



National Offender
Management Service



Gweinyddiaeth
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National Offender Management Service

Welsh Language Scheme

NOMS WELSH LANGUAGE SCHEME

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1. Introduction

The National Offender Management Service (NOMS) is responsible for offender management in England and Wales and is part of the Ministry of Justice. This Welsh Language Scheme takes account of the overarching scheme of the Ministry of Justice and seeks to manage the requirements of Welsh speaking service users, in custody in England and Wales and on community orders and licenses in Wales, based on the principle of equality for English and Welsh. This applies to the services that we provide ourselves and those services provided by others on our behalf.

To ensure that we are still meeting the necessary requirements, we have designed a scheme that places responsibilities within existing local structures and allows for changes in existing policy. This is the ultimate aim with all equalities work – to encourage, support and monitor local performance against the required standards in order to make lasting changes to the prison and probation cultures.

The Ministry of Justice's Welsh Language Scheme was published in March 2010 and provides the overarching framework within which this Scheme has been prepared and links to. Although it captures the general principles of the requirements of the Welsh Language Act, it does not go into detail. The Welsh Language Measure (2011) is the driving force behind the new NOMS Scheme.

NOMS has adopted the principle 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 NOMS will give effect to that principle when providing services to the public in Wales.

This Scheme has been prepared in accordance with Section 21 of the Welsh Language Act 1993, by which NOMS will:

- have regard to any guidelines issued by the Welsh Language Commissioner (as detailed on their website¹)
- send the proposed Scheme to the Welsh Language Commissioner prior to adopting it;
- if we do not give effect to the amendments suggested by the Welsh Language Commissioner, send a written statement of the reasons for not doing so to the Commissioner.

This Welsh Language Scheme has been adopted by NOMS and the bodies operating within it, and was approved by the Welsh Language Commissioner on

¹ www.comisiynyddygybraeg.org

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22 May 2013. It is intended to inform the Welsh Language Schemes of the Wales Probation Trust, and other relevant NOMS providers.

2. The Proposals - Background & Definitions

2.1 NOMS

The National Offender Management Service is an Executive Agency of the Ministry of Justice. Our role is to commission and provide offender services in the community and in custody in England and Wales, ensuring best value for money from public resources. We work to protect the public and reduce reoffending by delivering the punishment and orders of the courts and supporting rehabilitation by helping offenders to change their lives.

2.2 Offenders in Wales

The following is intended to provide some indication of the numbers of offenders in Wales who will be affected by the Scheme.

During 2009 Courts in Wales dealt with approximately 83,000 cases of which more than 38,500 were adult criminal offences. On average this would result in an annual number of about 7,000 offenders receiving a prison sentence and up to 10,000 receiving a community sentence supervised by probation. At any one time Wales Probation Trust may have up to 16,000 offenders to supervise. Current capacity of prisons in Wales is about 3100 prisoners at November 2011, and there are no women's prisons in Wales. At any time approximately 40% of male prisoners sentenced from courts in Wales are held in prisons in England.

Currently, the Directorate of Commissioning and Commercial is responsible for commissioning offender services in prison and in the community in Wales. This involves close collaboration with the Welsh Government in respect of its devolved responsibilities that impact on offending behaviour.

2.3 Prisoners whose preferred language is Welsh

There are four Prisons in Wales, HMP Cardiff, HMP Swansea, HMP Usk/Prescoed and HMP/YOI Parc. Whilst current prison capacity in Wales is not sufficient to accommodate all those sentenced to custody by a court in Wales, we will look to accommodate Welsh prisoners in Wales as far as practicable. As this is not always possible, we have a duty to provide Welsh language services to prisoners in England, whose preferred language is Welsh.

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Within all prisons in England and Wales a minimum service in Welsh will be required. Some prisons in Wales may decide to do more, or may already be doing so. The expectations on prison Governors and Directors of contracted prisons in delivering these services are detailed at Section 7 of the Scheme.

In the draft Scheme on which we consulted, there had been a previous suggestion that we introduce designated ‘Welsh-speaker receiving prisons’ – a selection of 7 prisons based on the number of Welsh people sentenced in Welsh courts, number of prison places in Wales and the estimated number of Welsh speakers. These select prisons would provide an enhanced Welsh language service, similar to that provided in Wales. Whilst it is thought to be a sensible approach, we have decided that it is not the best solution on the basis that we should be able to provide this enhanced service to all prisoners in England. Also, we cannot be sure that a system of this kind would cater for all prisoners whose preferred language is Welsh – particularly as we have been made aware of more than one case which involved inadequate services for Welsh prisoners who were held in prisons in England that were not amongst those where the enhanced service was to be implemented.

2.4 Probation in England

The number of Welsh offenders on community orders in England who wish to have services provided in Welsh is expected to be minimal. However, if there is an offender who prefers to speak in Welsh and is located in England, the relevant Probation Trust can link with the Wales Probation Trust to look at the options for providing the relevant services as far as is practicable.

2.5 Probation in Wales

The Wales Probation Trust will take responsibility for implementing its own Welsh Language Scheme for Probation services in Wales². The NOMS Agency Scheme should help inform that of the Wales Probation Trust and ensure a consistency in delivery.

2.6 Shared Services Centre

The Shared Services Centre (SSC) is located near Newport, South Wales and provides corporate HR and finance services for NOMS in England and Wales. SSC will adhere to the requirements set out in this Scheme but only as far as any other supplier of services would. For staffing purposes, SSC are covered by the MoJ Scheme and will be held accountable within that governance structure. As such the SSC will be required to implement the NOMS Agency’s Welsh Language Scheme.

² www.walesprobationtrust.gov.uk/welsh-language-scheme

3. General Principles

3.1 The delivery and standard of the NOMS Agency Welsh Language Service

All of the current NOMS policies that have a relevance to the Scheme are either already being implemented or are referenced in the action plan at Annex A for implementation. We will amend our policies accordingly and at the same time, issue a new policy document (Prison Service Instruction (PSI)) on the Welsh language.

NOMS is committed to delivering a consistent standard of service regardless of whether those services are delivered in English or in Welsh.

We will monitor the delivery and standard of our service through our commissioning and performance arrangements with internal and external providers.

3.2 Planning of services

In the planning of our services, we are committed to meeting the need to provide equally for English and Welsh speakers as outlined in this Scheme. Our plans include provision for prisoners held in England whose preferred language is Welsh.

3.3 New policies and procedures

All new policies and initiatives by the NOMS Agency that will affect people in Wales and Welsh speaking prisoners in England will be assessed using our **Welsh language project checklist (this will be made available to staff)** to ensure that appropriate services are available to Welsh speakers. All those involved in policy development, its implementation within the NOMS Agency and its contractor organisations will need to take the Welsh Language Scheme and our responsibilities under the Welsh Language Act into account. We will seek to promote the use of the Welsh Language in Wales through new policies and procedures wherever possible.

We will consult the Welsh Language Commissioner regarding any proposals which will affect this Scheme, or will affect the Welsh Language Schemes of other public organisations. In accordance with the provisions of the Welsh Language Act, no alterations will be made to this Scheme without the Commissioner's agreement.

3.4 Implementation

We will ensure that our services in Wales and in prisons in England, are delivered in a way which treats the English and Welsh languages equally, for example, that there are no obstacles such as our prescribed forms, regulations, rules or procedures which inhibit the use of Welsh where the services are provided to people in Wales, or prisoners in England whose preferred language is Welsh. We will also look to ensure that Welsh language issues are considered by the local management teams in prisons alongside other equalities issues. Due to the wide ranging number of policies that will be affected by the Scheme and the nature of the prison environment, it will take time to embed these principles in the day-to-day operation of the estate. Our aim will be to achieve consistency in terms of the principles of the Scheme across the Service, but some elements will be more for local interpretation. We expect to be alerted to any shortcomings, both at Headquarters and locally, so that we can take the necessary action. The relevant contact details can be found in Sections 11 and 12.

