

The Parole Board for England and Wales

Welsh Language Scheme

Prepared under the Welsh Language Act 1993



BWRDD YR IAITH
GYMRAEG • WELSH
LANGUAGE BOARD



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1. Introduction

- 1.1 The Parole Board (the Board) Welsh Language Scheme (the Scheme) has been prepared in accordance with statutory guidelines issued under Section 9 of the Welsh Language Act 1993.
- 1.2 The Board 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, so far as is both appropriate in the circumstances and reasonably practicable. The Scheme sets out how the Board will give effect to that principle in the services to the public in Wales for which it is responsible.
- 1.3 The Scheme has been adopted by the Parole Board Management Board and was approved by the Welsh Language Board on **04/05/2011**.
- 1.4 You should read references in the Scheme to the general public as including prisoners, victims, members of the legal profession and any particular interest group in Wales to which we provide a service.
- 1.5 The Parole Board for England and Wales was established in 1967 under the Criminal Justice Act 1967. It became an independent Executive Non-Departmental Public Body (NDPB) on 1 July 1996 under the Criminal Justice and Public Order Act 1994.
- 1.6 The Parole Board works with its criminal justice partners to protect the public by risk assessing prisoners to decide whether they can be safely released into the community.
- 1.7 The Parole Board aims to:
 - Make risk assessments which are rigorous, fair and timely with the primary aim of protecting the public and which contribute to the rehabilitation of prisoners where appropriate.
 - Demonstrate effective and accountable corporate governance by maintaining strong internal control, setting clear objectives and managing corporate risk and to deliver best value by optimum use of resources.
 - Promote the independence of and confidence in the work of the Board, while effectively managing change.
- 1.8 The Parole Board deals with many vulnerable people. The Board recognises that some people may express their views and needs better in the Welsh language, and that enabling them to use their preferred language is a matter of good practice rather than a concession. In implementing the measures of the Scheme, the Board will emphasise respect for the rights and fair aspirations of the users of the Welsh language.

2. Policy development and implementation

- 2.1 As an NDPB we are responsible for the development of new policies and initiatives, for some support functions and in some circumstances in specifying the nature of services to be delivered by others. We will ensure that staff and advisers involved in policy formulation take into account the Scheme and our responsibilities under the Welsh Language Act. As we consider and develop new policies, or review existing policies in the usual course of policy business, we will:
- Assess the linguistic consequences of policies affecting services provided to the people in Wales.
 - Promote and facilitate the use of Welsh wherever appropriate given the limited Parole Board presence in Wales.
 - Implement the principle of equality at every opportunity, so far as is both appropriate in the circumstances and reasonably practicable.
- 2.2 We will ensure that the same measures are applied on implementation. We will assess the linguistic consequences of service provision to the people of Wales, promote and facilitate the use of Welsh whenever appropriate given the limited Parole Board presence in Wales and implement the principle of equality at every opportunity. When policies are to be implemented by the Board directly, or through third parties, we will ensure that those services are delivered in Wales in a way which treats the English and Welsh languages as equal.
- 2.3 We will consult with Board members and the Director of Offender Management for Wales to determine what guidance or training may be needed in relation to the use of the Welsh language for members who hear cases in Wales.

3. Recruitment

Staff appointments

- 3.1 Since our offices are located entirely in London, we recruit nationally for staff and advertise in the English language. We do not expect to change this practice. However, if we do recruit in Wales specifically or advertise in publications distributed mainly in Wales, we will advertise bilingually.

