond in Welsh.

Other communication

32.   RPA will use its website (www.rpa.gov.uk) to ensure that Welsh language material is easily accessible. RPA will ensure that at least the following will appear on the RPA site in Welsh:

- an introduction to RPA;
- RPA's Welsh Language Scheme in English and in Welsh;
- a list of publications, forms and guidance notes available in Welsh;
- a glossary of terms in Welsh;
- press releases relating to activity in Wales; and
- any documents which are published in hard copy in Welsh.

33. The Cattle Tracing System e-business channel, CTS Online (www.bcms.gov.uk), is fully bilingual.

Court proceedings

34.   When we issue court proceedings against a person in Wales, those proceedings will be issued from a court in Wales so that the party can exercise their rights under the Welsh Language Act. The proceedings will be issued in Welsh where the other party requests this or where previous correspondence indicates it is required.

35.   RPA will do all it can to facilitate the conduct of proceedings in Welsh where that is the wish of the other party.

RPA'S PUBLIC FACE

Corporate identity

36.   Letter headings, compliment slips, fax cover notes and business cards issued by RPA to the public in Wales will display the name, address and other standard information bilingually. These will include a bilingual logo.

37. Where we use system-generated letters in which this information is hard-coded in English, bilingual information will be phased in (see Annex A)

Information signs

38.   RPA does not have any premises in Wales. However, if at a future date an office were to be established in Wales, the Agency would provide bilingual information signs in areas used by the public, affording both languages equality in terms of format, size, quality, legibility and prominence.

Publications and printed material

39.   Where appropriate (see Annex C), RPA will make available separate English and Welsh versions of related scheme material. Both versions will be prepared simultaneously and will be equally available.

40.   For CTS, all material intended for our customers in Wales is now available in Welsh as well as in English. Whenever possible, a single bilingual document is produced.

41.   In some cases, producing a bilingual document may not be possible for technical or other reasons (e.g. the length of the print run, cost, timing, likely demand, value for money or because of the distribution network envisaged). In these cases, English and Welsh versions will be published separately. Through forward planning we will aim to ensure that both versions are made available simultaneously, and each will carry a clear message that the other language version is available. If they are displayed, both versions will be displayed together. Both versions will be made equally available whether over the counter or by post. If a document is charged for, the price of the Welsh version will be the same as the English version. Where only a small number of Welsh versions is required, these will be produced electronically at the same time and in the same format as the English version but will be printed on demand.

42.   Paragraphs 39-41 will not apply to technical documents aimed at a limited or specialist audience or to very large documents which, although they are available to the public, are unlikely to elicit widespread interest.

43.   Our staff will be advised on the procedure to follow when producing material for use in Wales. Preference will be given to bilingual versions, and staff will be given clear guidance on when single language versions would be acceptable. Annex C gives guidance on gauging whether a document needs to be translated.

Forms and associated materials

44.   Forms and associated material will be made available in Welsh and English following the guidelines at Annex C or on request.

45.   Where production of a single bilingual document may not be practicable, separate English and Welsh versions will be produced. Other than exceptional cases, they will be issued simultaneously.

46.   Materials produced in separate English and Welsh versions will be displayed together with equal prominence. On new forms or reprints a bilingual statement will be added that there is a version available in the other language. Where a customer in Wales has not expressed a preference, they will be offered a choice or both versions will be sent to them.

47.   Forms relating to CTS which are sent to the public in Wales will be bilingual. Normally a single bilingual document is produced, but where a single document would be too lengthy, complex or difficult to process, separate English and Welsh versions of the same form will be available simultaneously and issued together. Each will carry a clear message that the other language version is available.

News releases

48.   Advance planning will aim to ensure that news releases relating to RPA's activities in Wales will be produced bilingually. However, sometimes news releases must be issued at short notice and this may not allow time for notices for release to the Welsh media to be translated before the English version is issued.

Advertising and publicity

49.   We will treat the English and Welsh languages on a basis of equality when planning advertising and publicity campaigns in Wales. Material will be produced bilingually or in separate English or Welsh versions. Where official notices and advertisements are placed in newspapers and magazines principally circulating in Wales, these will appear with Welsh and English versions shown together. The two languages will be treated on an equal basis in terms of format, size, quality, legibility and prominence.

50.   Promotional materials for use in Wales such as videos, audio tapes and information campaigns on radio and television will also be produced bilingually.