3.5 Service Level Agreement and Contract Considerations

In considering Service Level Agreements and provider contracts the NOMS Agency will include measures for organisations to apply the principle of equality for both English and Welsh languages for delivery of services and will monitor to ensure equally high quality services are delivered in both Welsh and English.

We will include Welsh Language measures in guidelines for setting up provider contracts and grant agreements to ensure Welsh Language is incorporated into the necessary contracts and that the expectations are easily understood.

The Scheme will apply equally to contracted and public sector prisons.

4. Welsh Language Service

4.1 We aim to deliver a high quality Welsh language service and, in keeping with the requirements of the Welsh Language Act 1993, to adopt the best possible practice with regard to the use of Welsh.

To achieve this we will:

- ensure equal treatment of English and Welsh in Wales and for Welsh speaking prisoners placed in England;
- publish our Welsh Language Scheme to ensure understanding and openness;
- set clear guidelines for dealing with people who wish to speak Welsh;

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- identify contacts points for the public to use within NOMS to aid further understanding, promote improvements and draw attention to shortcomings in the policy's implementation;
- ensure the availability of Welsh speaking staff in Wales in proportion to the number of Welsh speakers in the community that they provide services to;
- monitor our performance in providing high quality services in Welsh by regularly reviewing the effectiveness of the Welsh language service and setting targets for improvement.

4.2 In applying the principle of equality for both English and Welsh languages to NOMS Agency work we will:

- provide bilingual provision and services whenever they are required to people whose preferred language is Welsh, as far as is reasonable and possible;
- consider the linguistic and cultural needs of Welsh speakers in the development and implementation of all our work in Wales
- ensure that publications aimed at the public in England and Wales are published in Welsh, unless they fall into one of the categories that are not within the remit of this Scheme, as detailed in 4.10;
- consult with the organisations that we work with in Wales and note the language used in their first contact;
- where there is a stated preference to conduct any undertaking in Welsh, ensure such resources and expertise are put in place for this to be achieved;
- ensure that our work and our activities which derive from the Welsh Government's requirements and initiatives, are conducted bilingually as required;
- promote initiatives to raise awareness and the standard of Welsh language provision in Wales and to prisoners in England whose preferred language is Welsh;
- ensure that information is gathered about each potential providers' compliance with the Welsh language requirements in their contracts to deliver services in Wales or to prisoners in England whose preferred language is Welsh;
- monitor services that deliver to people in Wales and prisoners in England whose preferred language is Welsh, through Service Level Agreements, contracts and grant agreements, ensuring compliance with Welsh language requirements;

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- examine Service Level Agreements, contracts and grant agreements monitoring outcomes for services that deliver to Wales or prisoners in England whose preferred language is Welsh; and
- maintain regular dialogue with the Welsh Language Commissioner and our delivery partners in the MoJ, about our work and consult with its representatives on matters of mutual interest.

4.3 Corresponding with the public

The NOMS Agency welcomes written communication in Welsh or English and will respond in the language in which communication is received. The response times will be the same whether the correspondence is conducted in English or in Welsh. We will issue guidance to NOMS Agency staff on the use of translation services before this Scheme takes effect.

Correspondence which we initiate about matters which have a general application in Wales will be in a bilingual format. All personal correspondence in Wales will be written in the preferred language (English or Welsh) of the person receiving the letter if this is known. Where the preferred language is not known, the initial letter to a member of the public in Wales will be bilingual.

4.4 Translation Services

Welsh translation services will be provided by the HM Courts & Tribunals Service (HMCTS) Welsh Language Unit. The quality of translations and the general success of this service will be monitored by the MoJ, and we will report on this within our own Scheme's annual report.

We are confident that this arrangement will meet the needs of NOMS and will be in line with our duty to provide good quality and timely translations. The Welsh Language Unit have experience of providing a high standard of translation services for the criminal justice system.

This service will be available to Probation Trusts, though the Wales Probation Trust has in place its own translation arrangements and the need is unlikely to feature in other Trusts, as offenders whose preferred language is Welsh will likely be in Wales.

4.5 Telephone and face-to-face communication with the public

NOMS Agency staff outside Wales have limited contact with the general public of Wales. Therefore it is not practicable for us to offer a Welsh Language telephone service in England. We will offer those who call us and who wish to speak in

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Welsh the option of writing to us in Welsh or continuing the conversation in English. Alternatively, the call may be transferred to the HMCTS Welsh Language Unit, or another similar Welsh service. As agreed, a list of Welsh speakers will be provided to all staff. Where the call requires specialist advice from a particular policy group, arrangements for translation should be made.

Our staff in Wales will greet all callers bilingually and give callers and visitors the opportunity to converse in Welsh if they wish.

To achieve this we will:

- ensure that all staff in Wales can provide a bilingual greeting;
- ensure that where Welsh speaking staff are not present, the offer is made to arrange for a Welsh speaker to return the call as soon as possible. Alternatively the caller will be offered the option of either transfer to the Welsh Language Unit or similar service, continuing the call in English or writing to us in Welsh; and
- welcome visitors who wish to communicate in Welsh or English. If no Welsh speaker can be found at the time to deal with a visitor wishing to converse in Welsh, arrangements will be made to find one. Staff working in reception areas will be notified of the requirements to provide a service in Welsh when required and will be made aware of the arrangements for providing that service, and will be given relevant training where needed.

4.6 Information and communications technology

The NOMS Agency will encourage and welcome the use of Welsh and English in electronic communication from people in Wales.

To achieve this we will:

- ensure that any new NOMS Agency website that is public facing is bilingual;
- when designing new websites, or redeveloping our existing websites, we will take into account the Welsh Language Commissioner's guidance – '*Technology, Websites and Software: Welsh Language Considerations*'³ and any other guidance issued by the Commissioner with regard to developing websites;
- ensure that English and Welsh versions of publications or information are available simultaneously (intranet and internet)

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www.comisiynyddygybraeg.org/English/Publications/Pages/PublicationDetails.aspx?PublicationId=97cca305-2f7f-4364-9cfc-273b37b526c3&Category=Advice%20Documents

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In developing and updating IT systems, we will assess the linguistic requirements in providing services to people in Wales and ensure that providers have the necessary specification. We will also promote and facilitate access to Welsh IT systems and products in Wales as is reasonably practicable.

4.7 Offender Assessment System (OASys)

The OASys system is a tool for viewing OASys assessments across the prison and probation service, in order to support the offender management process. Staff are required to complete the assessment in English. This is to ensure that where it is necessary to view an offender's OASys Risk Assessment quickly, for example when an offender transfers between establishments or is released into the community, information about the risk that the offender poses is available in order to protect other prisoners, staff and the general public.

The OASys Self-Assessment Questionnaire is a paper form completed by the offender or prisoner and entered into the OASys application afterwards; this is available in Welsh for Welsh speaking offenders. Where Court Reports or Sentence Plans are produced for Welsh speaking offenders, the Probation Area or Prison is responsible for arranging for translation.. This process works to provide Welsh speaking offenders with the information about them that English speaking offenders have, while also making sure that information about the risk of serious harm posed by the offender is available to all staff that may need to access it at short notice. A hard copy of the OASys manual is produced in both English and Welsh.

We want to ensure that Welsh speaking offenders have as much information and access to the justice system as English speaking offenders. But we also need to ensure that all NOMS providers who require access to offender information can view and/or contribute to the relevant OASys Assessment, Court Report or Sentence Plan.