Public appointments

- 3.2 The Ministry of Justice is responsible for the appointment of Parole Board members after receiving recommendations from the Board. Recruitment for these members currently takes place nationally with advertisements in the English language.
- 3.3 The Parole Board acknowledges that providing a language choice to Welsh-speaking prisoners can be important in ensuring fairness within the process of risk assessing prisoners. The Board will carry out an assessment of our current capacity to conduct hearings in Welsh and to what extent the ability to conduct proceedings through the medium of Welsh would be a desirable or essential attribute in some candidates. We will consult with the National Offender Management Service on the Welsh-speaking prison population to assess where such capacity would be most needed. We will then make recommendations to the Ministry of Justice regarding bilingual advertisement in the Welsh press and the recruitment of Welsh speaking candidates.
- 3.4 The particular procedure to be adopted for the appointment will depend on the nature of the post. The Ministry of Justice will consider, in the light of the nature and location of any particular post, whether specifically to seek Welsh-speaking candidates.

4. Provision of services to the public

General

4.1 Where the Board provides services in Welsh, it will deliver the same quality of service as it provides when that service is provided in English. Specifically:

- Our target times for response to correspondence will be the same whether the correspondence is conducted in English or in Welsh.
- When we produce documentation in English and in Welsh, we will provide the material in both languages to the same quality and timescale.

Correspondence

4.2 We will respond in Welsh to any correspondence sent to us in Welsh within the same timescale as other correspondence. We will use the Welsh Language Unit in HM Courts Service for translation services, and will issue guidance to staff on the use of the translation service before the Scheme comes into effect.

Telephone calls

4.3 The Board's offices are located in central London and we have only limited direct contact with the general public. Therefore it is not practicable for us to offer a Welsh language telephone service. We will offer those who call us and who wish to speak in Welsh the option of writing to us in Welsh or continuing the conversation in English.

Events

4.4 If we hold events in Wales, these will be publicised in both Welsh and English and we will make it clear that participants will be welcome to contribute in Welsh and English. In order to assist with arrangements we will:

- When issuing notice of the event, make it clear that we will respect the right of persons attending to speak in Welsh or English.
- Invite anyone proposing to attend to say at least two weeks in advance if they intend to speak Welsh or English.
- Prepare guidance for staff to help them decide whether translation facilities are needed having regard to the subject to be considered, the location of the meeting and who is likely to attend, as well as whether there has been prior indication that both languages will be used by participants.

Corporate identity

4.5 We will develop a fully bilingual corporate logo for the Parole Board that can be used on correspondence, documents and publications to be written

in Welsh and for events held in Wales. When the Board corresponds with persons or organisations in Wales, we will use our bilingual corporate identity whatever the language of correspondence.

Publications and forms

- 4.6 Our publications include reports, consultation papers and leaflets relating to our responsibilities throughout England and Wales. Publications and forms will be available for the public in Wales through the Parole Board website www.paroleboard.gov.uk.
- 4.7 The Board will use the Welsh Language Board scoring systems for publications and forms to determine whether to make these available in Welsh or in a bilingual format. Where the scoring system justifies a Welsh publication we will undertake to provide an electronic PDF version of this which will be available to download. The scoring systems can be found at Annex A and Annex B of this Scheme.
- 4.8 Where a Welsh version of a document or summary is issued, we will do so at the same time as the English language version in the majority of instances.
- 4.9 The Board will produce forms to use in Wales in Welsh or in a bilingual format according to the Welsh Language Board's scoring system for forms. Translation on request will remain an option. Where the scoring system justifies a Welsh form we will undertake to provide an electronic PDF version of this which will be available to download.

Website

- 4.10 The Parole Board, along with other government bodies, is rationalising its website and moving public facing content to DirectGov, which is fully bilingual. It is also moving all corporate content to the Ministry of Justice website. On current plans the Parole Board website will close as of March 2011.
- 4.11 Until it closes, the Parole Board website will include items in Welsh where those items are required to be in Welsh by other sections of the Scheme.
- 4.12 Until it closes, when redeveloping our existing website, we will take into account the Welsh Language Board's *Bilingual Software Guidelines and Standards* and any other guidance issued by the Board with regard to developing websites.
- 4.13 Until it closes, whenever we post English language publications on our websites, the Welsh versions will be posted as soon as practically possible. The Parole Board will create and maintain a Welsh page on its website with links to publications in Welsh as required by other sections of the Scheme.

