

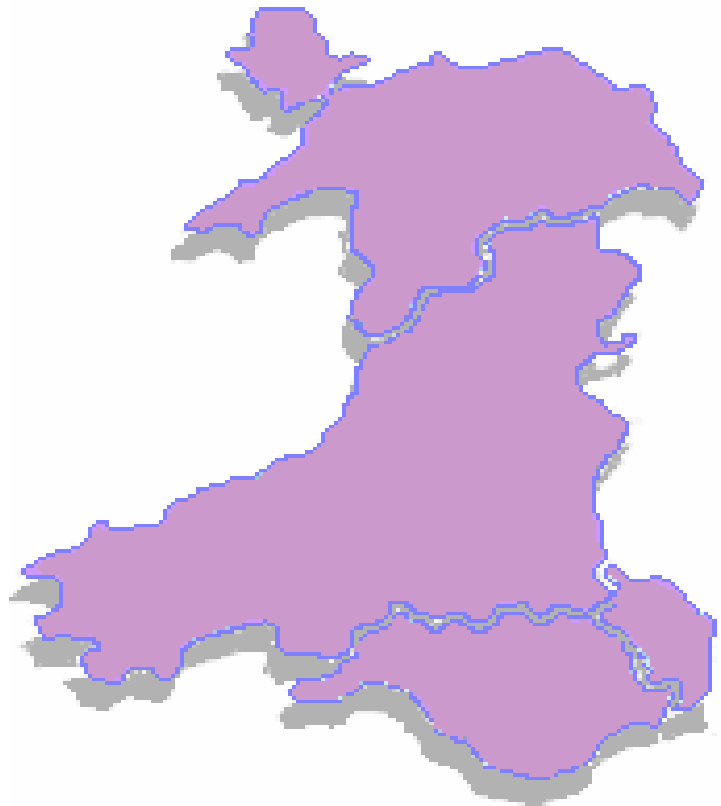
NOMS Gwasanaeth Cenedlaethol
Rheoli Troseddwyr

National Offender Management Service

NOMS Wales

Welsh Language Scheme

Prepared under the Welsh Language Act 1993



National Offender Management Service Wales Welsh Language Scheme prepared under the Welsh Language Act 1993

This Scheme has been prepared in accordance with Section 21(3) of the Welsh Language Act 1993.

NOMS Wales has adopted the principle that in the conduct of public business in Wales, it will treat the Welsh and English languages on a basis of equality. This Scheme sets out how NOMS Wales will give effect to that principle when providing services to the public in Wales.

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1. Introduction

The Scheme

This Scheme sets out how NOMS Wales will implement the principle established by the Welsh Language Act that in the conduct of public business in Wales, the Welsh and English languages should be treated on the basis of equality.

The Scheme is aimed at the public as a whole and those bodies involved in working with Welsh offenders.

NOMS Wales forms part of the Home Office and therefore comes under the umbrella of the Home Office Welsh Language Scheme. The Welsh Language Co-ordinator in the Communication Directorate is responsible for the over all co-ordination and monitoring of this Scheme. The address is:

Welsh Language Co-ordinator
Communications Directorate
Home Office
2 Marsham Street
London SW1P 4DF

The NOMS Wales Welsh Language Scheme has been prepared on a voluntary basis in recognition of the specific needs and expectations of NOMS Wales as an organisation working in Wales and for Wales .

The Director of Offender Management has overall responsibility for implementation of the Scheme; the Commissioning Manager has responsibility for day to day management of the scheme.

Contact details:

Email: romwales@noms.gov.uk
Tel: 02920 826684
Address: NOMS Wales
Room 2.10 (CP1)
Cathays Park
Cardiff
CF10 3NQ

The National Offender Management Service (NOMS) was inaugurated in April 2004. Its purpose is to bring together HM Prison Service and the National Probation Service, along with the Youth Justice Board, to establish a unified system of correctional services for England and Wales and clear accountability for reducing re-offending.

The NOMS goals, reflecting the priorities in the 'Five Year Strategy for Protecting the Public and Reducing Re-offending', are:

- Protecting the public by running safe and secure prisons and reducing the risk of harm by offenders managed in the community.
- Supporting the courts in imposing suitable sentences for appropriate offences and implementing those sentences.
- Firm and fair punishment, increasing compliance with community sentences and treating all offenders decently.
- Helping to cut crime through seamless offender management to reduce re-offending, working with a range of partners at local, regional and national level.
- Contributing to communities and society by increasing visible payback to the community and by supporting the victims of serious offences, and engaging local communities in the management and resettlement of offenders.

In common with other public services, NOMS has, as an additional goal, a requirement to achieve value for money. Its work in organising and supporting delivery contributes to ensuring the cost-effectiveness of the services it commissions and provides.