4.8 Public meetings and conferences

When arranging meetings in Wales involving the public we will make efforts to ensure that Welsh is accessible where necessary and possible in considering the practical arrangements, to ensure that everyone can access events in the language of their choice.

To achieve this we will:

- consider the linguistic profile of the area in which the meeting is being held. *In areas of low concentration of Welsh speakers, any materials used*

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to provide notice of a meeting will invite Welsh speakers to inform us if they wish to participate in Welsh in advance;

- ensure guidance is available to staff to help them decide whether translation facilities such as providing presentation materials in Welsh, and simultaneous translation equipment are needed having regard to the subject to be considered and the location.

4.9 Corporate identity

We will present a fully bilingual corporate identity on all bilingual correspondence, documents and publications used in Wales, including the bilingual NOMS Agency logo. Any departmental correspondence addressed to a member of the public in Wales or a Welsh speaking prisoner in England will be on bilingual headed paper, regardless of whether the letter is written in Welsh or not.

Information signs in and around prisons, other NOMS offices based in Wales and the Shared Services Centre near Newport will be bilingual, with both languages given equal prominence in terms of format, size, quality and legibility. We will ensure that all new or replacement signs are bilingual.

Organisation name, address and logo will be bilingual and used in all publications, references and presentations. We will ensure that letter headings, compliment slips, cover sheets (fax and others), staff business cards, email signatures and similar items are bilingual and the two languages afforded equality in terms of format, size, quality, legibility and prominence.

4.10 Publications

The NOMS Agency will make publications available in Welsh or in a bilingual format if they are relevant to the public in Wales or have an all-Wales relevance unless they fall into one of the following categories:

- if circulation is expected to be very limited;
- technical documents where the circulation is restricted to the technical community;
- documents aimed at a specific group where demand in Welsh is expected to be low (generally, distribution to under 50 organisations);
- very large documents (generally, those in excess of 100 pages) which, although available to the general public, are unlikely to elicit widespread interest and response.

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If documents have not been translated into Welsh for one or more of the reasons above, we will consider translating the document into Welsh on request. This will however be dependent upon demand and re-consideration of the factors above.

There may be rare instances when publication in Welsh upon request is still not feasible, such as planning application documents which may be hundreds of pages long. In these cases we will translate a summary document on request and make this available to the public.

The NOMS Agency will ensure that all reports that are to be available in Welsh are published in a bilingual format unless this will render the document unwieldy.

4.11 Press notices

We will issue press releases to the Welsh language press and the Welsh broadcasting media in Wales in Welsh where deadlines permit. We will compile a list of Welsh Language Press and Media services in Wales and make the list accessible to staff.

Press notices about all aspects of our work will be issued bilingually within NOMS offices based in Wales. Notices will be distributed to English-medium and Welsh-medium media centres in Wales. **To achieve this we will add to existing office instructions to ensure that all press notices and releases are issued bilingually and monitor compliance.**

4.12 Publicity material

When NOMS Agency run publicity campaigns directed at people from Wales, we will communicate messages in both Welsh and English in, for example, posters, leaflets, advertisements and videos. When we issue a general advertisement that is not for recruitment purposes, we will issue a bilingual version in the Welsh press if it relates to:

- matters of major significance to England and Wales as a whole;
- matters of particular interest in Wales.

We will ensure that all publicity material produced in Wales for use in Wales, in print or other format, including exhibition material, is produced bilingually.

We will produce and monitor the production of Welsh and English language publicity materials to ensure a consistent quality in the final published material in both versions.

4.13 Services delivered on NOMS Agency's behalf by others

We will ensure that arrangements and contracts (including sub-contracts) with third parties that relate to the provision of services to people from Wales are consistent with the terms of the scheme and are implemented accordingly.

Specifications for services will include relevant measures relating to the use of Welsh. Any organisation which applies to carry out activities, or is awarded a grant or loan for activities which involve the delivery of service to people in Wales or Welsh prisoners in England will be expected to address in their applications how they intend to provide those services in Welsh as well as English. This will then be incorporated as one of the funding conditions. We will have regard to the Welsh Language Commissioner's guidance document '*Grants, Loans and Sponsorship: Welsh Language Considerations*⁴'.

NOMS is committed to ensuring that all its commissioning and contracting arrangements fully reflect and enhance the development of the provision of Welsh language services in its work with providers, stakeholders and service users and through its work in the management of offenders and its aim of reducing reoffending.

NOMS works with many partners, and services may be provided through sub-contracting arrangements. To ensure that providers who are working with NOMS comply with this Scheme we will:

- make sure that all Service Level Agreements and/or contracts/sub-contract are consistent with the terms of this Welsh Language Scheme;
- include specific requirements concerning the use of Welsh in Service Level Agreement and/or contract/sub-contract specifications;
- provide written procedures for staff who are involved with Service Level Agreements and/or contract/sub-contract arrangements;
- scrutinise all Service Level Agreements and/or contracts/sub-contracts carefully to ensure that the specifications are met and monitor compliance during the life of the agreement;
- where a contract operates nationally (for England and Wales) it will be expected that provision supplied in Wales will comply with the NOMS Agency Welsh Language Scheme and this will be monitored by NOMS Agency.

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www.comisiynyddygydraeg.org/English/Publications/Pages/PublicationDetails.aspx?PublicationId=200a58a8-b96b-48a0-8adc-051cf537be4e&Category=Advice%20Documents

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4.14 Partnerships

NOMS Agency works in partnership with public bodies, the third sector, the private sector and faith organisations. In working with others the NOMS Agency will adopt the following approaches:

- when responsible for the strategic and financial leadership of a partnership, we will ensure that the provision to people in Wales and Welsh speaking prisoners in England is compliant with our own Welsh Language Scheme;
- when involved in a partnership led by another body, we will ensure that our own input to the partnership in providing services to people from Wales is compliant with this Welsh Language Scheme and will encourage the other parties to do likewise; and
- when operating through co-commissioning in providing services to people in Wales and Welsh speaking prisoners in England, NOMS Agency will encourage all co-commissioners to have in place a Welsh Language Scheme or to adopt its language policy. NOMS Agency will operate in accordance with its own Welsh Language Scheme.

When either joining or forming a partnership, NOMS Agency will expect the potential partners to provide Welsh Language Schemes, language policies or arrangements for operating bilingually in Wales or to Welsh speaking prisoners in England. As part of every partnership, NOMS Agency will offer advice and assistance to the other parties concerned.

5. Staff

5.1 Recruitment

Where adverts are to be placed in publications circulated in Wales, NOMS Agency offices will do so in bilingual format, in accordance with NOMS recruitment guidelines.

When recruiting staff within a location that deals with people from Wales, the Welsh language capacity of current staff will be considered and if necessary the opportunity may be taken to tackle shortfalls in the Welsh Language capacity of the location. The linguistic nature of the area that it serves and its service users will also be taken into account to inform Welsh language requirements. In these instances we will consult the Welsh Language Commissioner's guidance document – '[Recruitment: Welsh Language Considerations](#)'⁵. NOMS offices

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www.comisiynyddygyymraeg.org/English/Publications/Pages/PublicationDetails.aspx?PublicationId=80530a41-a5e2-4cc1-8e61-3178ef416559&Category=Advice%20Documents

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based in Wales will offer guidance to any location recruiting for posts that have a Welsh language component.

NOMS Agency recruitment guidance will be amended to include Welsh Language skills. When considering if Welsh language skills are essential, desirable or not required the following criteria will be applied:

- amount of contact with people from Wales
- current skills levels within the department
- current skills levels within the location/office

We will employ a sufficient number of bilingual staff to enable Welsh language work to be carried out effectively and efficiently within the set timescales.