Services delivered on behalf of the Board by other parties

- 4.14 We will ensure that arrangements and contracts with third parties that relate to the provision of services to the public in Wales are consistent with the terms of the Scheme and are implemented accordingly.
- 4.15 Specifications for services will include relevant measures relating to the use of Welsh; most particularly that printed information such as forms, leaflets and information packs should be available in both Welsh and English, that either language may be used at any Event and, so far as practicable, in any other business with the organisation providing the service.

Press notices

- 4.16 Press releases to the Welsh language press and broadcasting media in Wales will be issued in Welsh where deadlines permit. These press notices will also be made available on the Parole Board internet website (www.paroleboard.gov.uk/news.htm).

Publicity campaigns and advertising

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

Official notices and public notices

- 4.18 All official notices and public notices published or posted in public places in Wales will be issued bilingually or in both Welsh and English language versions.

5. Implementing, monitoring and publishing the scheme

- 5.1 All the provisions of the Scheme are available from the date it comes into force except those outlined in the Parole Board action plan (Annex C).
- 5.2 The Head of Corporate Services will coordinate implementation of the Scheme and liaise with the relevant business areas to ensure that they apply the requirements of the Scheme.
- 5.3 Monitoring arrangements will cover in particular:
- **Forward planning and procurement:** each year we will remind policy-making 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.
 - **Our public face:** we will monitor record and report on the introduction of those bilingual publications and forms which we produce and/or distribute.
 - **Grievances:** complaints relating to our Welsh Language Service will be dealt with in accordance with our normal complaints procedure.
- 5.4 The Scheme will generally 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 making a copy of the Scheme available to all staff.
- 5.5 Each year in October the Parole Board will prepare a monitoring report for the Welsh Language Board evaluating performance in implementing the Scheme. The report will cover:
- (i) Progress against the action plan.
 - (ii) How the Welsh language is mainstreamed in the Parole Board's work.
 - (iii) Any complaints received about the Parole Board in relation to the Welsh language.
- The report will be presented to the Management Board. After three reports, we will review the operation of the Scheme and discuss implementation and future priorities with the Welsh Language Board.

Publishing information

- 5.6 We will publish information comparing performance with the standards and targets set out in the Scheme on our website. If we do not meet the published standards and targets we will explain the steps we intend to take to remedy the position.

Publicity

5.7 We will publicise the Scheme, when agreed and approved by the Board:

- By issue of a press notice.
- By making the Scheme available as a free bilingual document on our website www.paroleboard.gov.uk and from the Head of Corporate Services at:
The Parole Board
Grenadier House
99-105 Horseferry Road
London
SW1P 2DX
- The Scheme will be widely publicised internally.

The Head of Corporate Services will also be the point of contact for any enquiry or complaint from members of the public concerning the Scheme.

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

Annex A: Welsh Language Board scoring system for forms

The purpose of this document is to offer a method which can be adopted by public bodies to assist them in deciding whether a bilingual or a Welsh version of the forms published by them should be prepared or not.

Any public body may or may not adopt this method – and adapt the following document in order to reflect the nature of their work.

The scoring system is not intended to be completely prescriptive or inflexible. On the contrary, it should be used to help with the task of deciding the way forward in each case. Even so, if you decide not to act in accordance with the scoring system, you should ensure that you can justify that decision.