51.   We will conduct public surveys in Wales in both Welsh and English whether by face to face/telephone interview or written questionnaire. Our annual customer survey is conducted in both Welsh and English.

52.   At exhibitions, conferences and seminars in Wales, our stands have bilingual displays and material, and are staffed by people who can deal with enquiries in either language.

53.   When our staff plan publicity campaigns in Wales, they will be provided with detailed guidance to ensure that Welsh and English are treated on an equal basis.

Official notices

54.   All official notices placed in the press or other media in Wales will be produced in Welsh for the Welsh language press and bilingually in other publications which circulate principally in Wales. English will be used for the general UK and specialist press.

IMPLEMENTING AND MONITORING THE SCHEME

Welsh-speaking staff

55.   Our ability to offer services in Welsh will depend upon having sufficient access to appropriately skilled Welsh speakers. We are currently offering a full Welsh language service in BCMS and it is our aim to maintain this. We will continue to exercise the general principle of recruiting native Welsh speakers for jobs where fluency in the language forms a key element of the work.

56.   RPA is moving towards the customer service centre approach and our aim is that the new Customer Service Centre will be fully equipped to provide a service to Welsh speaking customers. Therefore Welsh speakers will not be required among other office-based staff. The Customer Service Centre will actively recruit Welsh speakers for the Welsh language line.

57.   We will make it a priority to publicise the fact that we welcome Welsh speakers into the workforce. When we advertise posts we have identified as needing Welsh speakers, we will stipulate that applicants will need to attain a satisfactory level of fluency within an agreed period. Where linguistic ability is considered to be essential or desirable for the post, this will be specified in the job description.

58.   In exceptional circumstances, we may have to employ a non-Welsh speaker for a position where the ability to speak Welsh is considered essential. In this case we will enter in the terms of employment that the employee will undertake to learn the language in an agreed time period with the complete support of RPA. This will include access to native Welsh speakers in our employment. We will set a timetable that will be regularly reviewed regarding progress. In these circumstances, if an acceptable level of fluency is not achieved in the timetable set, a flexible approach will be taken to allow further time for development towards the required standard.

Training for staff

59.   RPA is fully committed to encouraging and supporting staff in learning Welsh where it would be beneficial to the service provided. Where it is of benefit to RPA for staff to learn Welsh they will be given support through training or courses paid for by RPA. Providers of training in the Welsh language will be evaluated, and selected on the basis that they meet our business needs as well as those of individual member of staff.

60.   All staff in BCMS are currently invited to consider whether they would benefit from vocational training in the Welsh language as part of the process of establishing their Personal Development Plans.

Administrative arrangements

61. To ensure that all staff know what is expected of them regarding our Welsh Language Scheme, we will issue written guidance notes on the circumstances in which we will use the Welsh Language and what staff need to do to meet our commitments.

62.   RPA's Chief Executive and Directors are responsible for ensuring that their departments implement the aspects of the Scheme which they are responsible for.

63.   The Scheme has been approved by RPA's Ownership Board and carries its full authority. RPA will ensure that:

•   a named senior officer, reporting to the Chief Executive, is responsible for the successful implementation of the scheme;

•   all staff are familiar with the Scheme, know how it should be implemented, and what is expected of them;

•   instructions and written guidance based on the Scheme are made available to those responsible for implementing it;

•   the Welsh language aspects of RPA's services are integrated within its normal administrative processes;

•   the translators used are suitably qualified and able to provide a high quality service; and

•   the Scheme will be implemented in a comprehensive and consistent manner across RPA.

Services delivered on behalf of RPA

64.   Where services are carried out in Wales on behalf of RPA by third parties, we will ensure that:

•   if a third party has a Welsh Language Scheme approved by the Welsh Language Board, their services to us fall within its remit;

•   if the third party does not have a Welsh Language Scheme, then when we specify the service to be provided it will include the requirements of RPA's Welsh Language Scheme; and

•   written guidance is provided to staff dealing with agents and contractors in Wales.

This also applies to organisations carrying out statutory functions on behalf of RPA.

65.   RPA will monitor how well the service provider meets these requirements, and obtain regular performance reports from them.

66. We will ensure that the translators we use are able to offer a high standard of translation and are familiar with the appropriate technical terms. We will monitor standards on an ongoing basis.

Monitoring

67. The named senior officer will be responsible for monitoring and reviewing the Scheme.

RPA will prepare internal progress reports regarding the implementation of the Scheme, and submit them to the Executive Board every six months.