Where Welsh language skills are deemed essential requirements of the post and the Welsh language press is used the advertisement will appear in Welsh only. We will monitor and make sure that recruitment advertisements are produced and published in accordance with our requirements.

External recruitment materials for posts based in Wales will be produced bilingually and will include the level of Welsh that is desirable or essential for speaking and/or writing. The current application process will be adapted to ensure external applicants have the opportunity to apply for roles based in Wales in Welsh if they wish to.

We will ensure that every applicant to a position in Wales that receives an invitation to interview is given the option of a bilingual interview. The proportion of Welsh and English used at interview may differ based on the level of English and Welsh that will be required of the role itself. We will include guidelines on bilingual interviews in the recruitment guidance for those involved in recruitment to ensure a standard is met.

6. How the Scheme will apply to prisons

6.1 Prisoners in Wales

Many services in Welsh prisons are already provided in Welsh. This Scheme aims to enhance those services and use the good practice, skills and experience within these prisons to build on Welsh language services in England.

6.2 Prisoners in England

We recognise that there will be a number of Welsh speaking prisoners in custody in England who may wish to access services in Welsh, particularly women as there is no custodial facility for women in Wales. We do not currently have the

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data to determine where the most need is and so we will commit ourselves to providing equal services for all prisoners whose preferred language is Welsh, regardless of where they are located in the prison estate. In order to help us achieve this, we will encourage Welsh speaking prisoners to make requests in respect of their individual needs and in turn, promote positive engagement from staff at the prison.

As is the case for all prisoners, there will be an opportunity to make an application for transfer. However, transfers will be based on prison places available and will not necessarily be possible. Any impact that a change in location may have on access to the Welsh language will be discussed with the prisoner.

We will ensure that at the earliest opportunity the offender's needs are identified and recorded – either at induction or by using information received from the Courts. Efforts will be made to develop Welsh speaking offenders' language skills and provide opportunities for Welsh speakers to retain links with their linguistic background. In the case of non-Welsh speakers who will resettle in Wales we will provide information to them on opportunities to acquire Welsh language skills.

We will monitor the numbers coming into English prisons who are preferred Welsh speakers and where they come from (Welsh courts, other prisons). Once we have enough data available we will be able to determine where the majority of Welsh speakers will be and plan accordingly.

We will explore with HM Court Services how best to share information on the Welsh language preference of offenders to inform the provision of relevant Welsh Language services.

7. The Welsh Language Service in Prison

In order to embed the requirements of this scheme within the daily workings of the Prison Service we will issue a new Welsh Language Prison Service Instruction (PSI) to guide the service through the specific requirements of this Scheme. Where there are shortfalls in current policy, the relevant Prison Service Orders (PSOs) and PSIs are highlighted below, and any actions to be taken in respect of these policies will be listed in the Action Plan. This list is not exhaustive but does list the most relevant policies that we consider to be key. The new PSI will ensure application in all areas of prison policy.

The relevant policy documents and their significant paragraphs are detailed within the sections below. They are also grouped together at Annex B. New proposals are outlined in **bold**.

Many of our current policy documents (PSOs, PSIs etc.) need updating to reflect our commitments in respect of the Welsh language. In making these changes, we will ensure that access to the Welsh language is referred to separately and any existing ties with particular groups that may be listed in this document i.e. Foreign National prisoners, will be removed. Please note that language used to quote existing policy may be dated.

7.1 PSI 74/2011 – ‘Early Days in Custody’

Prison Service Instruction (PSI) 74/2011 – *Prisoner Induction* requires all prisons in England and Wales to provide an induction process which will ensure that prisoners can understand the prison’s induction programme. This includes the preferred language of a prisoner being recorded on reception at the prison and their understanding of, and ability to communicate in English established (Para 2.3).

This scheme develops the expectations of PSI 74/2011 by adding that on reception and/or induction the prison will establish if the prisoner’s preferred language is Welsh and record this information. **If this is the case, we will ensure that:**

- **induction information is provided in Welsh and English (Para 4.2 & 6.1).**
- **prisoners are made aware of what information is readily available to them in Welsh (Para 6.1);**
- **prisoners are made aware of their rights and the procedures for letter writing, telephone calls and visits conducted in Welsh (Para 6.2);**
- **prisoners are made aware of the access they have to Welsh Language reading materials, TV and DVD’s and learning and skills if applicable (Para 6.6 & 6.9).**

Prison staff on reception will be aware of the difference between a first language and a ‘preferred language’ and will establish the preferred language of the offender at the outset. Establishing a prisoner’s preferred language is important, some Welsh speaking offenders may feel comfortable reading a Welsh newspaper or speaking informally in Welsh but be uncomfortable in using Welsh in a formal setting. Getting the induction right will be key to ensuring that all subsequent access to the Welsh language is adequate.

As with all prisoners, there will be an opportunity to make an application for transfer, though the impact will need to be discussed with the prisoner to ensure they understand the impact of a transfer, e.g. a change in location and access to Welsh language services and how this may affect them.

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Local induction information will be readily available in Welsh and any requests for additional material to be translated into Welsh will be handled appropriately and fairly and in accordance with this Scheme.

7.2 PSI 49/2011 ‘Prisoner Communications’

Letter Writing

Prisoners may write letters in the language of their choice, but letters not written in English and which are subject to routine reading or are written by high risk / cat A prisoners, will need to be translated. Any such restrictions will be discussed with the prisoner at induction.

Telephone calls

Currently our policy states that telephone calls may be conducted in the language of choice, so Welsh-speaking prisoners will be able to speak Welsh if they choose to. The only exception is for telephone calls made by high and exceptional risk Category A prisoners and those subject to public protection restrictions, which must be conducted in English. If English is not spoken or understood by the caller or receiver, another language may, at local discretion, be used, provided that someone is available to interpret the call. Prisons will be provided with a list of Welsh speakers who will be able to provide interpretation. If this is not possible, for high risk prisoners the call may be recorded but must be translated within 48 hours.

7.3 PSI 16/2011 ‘Providing Visits and Services to Visitors’

Our current visits policy does not refer explicitly to the use of the Welsh language, and we will amend this to ensure that it is clear that there is an entitlement to conduct visits in Welsh.

We will explore with policy leads how we can align the Welsh Language Scheme with security arrangements, to ensure that Welsh speakers are not disadvantaged, and update our policies accordingly.

7.4 PSI 45/2011 ‘The Prison Library Service’

We will work with prison libraries to ensure that library stock includes sufficient reading materials in Welsh and is appropriately representative of the local prison population. The policy wording will also be updated more generally to appropriately refer to the needs of particular groups, and a clear distinction will be drawn between access to Welsh and reading materials in other languages / formats.

We will work with prisons to ensure that all prisoners in England and Wales have access to a range of Welsh Language publications. The number of Welsh language publications will be dependent on the proportion of the prison population that is Welsh speaking. These publications should be refreshed every year, as other publications are refreshed as described in the Prison Library Specification (Para 6.1).

Prisons in Wales will provide a good range of Welsh language publications and other reading materials; and prisons in England will hold literature in the library based on the local prison population. Prisons should also consider requests for specific Welsh literature on a case by case basis.

7.5 PSI 11/2011 ‘Incentives and Earned Privilege’

Access to Welsh Language Television, DVDs and Radio

If a prison has access to DVDs, Welsh language DVD's should also be made available alongside English language DVDs, based on the proportion of the prison population that is Welsh speaking. These should be restocked regularly.

PSI 11/2011 states that prisoners on a standard or enhanced privilege level are able to have in-cell television. Sky TV is no longer available in prisons (except private prisons). Currently, Welsh channels are only available via Freeview in Wales.