Here is the scoring system:

1. The number of copies to be printed in a year:
 - 1 – 500: score = 1
 - 500 – 5,000: score = 2
 - over 5,000: score = 4
2. The target audience:
 - the general public: score = 15
 - a particular sector of the public score = 10
 - individuals representing specific fields score = 0
3. Will the form deal with a subject area or a part of Wales of particular interest with regard to Welsh? Or will it be aimed exclusively at areas with a high percentage of Welsh speakers?
 - yes: score = 10
 - no: score = 0
4. For how long will the form be used?
 - 0 – 6 months: score = 1
 - 6 months – 2 years: score = 2
 - over 2 years: score = 4
5. Number of words in the form:
 - 0 – 500: score = 4

- 500 – 1000: score = 3
- 1000 – 5000: score = 2
- over 5000: score = 1

6. Number of pages in the form:

- 1 – 5: score = 4
- 5 – 10: score = 3
- 10 – 20: score = 2
- over 20: score = 1

The score of all questions should be added – and compared with the following:

Decision on a **paper** version of the publication:

- 0 – 14 : there is no need to prepare a Welsh version
- 15 – 18 this score suggests that a Welsh version should be prepared, (but if not, a Welsh summary should be prepared instead)
- over 18 : a Welsh version needs to be prepared

Decision on an **electronic** version of the publication (to be included on the body's website etc). Please **ignore** questions 1 and 6 as you calculate this score:

- 0 – 11 : there is no need to prepare a Welsh version
- 12 to 14 this score suggests that a Welsh version should be prepared, (but if not, a Welsh summary should be prepared instead)
- over 14 : a Welsh version needs to be prepared.

Annex B: Welsh Language Board scoring system for publications

The purpose of this document is to offer a method which can be adopted by public bodies to assist them in deciding whether publish material in Welsh whether as bilingual documents or as separate Welsh and English versions.

Public bodies can adapt the following document to reflect the nature of their work.

The scoring system is not intended to be completely prescriptive or inflexible. On the contrary, it should be used to help with the task of deciding the way forward in each case. Even so, if you decide not to act in accordance with the scoring system, you should ensure that you can justify that decision.

Here is the scoring system:

1. The number of copies to be printed in a year for use in Wales:
 - 1 – 500: score = 1
 - 500 – 5,000: score = 2
 - over 5,000: score = 4
2. The target audience or status:
 - the general public (or high status): score = 15
 - a particular sector of the public (or medium status): score = 10
 - individuals representing specific fields (or low status): score = 0

(For instance, will it be a key document, central to your relationship with your stakeholders in Wales? Or will it attract considerable media attention in Wales? The **highest** possible points should be awarded. For example, a document aimed at *individuals representing specific fields*, but with *high status*, should receive 15 points, not 0 points.)

3. Will the publication be relevant to a subject area or a part of Wales of particular interest with regard to Welsh? Or will it be aimed exclusively at areas with a high percentage, or number, of Welsh speakers?
 - yes: score = 10
 - no: score = 0
4. For how long will the publication be used? **However, if the publication is a consultation document**, this question should be ignored and question 7 answered instead (because of the special nature and status of those documents):

- 0 – 6 months: score = 1
 - 6 months – 2 years: score = 2
 - over 2 years: score = 4
5. Number of words in the publication:
- 0 – 1000: score = 4
 - 1000 – 5000: score = 2
 - over 5000: score = 1
6. Best estimate of number of pages *in a single language version* of the publication:
- 1 – 10: score = 4
 - 10 – 20: score = 2
 - over 20: score = 1
7. (Question for **consultation documents only**). Dealing with a subject which is:
- Specialist / very technical: score 1
 - Fairly complex but of interest to many: score 2
 - Easy to understand / of general interest: score 4

The score of all questions should be added – and compared with the following:

Decision on a **paper** version of the publication:

- 0 – 14 : there is no need to prepare a Welsh version
- 15 – 18 this score suggests that a Welsh version should be prepared, (but if not, a Welsh summary should be prepared instead)
- over 18 : a Welsh version needs to be prepared

Decision on an **electronic** version of the publication (to be included on the body's website etc). Please **ignore** questions 1 and 6 as you calculate this score:

- 0 – 11 : there is no need to prepare a Welsh version
- 12 to 14 this score suggests that a Welsh version should be prepared, (but if not, a Welsh summary should be prepared instead)
- over 14 : a Welsh version needs to be prepared.