NOMS is organised on a regional basis, with nine offices in England and one in Wales (NOMS Wales) under the direction of the Director of Offender Management Wales who oversees the management of offenders in prison and in the community. This regional approach means that NOMS Wales is better placed to respond to the needs of Wales and its people and to forge closer ties with local authorities, the Welsh Assembly Government and with public, private, voluntary, faith and community organisations.

The Director of Offender Management Service Wales has overall responsibility for reducing re-offending in the country. The role includes developing Service Level Agreements and contracts to provide services and developing policy in all devolved matters, in close cooperation with appropriate Welsh Assembly Government and UK government departments and agencies.

NOMS covers a number of organisations, including the prison and probation services. A range of organisations from all sectors work with NOMS to contribute

to its goals by providing services which include offender management, custody, community punishment and programmes and interventions. In addition the Chief Executive of NOMS has oversight, on behalf of Ministers, of the Youth Justice Board for England and Wales; an executive non-departmental public body.

At May 2007 the NOMS Wales team comprises of eighteen members of staff; twelve are located within the Welsh Assembly Government building in Cathays Park, Cardiff and five are based in the Controllers Office at HMP/YOI Parc in Bridgend.

2. General Principles

Equality

In providing services in Wales, we are committed to the principle that we will treat the English and Welsh languages on a basis of equality. This applies to the services that we provide ourselves and to those provided by others on our behalf.

The delivery and standard of service

All the policies in this Scheme are being implemented currently or are included in the action plan at Annex A.

We are committed to delivering an equally high standard of service in English and Welsh. We aim for consistency in the standard of our services regardless of whether those services are delivered in English or in Welsh.

We will monitor the delivery and standard of our service.

Planning of services

In the planning of our services, we are committed to taking close account of the need to provide equally for English and Welsh speakers.

New policies and procedures

As part of the formulation process, all new policies and initiatives will be assessed to identify and appropriately address any adverse impact they may have on compliance with NOMS Wales Welsh Language Scheme. All new policies and procedures will promote use of the Welsh Language where possible.

The implementation of policies and initiatives will enable NOMS Wales to progress towards achieving the objectives of this Scheme, and every opportunity will be taken to move closer to implementing the principle of equality.

NOMS Wales will consult the Welsh Language Board 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 Welsh Language Board's agreement.

3. NOMS Wales Relationships With Others: Commissioning Services, Reducing Re-Offending Pathways Offender Management Implementation and Alliances

NOMS Wales will apply the principle of equality for both English and Welsh to all our work, providing bilingual provision and services whenever they are required under this Scheme.

NOMS Wales is responsible for commissioning services through the four Probation Areas in Wales of North Wales, South Wales, Dyfed-Powys and Gwent and with the three public prisons in Wales of HMP Cardiff, HMP Swansea and HMP Usk/Prescoed through Service Level Agreements and directly manages the contract with the private prison, HMP Parc. NOMS Wales is tasked to work with the public, voluntary and community and private sector to reduce re-offending and through the Reducing Re-Offending Pathways undertakes extensive consultation and work to achieve its aims. The "end-to-end management" of offenders through the Offender Management Model is a key area of work and involves close working relationships with prison and probation. In addition to this work NOMS Wales is taking forward the Alliance agenda through Corporate, Civil and Faith and Voluntary and Community Sector Alliances which involves extensive engagement with the public, business, public sector organisations and the faith, voluntary and community sector. Publications and information relating to the work undertaken by NOMS Wales with others and publications will be available on our website <http://homeoffice.gov.uk/noms-region/wales>.

Service Level Agreement Considerations

In considering Service Level Agreements or potentially future contracts; NOMS Wales will include measures to ensure all organisations apply the principle of equality for both English and Welsh within Service Level Agreements and/or contracts and will put in place monitoring mechanisms to ensure equally high quality services are delivered in Welsh and English. NOMS Wales will request

copies of the Welsh Language Schemes or policies of relevant organisations to ensure due commitment to providing services in Welsh.

Key questions for NOMS Wales work streams in the context of our Welsh Language Scheme

In the work undertaken by NOMS Wales with all organisations including those commissioned, joint commissioned and co-commissioned the following requirements will be made:

- Service users are able to access services in the language of their choice
- Providers give consideration to linguistic requirements of employees, key stakeholders and service users when delivering their services and conducting their business
- The activities and services of providers reflect the linguistic profile of the area it serves and the linguistic links that exist between the provider, the community and all stakeholders
- Providers demonstrate leadership in promoting these linguistic principles and in ensuring service users can achieve services that achieve their linguistic needs and preferences.