Where there is access to a prisoner radio station, opportunities for a Welsh radio show should be explored. Welsh content for the national prisoner radio station can be submitted as with English, but must be accompanied by English translations.

7.6 PSI 02/2012 ‘Prisoner Complaints’

PSI 02/2012 allows complaints to be submitted in languages other than English, but states that they may need translating and subsequently take longer than normal to process. Complaint forms and the short and long version text leaflets for prisoners are already available on the Intranet in Welsh.

7.7 Access to learning and skills

Prisons in England are not expected to provide learning and skills services in Welsh as standard but should consider access options where a local need is identified.

Prisons will provide learning and skills services in Welsh as necessary dependent upon the number of preferred Welsh speakers there are within the

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prison population. These services will be assessed along with all other learning and skills services to ensure that the most appropriate service is provided. Prisoners within these prisons will be informed of the services and courses that are available in Welsh, and of their right to request services in Welsh.

We will look to capacity build in prisons by drawing on the language skills of our staff and prisoners.

English and Welsh language requirements will be treated on a basis of equality as far as reasonably practicable. All development of learning and skills service provision will therefore be assessed before implementation. Where there are online learning tools in Welsh, we will look to make these available in prisons in England.

7.8 Services delivered in Prisons by others

Specifications for services delivered in prisons will include relevant measures relating to the use of Welsh. Any organisation that applies to or works within a prison in Wales may be expected to provide those services in Welsh as well as English. Services in other prisons must also be compliant with our Welsh Language Scheme, and where there is a need for services in Welsh, these should be available. Expectations will be incorporated into contracts as funding conditions, and application to work with these prisons will need to detail how they intend to provide services in Welsh as well as English if required.

Our grant agreement template has recently been amended to specifically refer to compliance with our Scheme. Future tendering processes will require applicants to demonstrate how they will comply with the Scheme.

7.9 Contracted prisons

All contracted prisons will be required to meet the expectations of this Welsh Language Scheme, whether they are in England or Wales. These expectations will be incorporated into contracts with each contracted prison.

8. Implementing the Scheme

8.1 Responsibility for the Scheme

The Scheme has been created by the NOMS Equality, Rights and Decency Group and they support its implementation by providing advice where needed. They will also monitor implementation of the action plan. Each Governing Governor / Director will have delegated responsibility within each prison for ensuring the Welsh Language Scheme and accompanying action plan is implemented in the prison. A named contact will be provided to the Equality,

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Rights and Decency Group, who will monitor the implementation of the Welsh Language at establishments. A network of those responsible for local implementation of the Scheme will be created by the Equality, Rights and Decency Group and made available across the Service. This will include information on the sharing of best practice and a useful channel to the Group for help and advice.

Local managers who are given responsibility for ensuring the implementation of the Welsh Language Scheme will promote best practice with regard to the Welsh Language along with other equality and diversity aspects. We will give high status to our Welsh Language Scheme and its implementation. Responsibility for implementing the Scheme will be distributed throughout the Agency as detailed below:

- the Chief Executive Officer of NOMS Agency is responsible for ensuring the Welsh Language Scheme is implemented;
- the Head of Equality, Rights and Decency Group within the NOMS Agency will co-ordinate implementation of the scheme, liaising with the other NOMS offices to share best practice;
- Directors will apply the requirements of the scheme to their functional areas;
- local responsibility, which includes divisions within NOMS Agency headquarters functions, will be delegated to named Senior Managers who take responsibility for the day-to-day operation of the Scheme;
- Within prison establishments in England and Wales each Governing Governor will have delegated responsibility for ensuring the Welsh Language Scheme and accompanying action plan are implemented in the prison through a new PSI. This will be monitored centrally by Equality, Rights and Decency Group;
- the Wales Probation Trust will take responsibility for implementing the Scheme for Probation Services in Wales;
- within the Shared Services Centre a named Senior Manager will have responsibility for the implementation of the relevant parts of the Scheme. The Equality, Rights and Decency Group will keep a list of staff that have delegated responsibility for Welsh language access across the Service. This will act as a support network and be a useful tool for sharing knowledge and best practice.

8.2 Staff Awareness and Guidance

This scheme will be operative from the date of implementation. We will make sure that all staff involved in policy making and support services are aware of the requirements of the scheme and take them into account in the conduct of their work. This will be done by:

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- giving staff an opportunity to respond to a draft of the Welsh Language Scheme;
- making a copy of the scheme available to all staff;
- issuing a PSI to staff, which will include guidance on:
 - handling correspondence in the Welsh language;
 - using the contracted translators;
 - when to consider issuing bilingual or both Welsh and English language documents, publications and publicity material;
 - the implications of this scheme for those procuring services from third parties.

NOMS offices based in Wales and the Shared Services Centre will provide Welsh Language awareness training to all staff, to understand the need for accessing services in Welsh.

Welsh Language Champions will be identified in NOMS offices based in Wales to promote the Welsh Language Scheme to staff.

8.3 Staffing and Staff Training

Induction training will include Welsh Language awareness to ensure staff are aware of the Welsh Language Scheme and how it will apply in their prison or area. The quality and effectiveness of the Welsh Language Scheme awareness training will be monitored.

We will promote the establishment within prisons and offices in Wales of a Welsh Language Champion to raise awareness of the Welsh Language Scheme locally and will link up to share best practice.

8.4 Recruitment

Where adverts are to be placed in publications circulated in Wales, NOMS Agency offices will do so in bilingual format, in accordance with NOMS recruitment guidelines.

Most prisons will not be expected to have staff with Welsh Language skills, We will draw on the language skills available in the Wales prison estate and our MoJ / NOMS offices in Wales, but where there are gaps we will look to capacity build where there is a local demand.

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Welsh prisons will assess if Welsh language skills are essential or desirable for each role (using the Commissioner's recruitment guidance⁶) and assess the appropriate level of Welsh Language provision based on the extent of Welsh Language preferences of Welsh prisoners. This will include:

- need for Welsh language services based on the number of offenders whose preferred language is Welsh;
- amount of contact with offenders whose preferred language is Welsh;
- current skills levels within the department;
- current skills levels within the establishment.

8.5 Staffing and staff training

We will ensure that all Prison Service staff are aware of the Welsh Language Scheme and the requirements on them in the conduct of their work. This will be done by promoting the Scheme's publication and making copies available to all staff. Staff were consulted on the development of this Scheme.

The amended NOMS Agency recruitment guidance (to include Welsh Language skills) will be used as necessary for recruitment and assessing the need for training.

We will incorporate linguistic skills into local Business Skills Strategies in Welsh prisons to assess if there is a business need for Welsh Language training of staff, in specific roles. Initially this will require an assessment of current staff and their level of Welsh Language skills. Training will be offered if a business need can be demonstrated. All staff will be issued with guidance on how to respond to queries issued in Welsh.

8.6 Translation services

There will be standard documents within all prisons that will be translated centrally by the HMCTS Welsh Language Unit and distributed in Welsh. Equality, Rights and Decency Group will be responsible for arranging this. Each prison will have a lot of information that is specific to the prison itself. Most prisons in England will not be required to translate this information into Welsh as standard (unless already specified within this scheme) but if requests are made, the prison must accommodate them. Welsh prisons should endeavour to have all information that is readily available to prisoners translated into Welsh. The HMCTS translation service will be advertised prominently across the prison estate.

⁶

www.comisiynyddygybraeg.org/English/Publications/Pages/PublicationDetails.aspx?PublicationId=80530a41-a5e2-4cc1-8e61-3178ef416559&Category=Advice%20Documents

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Other forms of translation / interpretation will be managed according to need and provided by external providers via national contract, if internal services are not available.