Decision on publishing as a **bilingual** document, or as separate Welsh and English versions

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

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

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

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

This advice on publishing a document bilingually, or as separate Welsh and English versions, does not apply to documents published on an organisation's website. By its very nature, an electronic Welsh document will be as equally accessible as its English counterpart, whether published as a bilingual PDF document, or as separate Welsh and English versions.

Apart from the above, the Welsh Language Board has published a *Guide to Bilingual Design* which can be found on its website

Annex C: Parole Board action plan

Section	Action	Success criteria	Responsible	Target date
Policy development and implementation	Ensure that staff and advisers involved in policy formulation are aware of our responsibilities under the Welsh Language Act.	Policies, initiatives and services are consistent with commitments made in the Scheme.	Head of Communications	January 2011
	Ensure that staff and advisers involved in providing services to the people in Wales are aware of our responsibilities under the Welsh Language Act.	Policies, initiatives and services are consistent with commitments made in the Scheme.	Head of Communications	January 2011
	Consult with Board members and the DOM for Wales to determine what guidance or training may be needed in relation to the use of the Welsh language for members who hear cases in Wales.	Hearings are held in Welsh effectively where required.	Director of Performance & Development	February 2011
Recruitment	Carry out an assessment of current capacity to conduct hearings in Welsh and whether the ability to do so would be a desirable attribute in some candidates. Then make recommendations to the MOJ for their recruitment process.	Hearings are held in Welsh effectively where required.	Director of Performance & Development	February 2011
Correspondence	Agree protocol with the Welsh Language Unit in HM Courts Service for translation services.	Correspondence in Welsh is responded to within the same timescales as other correspondence.	Head of Corporate Services	September 2010
	Issue guidance to staff on the use of the translation service once agreed.		Head of Communications	January 2011
Events	Issue guidance to staff as to when translation facilities are necessary for events in Wales.	Events in Wales will support Welsh speakers with translation facilities if requested in	Head of Communications	January 2011

		advance.		
Corporate identity	Develop a fully bilingual corporate logo for the Parole Board for use on correspondence, documents and publications to be written in Welsh and for events held in Wales.	Bilingual corporate logo is available for use in Welsh.	Head of Communications	January 2011
Publications and forms	Issue guidance to staff on when to consider using bilingual or Welsh publications and forms.	Publications and forms will be produced bilingually or in Welsh according to the Welsh Language Board scoring system.	Head of Communications	January 2011
Website	<p>Ensure that Welsh versions of publications, where required, are posted to the website as soon as possible after English versions.</p> <p>The Board along with other government departments is rationalising its websites and moving public facing content to DirectGov which is fully bilingual or to the MoJ site.</p>	The Board's website will include items in Welsh where those items are required to be in Welsh by other sections of the Scheme	Head of Communications	January 2011
Services delivered on behalf of the Board by other parties	Ensure that arrangements and contracts with third parties that relate to the provision of services to the public in Wales include specific measures related to the use of Welsh.	Ensure a consistent approach is taken to specifications for services.	Head of Finance	January 2011
Implementation and publication	<p>Co-ordinate implementation of the Scheme, to include:</p> <ul style="list-style-type: none"> • Issuing a press notice. • Making the Scheme available as a free bilingual document on our website. • Widely publicising the Scheme internally. 	Policies, initiatives and services are consistent with commitments made in the Scheme.	Head of Corporate Services and Head of Communications	January 2011
Monitoring the Scheme	Establish continuing arrangements to monitor performance	Ensure that the Scheme is fit for purpose.	Head of Corporate Services	January 2011

	<p>against the requirements of the Scheme.</p> <p>Provide the Welsh Language Board in December each year with a completed monitoring form evaluating performance in implementing the Scheme.</p> <p>After three monitoring forms review the operation of the Scheme and discuss its future operation with the Welsh Language Board.</p>		<p>Head of Corporate Services</p> <p>Head of Corporate Services</p>	<p>December 2011</p> <p>December 2013</p>
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