4. The Standard of our Welsh Language Service

We aim to deliver a high quality bilingual and 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;
- publish our Welsh Language Scheme to ensure understanding and openness;
- act with courtesy and helpfulness at all times;
- set clear guidelines for dealing with the Welsh-speaking public;
- identify clear lines of contact for the public with NOMS Wales to aid further understanding, promote improvements and draw attention to shortcomings in the policy's implementation;
- ensure the availability of staff who can speak Welsh;
- undertake the regular review of the effectiveness of the Welsh language service and set targets for improvement; and
- monitor our performance in providing high quality services.

In applying the principle of equality for both English and Welsh to all our work we will:

- provide bilingual provision and services whenever they are appropriate and ensure that all our work takes account of linguistic and cultural issues;
- give close attention to the linguistic and cultural dimensions in the development and implementation of all our work and publications consulting widely on their content;
- consult with the organisations that we work with, note the language used in their first contact, and consider local circumstances such as their policies, staffing and current practice;
- 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 Assembly Government's requirements and initiatives, are conducted bilingually as appropriate;
- conduct NOMS Wales initiatives aimed at raising awareness of the factors contributing to effectiveness and efficiency in all aspects of work and promoting the raising of standards bilingually;
- ensure that information is gathered about each potential providers compliance with the Welsh language requirements in their contracts;

- monitor through Service Level Agreements and/or contracts compliance with Welsh language requirements
- examine Service Level Agreements and/or contract monitoring outcomes to ensure compliance; and
- maintain regular dialogue with the Welsh Language Board about our work and consult with its representatives on matters of mutual interest.

5. NOMS Wales Welsh Language Service

Corresponding with the public

We welcome written communication in Welsh or English. Correspondence which we initiate about matters which have a general application in Wales will be bilingual.

To achieve this we will:

- ensure that all correspondence is answered in the language in which it was received. All personal correspondence will be written in the language used by the person receiving the letter if this is known. Where the preferred language is not known, the initial letter will be bilingual.
- Correspondence will be initiated in Welsh with those who are known to prefer corresponding through the medium of Welsh; and
- ensure that the same timescales shall apply to NOMS Wales response in Welsh and English.

Telephone and face-to-face communication with the public

Any person contacting us by telephone is welcome to do so in Welsh or English. Everyone will be greeted bilingually. They can expect to be transferred, if they so wish, to a member of staff able to converse with them in Welsh. Visitors to NOMS Wales offices will receive a similar service.

To achieve this we will:

- ensure that all staff have been instructed to give a bilingual greeting; and
- ensure that where Welsh speaking staff are not present, the offer will be 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 continuing the call in English or writing to us in Welsh.

Information and communications technology

We encourage and welcome the use of Welsh and English in electronic communication.

To achieve this we will:

- ensure that any new software, and our new website, is compatible with the Scheme and our commitment to providing services in Welsh and English.

Public meetings

When arranging meetings involving members of the public we will consider the practical arrangements required to ensure that everyone can speak in the language of his or her choice.

To achieve this we will:

- ensure that when arranging meetings with members of the public, consideration is given to the practical arrangements necessary to ensure that every person in attendance has the choice of speaking in Welsh or English.
- in order to identify the requirement for a bilingual public meeting, consideration should be given to the linguistic profile of the area in which the meeting is being held. In areas of low concentration of Welsh speakers, any materials used to provide notice of a meeting will state that translation facilities can be provided if requested in advance.

NOMS Wales meetings and conferences

Members of the public are welcome to speak in Welsh or English at meetings and conferences hosted by NOMS Wales.

To achieve this we will:

- arrange for translation, particularly in open discussion sessions; and
- provide opportunities for choice of group discussion in Welsh and in English, so that all present can contribute in the language of their choice.

Corporate identity

NOMS Wales name, address and logo will be bilingual and used in all publications/references/presentations. Information signs in and around NOMS Wales offices will be bilingual, with both languages given equal prominence in terms of format, size, quality and legibility. To achieve this we will:

- ensure that letter headings, compliment slips, cover sheets (fax and others), staff business cards, email signatures and similar items will be bilingual and the two languages afforded equality in terms of format, size, quality, legibility and prominence; and
- ensure that all new or replacement signs will be bilingual.

Publications

All members of the public will be able to read those publications of NOMS Wales that have an all-Wales relevance in the language of their choice. NOMS Wales will enquire in advance the language in which institutions would prefer to receive their reports and to provide reports accordingly.

To achieve this we will:

- ensure that NOMS Wales reports published bilingually have a bilingual format; separate Welsh and English versions of texts will only be published if this format is more appropriate in particular circumstances, for example, where a bilingual format will render a document unwieldy. All material will be published simultaneously and issued together. Both versions will state clearly that the report is available in the other language.

Press notices

Press notices about all aspects of our work will be issued in English and Welsh. Notices will be distributed to English-medium and Welsh-medium media centres in Wales. To achieve this we will:

- provide office instructions to ensure that all press notices and releases are issued bilingually and monitor compliance.