9. Monitoring & Review

We will monitor NOMS' performance in meeting the commitments made in this Scheme and record the demand for Welsh language services, including any demand for services that go beyond the commitments we have made.

This section applies to the whole of the NOMS Agency, including prisons in England and Wales, the Shared Services Centre and NOMS offices based in Wales. Wales Probation Trust will publicise and monitor its own scheme.

9.1 Performance Management

Performance against the requirements of this Welsh Language Scheme will form an intrinsic part of our Performance Management Framework.

We will publish an Annual Monitoring Report (as required under the Welsh Language Act) which will:

- measure if NOMS Agency is complying with the Scheme;
- measure the quality of the Welsh medium service;
- measure the effectiveness of the Scheme's management procedures;
- measure the sufficiency of NOMS Agency's linguistic skills capacity by comparing current resources and need;
- analyse performance on a departmental, corporate and thematic basis to ensure consistency; and
- identify any key weaknesses with an action plan and timetable to remedy the situation.

9.2 Monitoring

Monitoring specific arrangements will include:

- **forward planning:** delivery of current policies and services (ensuring that new policies and procedures, new publications and computer programmes will be compatible with the delivery of bilingual services on a basis of equality, and that current policies and procedures do not inhibit the delivery of those services by others): Each year we will remind policy

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leads and operational managers to consider the application of the scheme to those policy and procedural areas for which they are responsible as they draw up their new annual business plans; and we will require them to report each year on work arising from the requirements of the scheme that are in hand, will fall in the coming year or have been dealt with in the past year.

- **Dealing with the Welsh speaking public:** Each business unit in Wales will be asked to monitor and report periodically on the arrangements in this scheme for interaction with people from Wales.
- **Our public face:** Each business unit in Wales will be required to monitor, record and report periodically on bilingual documentation or notices which it issues and which are not produced and/or distributed by the communications department.
- **Agents and contractors:** each business unit which uses agents or contractors to deliver services to people in Wales or prisoners in England whose preferred language is Welsh will be required to monitor and report annually on the agents' or contractors' compliance with the Welsh Language terms of their contract or agreements.

Reports on these three elements will be presented to the Commissioner as part of the annual report.

9.3 Review

In the third year of implementation, NOMS Agency will review and update its Welsh Language Scheme and produce a revised document. NOMS Agency will also prepare an evaluation report, which will analyse performance in implementing the Scheme over the first three years. This third year report will include:

- an overview and thematic analysis of performance and compliance with the Scheme over the three years, both in terms of the quality of the Welsh medium service and Scheme management; and
- an outline of NOMS Agency's further aims and objectives and targets for the following three years with a revised implementation timetable. In addition, the report will outline any amendments or additions, which the NOMS Agency believes should be included in the revised Scheme.

10. Publicising the Scheme

10.1 Public Awareness of the Scheme

We will publicise the scheme, when agreed and approved by the Welsh Language Commissioner, by:

- issuing a press notice;
- providing hard copies to prison libraries, and publishing on our intranet;
- Liaising with other Criminal Justice Agencies in Wales to publicise the scheme and our Welsh language service;
- making the scheme available as a free bilingual document from our press office and on our website at:

Ministry of Justice

102 Petty France

London

SW1H 9AJ

www.justice.gov.uk/publications.htm

10.2 Staff Awareness of the Scheme

We will ensure that our staff are aware of our Scheme. To achieve this we will:

- make prominent reference to its development and main features in the annual Equality, Rights and Decency Group plan;
- produce a leaflet describing the main features of the Scheme and make it available to all staff
- monitor the awareness of the Welsh Language Scheme among staff.

11. Further Information and Feedback

We welcome suggestions for improving the Scheme. Suggestions should be sent to welshlanguage@noms.gsi.gov.uk

12. Enquiries and Complaints

Enquiries and complaints regarding the NOMS Welsh Language Scheme should be sent by email to NOS_Correspondence.ERDG@noms.gsi.gov.uk or by post to the following address:

Equality, Rights and Decency Group,

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NOMS

4.10

Clive House

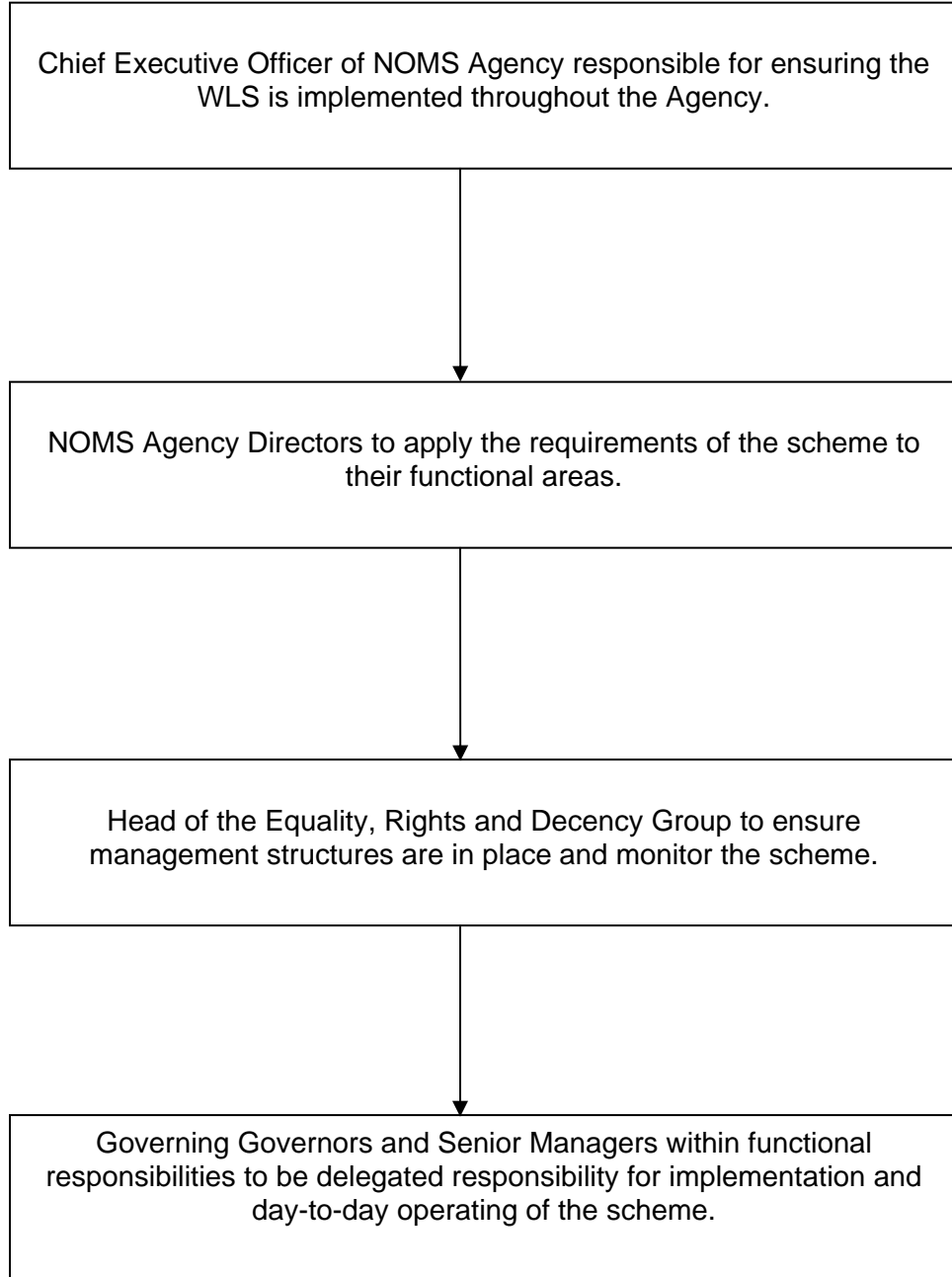
Petty France

London

SW1P 9HD

Or: welshlanguage@noms.gsi.gov.uk

13. Responsibility for the Scheme



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ANNEX A

Action Plan for Implementation of NOMS Agency's Welsh Language Scheme

	ACTION	RESPONSIBLE OWNER / CO-ORDINATOR	TARGET DELIVERY DATE
Production of the Scheme and Managing Implementation			
1	Publish our Welsh Language Scheme and use press notices and other internal and external communications channels to promote our Scheme and raise awareness of its requirements.	Equality, Rights and Decency Group	May 2013
2	Create a new Prison Service Instruction (PSI) for the Welsh Language Scheme to manage national implementation.	Equality, Rights and Decency Group	August 2013
3	Make prominent reference to Welsh Language Scheme in WEG Business Plan.	Equality, Rights and Decency Group	April 2013
4	Welsh Language conditions incorporated in the contract with the Shared Service Centre.	Procurement Group	TBC
5	Ensure that any work deriving from Welsh Government's requirements or initiatives is conducted bilingually as required.	NOMS offices in Wales	Ongoing
6	Create a New Policies Checklist against the Welsh Language Scheme for the setting up of new policies and initiatives and distribute to all involved in new initiatives and policies (via OPG).	Equality, Rights and Decency Group	June 2013
7	Create a network of those responsible for local implementation of the Scheme and make this available across the Service.	Equality, Rights and Decency Group	May 2013
8	NOMS offices in Wales to monitor the Scheme's implementation in prisons in Wales.	NOMS offices in Wales	Ongoing, with quarterly progress reporting
Services to the Public			
9	Identify contact points for the public to use within the NOMS Agency to aid further understanding, promote improvements and draw attention to any shortcomings in the policy's implementation.	Equality, Rights and Decency Group	May 2013 (with final publication of Scheme)
10	Compile a list of organisations in Wales that prefer correspondence in Welsh and make the list accessible to all staff.	NOMS offices in Wales	June 2013

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	ACTION	RESPONSIBLE OWNER / CO-ORDINATOR	TARGET DELIVERY DATE
11	Make the Welsh Language Commissioner's guidance documents available for staff on the intranet, including guidance on awarding of contract and grants, recruitment and promoting & facilitating bilingual workplaces	Equality, Rights and Decency Group	May 2013 (with publication of the Scheme)
12	Bilingual templates accessible for use by all staff.	Equality, Rights and Decency Group	August 2013
Services to Offenders			
13	Translate local induction information into Welsh in prisons in Wales and as needed in prisons in England.	Equality, Rights and Decency Group	June 2013, and ongoing
14	Include in induction process / reception the opportunity to state a Welsh language preference and ensure that this information is recorded and used appropriately.	Equality, Rights and Decency Group	June 2013
15	Amend Prisoner Information Book (also available in Welsh online) to include details all information that is available in Welsh, including procedures for access to telephone calls; letters, visits, learning & skills and activities.	Equality, Rights and Decency Group	August 2013
16	Ensure that prisoners and staff are aware of the option to access learning and skills in Welsh.	Employment, Skills Group	June 2013
17	Work with prison libraries to ensure that library stock includes sufficient reading materials in Welsh and is appropriately representative of the local prison population.	Equality, Rights and Decency Group & Employment, Skills Group	March 2014
18	Update policy wording to appropriately refer to the needs of particular groups, and draw a clear distinction between access to Welsh and reading materials in other languages / formats.	Equality, Rights and Decency Group & Employment, Skills Group	August 2013
19	Ensure that prisons in Wales have DVDs, reading material and TV accessible in Welsh and allow prisoners to request DVDs and reading materials in Welsh and provide where appropriate, as with other languages.	Prison Libraries / Equality, Rights and Decency Group	August 2013
20	Ensure that as a minimum teletext is available in all prisons, so that Welsh-speaking prisoners with in-cell TV are able to receive subtitles, as an alternative to Welsh channels.	Equality, Rights and Decency Group	August 2013
Contracts, Partnerships & Grants that may provide services to people from Wales			

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	ACTION	RESPONSIBLE OWNER / CO-ORDINATOR	TARGET DELIVERY DATE
21	Amend current procurement rules to include: conditions with regards to the use of Welsh, and in applications for contracts / funding (including private prison contracts), a requirement to address how they intend to provide services in Welsh.	Procurement Group and Private Prisons	July 2013
22	Monitor the compliance of contracts and partnerships to the Welsh Language Scheme and report periodically (with review of Scheme).	Procurement Group	Ongoing,
Translation Services			
23	Issue guidelines to the Service in using translation services provided by the MoJ Welsh Language Unit	Equality, Rights and Decency Group	May 2013
24	Consider all requests for translation of specific information.	All	Ongoing, as and when requested
Press Notices			
<u>25</u>	Amend press office instructions to ensure that all press notices and releases in Wales are issued bilingually and monitor compliance.	Wales	August 2013
Recruitment, Staffing & Staff Training			
26	Amend the application process as necessary to allow applicants to apply for roles based in Wales, in Welsh, and to conduct the interview in Welsh.	HR / Wales	August 2013
27	Amend the recruitment procedure to ensure that all adverts and materials are bilingual (for posts in Wales) and adverts specify if Welsh speakers are essential or desirable.	HR / Wales	August 2013
28	Assess the level of need for Welsh language staffing and recruit / train where necessary.	Wales	Assessment by August 2013. All staff have the necessary skills by January 2014
29	Incorporate awareness of the Welsh Language Scheme within the Equalities aspect of the staff induction process	HR / SSC	August 2013
I.T.			
30	Promote and facilitate the use of Welsh in I.T. ensuring the principle of equality is applied.	I.T.	Ongoing but initially covered within

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	ACTION	RESPONSIBLE OWNER / CO-ORDINATOR	TARGET DELIVERY DATE
			the PSI (August 2013)
31	Assess the linguistic requirements of I.T. for services provided to people in Wales, and ensure that all staff are aware of the I.T. available.	I.T	Assessment made October 2013, awareness raising ongoing
32	Update web pages to make them bilingual when the web pages are renewed, and ensure that any new publications are published in Welsh and English simultaneously.	Equality, Rights and Decency Group/ MoJ Service Web team	Ongoing
33	Investigate how further to support OASys practitioners in Wales.	Rehabilitation Services Group	Initial discussion September 2012
34	Work with Probation Trusts to assess the linguistic limitations of OASys and determine if and how Welsh language access can be improved.	Equality, Rights and Decency Group	Initial discussions with Probation practitioners September 2012 to determine the way forward.
	Complaints		
35	Establish a point of contact for queries and complaints concerning access to the Welsh language (to follow the usual complaints procedure) and ensure these contact details are highlighted within the Scheme and PSI.	Equality, Rights and Decency Group	November April 2013 (with final publication of Scheme) and August 2013 (with publication of PSI)