The Executive Board will receive an annual compliance report that will achieve the following aims:

- Measure whether RPA is complying with the Scheme;
- Measure if the Scheme is being appropriately managed;
- Analyse its performance on a departmental and corporate basis, in order to ensure consistency;
- Assess and consider key themes in scheme implementation;
- Recognise any fundamental weaknesses, and set up an action plan which will include a timetable to deal with them.

A copy of this report will be sent to the Welsh Language Board.

68. At a time agreed with the Welsh Language Board, RPA will prepare a comprehensive evaluation report that will assess and evaluate performance in implementing the Scheme since its inception. This report will:

- provide an overview and thematic analysis of compliance and performance since the scheme's approval, from two perspectives – service delivery and scheme management;

- outline priorities for the future, together with a revised timetable for implementing the measures in the Scheme.

At this time, RPA will revise and update the Welsh Language Scheme.

Targets

69. The targets for dealing with correspondence, telephone enquiries, etc, in Welsh will be the same as those set out in our customer leaflet *Our commitment to good customer service*.

70. We will also:

- allocate one specific officer to monitor and review the RPA Welsh Language Scheme; and

- ensure that the monitoring of the scheme is a structured and continuing process which is also applicable to contractors working for RPA in Wales.

Publishing information

71   We will publish information on our website comparing our performance with the standards and targets set out in this Scheme. This will include such information as:
- the percentage of responses to Welsh correspondence achieved within stated deadlines;
- the number of publications issued bilingually;
- performance in meeting deadlines for processing claims and applications made in Welsh; and
- the percentage of Welsh speakers in posts where the ability to speak Welsh is specified as desirable.

If we have not met our targets, we will explain the reasons and the steps planned to put matters right.

72   A summary of this information will be included in our Annual Report.

Scheme publicity

73.   RPA will advertise the existence of the Welsh Language Scheme in all literature relating to Wales and in personal contact with the Welsh-speaking public. It will be made available on request to all members of the public in Wales, as well as to all members of staff and external consultants and advisors employed by RPA. Personal copies of the Scheme will be given to those staff whose work has a direct effect on the Welsh public. The RPA annual report and our website will publicise the existence of its Welsh language scheme.

Timetable

74. A timetable for implementation of the scheme over next 12 months is attached at Annex A.

75.   This timetable will formally take effect in RPA following its approval by both RPA and the Welsh Language Board.

Comments

76. Any comments on the Scheme should be addressed to: Peter Crewe, Chief Executive's Office, Rural Payments Agency, Kings House, PO Box 69, Reading RG1 3YD. Tel: 0118 953 1907

Annex A

TIMETABLE FOR IMPLEMENTING THE RPA WELSH LANGUAGE SCHEME

Measures	Target date
SERVICE PLANNING AND DELIVERY	
All new policies and initiatives to have full regard to the measures in the Scheme Paragraphs 11-12	Ongoing. eg Welsh language provision has been built into arrangements for new Customer Service Centre and Customer Registration system (part of RPA Change Programme).
Work instructions and guidance to staff Paragraph 15	Completed for BCMS. For remaining RPA staff - within 3 months of publication of this Scheme.
Employ professional external translators Paragraphs 15, 62, 66	Contract in place for BCMS. This will be extended RPA-wide. Target: from publication of Scheme.
Services provided by third parties Paragraphs 14, 17, 64-65	Welsh language provision included in contracts, service level agreements etc. Ongoing.
Maintain register of customers wishing to correspond in Wales. Paragraph 15	Completed for BCMS. New Customer Registration system will maintain RPA-wide register: expected to be fully operational by early 2005.
DEALING WITH THE WELSH SPEAKING PUBLIC	
Welsh telephone service Paragraphs 20-24	BCMS Welsh helpline – ongoing. Welsh helpline at Customer Service Centre – operational by March 2005.
Correspondence in Welsh replied to in same language Paragraphs 29-31	Ongoing.
Welsh language material on website. Paragraph 32	Material specified in Scheme to be added to RPA website within 12 months.
Bilingual e-business channel Paragraph 33	CTS Online – ongoing. Other e-channels to be considered as they are developed.