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	ACTION	RESPONSIBLE OWNER / CO-ORDINATOR	TARGET DELIVERY DATE
	Monitoring		
36	Monitor implementation of the Scheme.	Equality, Rights and Decency Group	Ongoing, with quarterly progress updates
37	Monitor the awareness of the scheme with staff.	Equality, Rights and Decency Group	August 2013
38	Look into the possibility of building Welsh Language into Equality and Diversity monitoring.	Equality, Rights and Decency Group/ Performance & Analysis Group	March 2013 (initial discussion between W&EG & PAG)
39	Publish performance against the Welsh Language Scheme in the NOMS Agency Annual report.	Equality, Rights and Decency Group	March 2014
40	Incorporate Welsh Language performance into the NOMS agency Performance Management Framework, ensuring performance is analysed by department.	Equality, Rights and Decency Group	November 2013
41	Publish an annual monitoring report and send it to the Welsh Language Commissioner.	Equality, Rights and Decency Group	November 2013
	Review		
42	Update the scheme in its third year of implementation.	Equality, Rights and Decency Group	November 2015 (publication)
43	Prepare an evaluation report of the Scheme after three years implementation and send to the Welsh Language Commissioner.	Equality, Rights and Decency Group	November 2015
	NOMS offices in Wales, including SSC and Welsh prisons		
44	Monitor our performance in providing high quality services in Welsh by regularly reviewing the effectiveness of the Welsh language service and setting targets for improvement;	NOMS offices in Wales	Ongoing, quarterly progress reporting
45	Ensure all signage in NOMS offices in Wales, prisons in Wales and SSC are bilingual and of equal prominence.	NOMS offices in Wales	March 2013
46	Include Welsh language skills within business skills strategies to address the business needs for Welsh language training, in conjunction with staff requests	HR	August 2013

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	ACTION	RESPONSIBLE OWNER / CO-ORDINATOR	TARGET DELIVERY DATE
47	Prioritise language training needs to meet the requirements of the Welsh Language Scheme	HR	March 2013
48	Ensure all staff in Wales taking calls from the public receive Welsh Language training.	HR / NOMS offices in Wales	November 2013 (all staff trained)
49	Assess the level of Welsh Language skills required for each post based on the criteria highlighted in the Scheme	HR / Wales	May 2013
50	Assess the levels of Welsh Language competencies of current staff. Monitor the Welsh Language capacity of the staff at each prison locally	HR / Wales	August 2013
51	Establish a Welsh Language Champion' in NOMS offices in Wales, the Shared Service Centre, and Welsh prisons to promote the scheme.	NOMS offices in Wales	March 2013
52	Welsh Language training needs to be identified at induction for all staff based in NOMS offices in Wales, Welsh prisons and where necessary in England.	HR / NOMS offices in Wales	Ongoing, guidance in place for doing so with PSI publication (August 2013)
53	Welsh language development planned into SPDRs	HR / NOMS offices in Wales	August 2013
54	Welsh Language awareness training to be provided for all staff in Wales.	HR / NOMS offices in Wales	November 2013
55	Ensure staff in reception areas in NOMS offices in Wales are aware of the requirements of providing a bilingual greeting to our visitors.	NOMS offices in Wales	June 2013
56	Ensure all staff use a bilingual telephone greeting. Provide a sheet of Welsh greetings to all staff on completion of Welsh language training.	Equality, Rights and Decency Group	June 2013
57	Compile a list of staff with Welsh Language skills within the Business Unit and identify contact points for Welsh Language queries.	NOMS Offices in Wales	March 2013
58	Bilingual Identity used on all correspondence, documents and publications derived from NOMS offices in Wales and prisons in Wales.	NOMS offices in Wales	January 2013
59	Bilingual templates that are relevant to Wales only, accessible for use by all staff.	NOMS offices in Wales	January 2013

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	ACTION	RESPONSIBLE OWNER / CO-ORDINATOR	TARGET DELIVERY DATE
60	Publicity material, including exhibition material used in Wales, to be distributed in Welsh and English.	NOMS Offices in Wales / Equality, Rights and Decency Group	Ongoing, as and when required
61	Monitor publicity material to ensure consistent quality between English and Welsh.	Equality, Rights and Decency Group/ Welsh Language Unit / Communications	November 2013
62	Compile a list of Welsh Language press and media services in Wales and make the list accessible to relevant staff.	Communications / Wales	March 2013
63	Look at options for increasing links across MOJ services in Wales for providing a joined up Welsh Language service in Wales, this could include providing advice and support to prisons in England.	Equality, Rights and Decency Group	May 2013
64	Agree how we can best accommodate the needs of Welsh-speaking prisoners who are in custody in England, including sufficient provision for the female estate, and include this information in the final Scheme.	Equality, Rights and Decency Group	August 2013
65	Determine with HMCTS how best to approach issues around information sharing on the Welsh language preferences of offenders.	Equality, Rights and Decency Group/ HMCTS	April 2013

Relevant Policy Documents

PSI 49/2011 – Prisoner Communication Services

Para	Text
1.3	Prisoners may write letters in the language of their choice, but letters not written in English and which are subject to routine reading may be liable to delay while translations are obtained.
5 (Annex B)	Telephone calls by high and exceptional risk Category A prisoners must be conducted in English. If English is not spoken or understood by the caller or receiver, another language may, at local discretion, be used, provided that someone is available to interpret the call. If this is not possible, for high risk prisoners the call may be recorded but must be translated within 48 hours. All calls made by these prisoners must comply with the procedures set out in the National Security Framework.

PSI 16/2011 – Providing Visits and Services to Visitors.

Para	Text
6.5	Prisoners may usually speak in the language of their choice at visits. However, a prisoner and their visitor(s) may be required to speak in English if it is considered in the interests of prison or national security, public safety or the prevention or detection of crime. If the prisoner and/or visitor are unable to speak English, the conversation may be listened to by a person who understands the language being used or the conversation may be recorded.

National Security Framework – Function 4, Communications & Surveillance

Para	Text
Interception, Mail	Prisoners may write their letters in the language of their choice, but letters not written in English and which are subject to reading must be translated.
Cat A, Prisoner Listening	Calls made by high or exceptional risk prisoners <u>must</u> be made in English. If English is not spoken or understood by the caller or receiver, another language may be used at local discretion if someone (either a member of staff qualified to interpret or an authorised interpreter) is available to interpret the call. Calls made by an exceptional risk prisoner must be listened to simultaneously. If there is no interpreter available, the whole call must be conducted in English or cannot be made. However for high risk prisoners, if there is no interpreter, the call may be recorded but must be translated within 48 hours.

Public Protection Manual

Para	Text
Chapter 6: Harassment Procedures Apply – 8.2	All prisoners who have been identified as being subject to harassment offences, court orders or other situations must have the procedure read and verbally explained to them and sign 2 notification forms of being subject to restrictions (see Annex D). If English is not the prisoners first

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	language the establishment must arrange for it to be translated by an approved translator so that it is fully understood by the prisoner.
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PSI 45/2011 – The Prison Library Service

Para	Text
5.6	The Library Manager will provide materials for prisoners with special needs, e.g. ethnic minorities, the partially sighted or blind, the educationally disadvantaged and those whose first language is not English.
Prison Library Specification 2010: Subscription Service	A subscription service for specialised stock will be provided for ethnic groups in the prison who are not representative of the population mix in the outside community. A range of material will be available for those who are non-English speakers.

PSI 11/2011 Incentives and earned Privilege

Para	Text
3.10	In-cell television Prisoners on standard or enhanced level are eligible for access to in-cell television, in establishments where in-cell electricity is available, or via battery operated sets. Prisoners pay a weekly rental per set and must sign the in-cell TV compact.
2.6.2	New receptions must be informed of the [local IEP] scheme, and provision must be made for those who have difficulty reading or understanding English. Detailed information on the scheme must be conveyed to prisoners during the induction period, and staff should be prepared to offer advice on it at any time. It is good practice to provide information in a variety of languages and formats, e.g. large print.

PSI 02/2012 Prisoner Complaints

Para	Text
2.1.5	Prisoners who do not have a good grasp of the English language may be allowed to submit a complaint in their own language if they wish. The complaint, the reply and any subsequent stage may require translation, which will necessarily take longer than normal. Complaint forms and the short and long version text leaflets for prisoners are available on the Intranet in 19 foreign languages.