RPA'S PUBLIC FACE	
Corporate identity to be bilingual for correspondence with the public in Wales. Paragraphs 36	Completed for BCMS stationery. For RPA - within six months of publication of this Scheme, except for system-generated letters. For system-generated letters, letters will be hard-coded to include bilingual information at the next update.
Published information including leaflets, forms, and notices to be produced as Welsh language or bilingual documents as required Paragraphs 39-47	Ongoing. Currently, cattle passports and cattle passport application form are fully bilingual. Customer registration forms are available in Welsh. Welsh language versions available for RPA-wide corporate publications, eg 'Our commitment to good customer service' leaflet. New documents will be assessed following guidelines outlined in paragraphs 39-47 and Annex C. OTMS handbook and producer forms will be revised following changes to OTMS. Welsh versions will be produced at the same time. New CTS forms are produced bilingually from the outset.
Welsh language news releases Paragraph 48	Ongoing as required.
Welsh language advertising and publicity Paragraph 49-53	Ongoing as required.
IMPLEMENTING AND MONITORING THE SCHEME	
Welsh speaking staff Paragraph 55-58	Welsh speaking staff in post in BCMS in call centre and elsewhere. Currently recruiting for Welsh speaking staff for Customer Service Centre. Target: Jan 2005.

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Establish need for individual staff to have vocational training in the medium of Welsh Paragraphs 59-60	Welsh classes under way at BCMS. To consider similar in Newcastle office. Target: 6 months after Customer Service Centre is fully operational.
Set up monitoring system Paragraphs 67-68	Completed for BCMS. This will be adapted to be RPA-wide. Target: from publication of Scheme.
Allocate specific officer to monitor Welsh Language Scheme. Paragraph 70	Completed for BCMS (Welsh Language Unit in place). The role will now cover RPA-wide activity. Target: from publication of Scheme.
Reporting to Welsh Language Board Paragraph 68	Completed for BCMS. This will be done RPA-wide following publication of Scheme. Target: first annual report 12 months from publication of Scheme.
Establish complaints procedure for Welsh Language Scheme.	Within 12 months of publication of Scheme.
Scheme publicity Paragraph 73	Use RPA website to publicise scheme: within 3 months of publication of Scheme. Advertise Scheme in relevant literature: ongoing as new publications are produced. Advertise Scheme in Annual Report: annually.
Publicise and distribute the Scheme to interested parties Paragraph 73	Within 3 months of publication of this Scheme.
Review and revise Scheme.	In consultation with Welsh Language Board.

ANNEX B

Schemes currently administered on behalf of the National Assembly for Wales

Cattle Tracing System (CTS)

Milk Quotas (MQ)

Over Thirty Month Scheme (OTMS)

Slaughter Premium Scheme (SPS)

Trader Schemes

Other non-IACS Support Schemes

Schemes to be administered on behalf of the National Assembly for Wales after 1 January 2005

Cattle Tracing System (CTS)

Milk Quotas (MQ)

Over Thirty Month Scheme (OTMS)

Trader Schemes

Other non-IACS Support Schemes

ANNEX C
Chart for use in gauging whether a document needs to be translated.

Considerations	2 points	1 point	0 points
1. If a Scheme document, how many customers does the Scheme have in Wales?	50 or more	1-49 (if this figure includes known Welsh speakers)	0
2.Number of printed copies for Welsh customers.	750+	150-750	-150
3.Length (number of *new* words)	-5,000	5,000-20,000	20,000+
4.Technical (i.e. would be incomprehensible to a lay reader)	No	To some extent	Yes
5.Target audience	Members of public or sectors with well known demand for Welsh language	Specific sectors with indirect interest for the public	Specialists in sectors where demand for Welsh language is minimal
6. Effect on user (would groups or individuals be disadvantaged by non-translation?)	Yes	To some extent	No
7. Will document affect subsequent material e.g. will it be widely quoted in future material?	Yes	To some extent	No
8. Demand/likely interest – based on objective assessment or past experience	High	Medium	Low
9. Longevity (how long will the doc be operational?)	Over 2 years	6 months-2 years	Temporary (- 6 months)
10. Status	High	Medium	Low
11. Nature of document – is there an obvious WL angle	Yes	To some extent	No
12. Does the document refer to a scheme which has 50 or more customers in Wales?	Yes		No

The points should be added together to obtain the document's priority rating.

20-13 =   These documents will be bilingual.
12-7 =   These documents should be bilingual but this will depend on translation resources at the time.
6-0   =   English only but open to redesignation.

Colleagues who are unsure about the designation of documents should speak to the Welsh Language Unit for advice.