Publicity material

All publicity material, in print or other format, and including exhibition material, will be produced bilingually.

To achieve this 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.

Recruitment

Recruitment advertisements for all posts within NOMS Wales will be in English and Welsh and shown together. Both languages will be afforded equality in terms of format, size, quality, legibility and prominence. Where Welsh language skills are deemed essential requirements of the post and circulation of the

newspaper and magazine, an advertisement may appear in one language only (for example the Welsh language press where it will be in Welsh only).

To achieve this we will:

- publish our advertisements for posts in accordance with our policy and monitor them to make sure that they are produced and published in accordance with our requirements.

Services delivered on NOMS Wales behalf by others

NOMS Wales 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 re-offending.

Through its work in commissioning, Reducing Re-offending Pathways, and implementation of Offender Management, NOMS Wales works with many partners and certain services may be provided through sub-contracting arrangements. To ensure that providers who are working with NOMS Wales 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 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. Through the terms of the Service Level Agreement and/or contract/sub contract we are able to ensure that the provider implements the relevant sections of our Language Scheme.

Partnerships –

NOMS Wales works in partnership with public bodies, the Faith Voluntary and Community Sector and the private sector. In working with others NOMS Wales will adopt the following approaches:

- when responsible for the strategic and financial leadership of a partnership, NOMS Wales will ensure that the public provision is compliant with its own Language Scheme;

- when involved in a partnership led by another body, NOMS Wales will ensure that its own input to the partnership is compliant with the Language Scheme and will encourage the other parties to do likewise; and
- when operating through co-commissioning, NOMS Wales will encourage all co-commissioners to have in place a Welsh Language Scheme or to adopt its language policy. When operating publicly through a co-commissioning arrangement, NOMS Wales will operate in accordance with its own Language Scheme.

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

6. Implementing the Scheme

The leadership and management of the Scheme

We will give high status to our Language Scheme and aim to implement it well. To achieve this we will:

- ensure that the responsibility of the Director of Offender Management Service in Wales for the Scheme is delegated to a named Senior Manager who takes responsibility for the day-to-day operation of the Scheme and reports on it to the Director of Offender Management Service Wales regularly;
- secure liaison between the Senior Manager and representatives from other work streams to facilitate the implementation of the Scheme and to monitor its effectiveness;
- involve a working group representative of all NOMS Wales staff which has been approved by the Director of Offender Management Service Wales in the review and development of the Scheme; and
- set up suitable monitoring arrangements.

Staffing

NOMS Wales will aim to have a sufficient number of bilingual staff to carry out its business in line with the requirements of this Scheme.

To achieve this objective we will:

- to assess the organisations' staffing needs to meet the requirements of the Scheme, we will consider the Welsh Language skills requirements of

different posts within the organisations. This will be followed by an audit of the skills of staff currently in those posts.

- monitor the language capacity and language awareness of NOMS Wales staff to make sure that we have the bilingual skills to meet the requirements of this Scheme;
- determine contingency arrangements to deal with Welsh language correspondence or calls at times of shortfalls in bilingual resources in NOMS Wales;
- signal in recruitment literature where it is essential or desirable for those applying to be able to work bilingually. In the event where a Welsh speaker can not be found to fill a post for which Welsh language skills are deemed essential we will make a temporary appointment and re-advertise the post after a period of time or re-arranging the responsibilities of staff for a short period of time before re-advertising is preferable to appointing a non-Welsh speaker with an undertaking to learn Welsh.
- employ a sufficient number of bilingual staff to enable Welsh language work to be carried out effectively and efficiently and to the set timescales;
- prioritise the training needs of staff in the light of the need to meet the requirements of this Scheme;
- secure training for Welsh-speaking staff to enhance their speaking and writing skills in Welsh so as to enable them to prepare and contribute to meeting our objectives; and
- secure training for non-Welsh-speaking staff who wish to learn Welsh.

When recruiting staff, the Director of Offender Management, Wales considers the Welsh language capacity of current staff and advertises accordingly. In the event of a non-Welsh speaker being appointed to a post where the ability to speak Welsh is considered essential, a condition of employment will be that NOMS Wales will provide the resources and support to enable the person to learn the language to the required level within a reasonable agreed period.

When considering if Welsh language skills are essential the following criteria will be applied:

- Amount of contact with public
- Current skills levels within the department
- Current skills levels within the location/office

Welsh Language may be deemed 'desirable' for some posts in order to develop the organisation's capacity to deliver Welsh.

At May 2007, of the 18 members of staff employed by NOMS Wales 1 individual is a fluent Welsh speaker.

Welsh language training for staff

Training will be offered to all staff, including non-Welsh speaking members of staff, to develop or enhance their speaking and writing skills in Welsh.

To achieve this we will:

- support staff who wish to attend courses at appropriate centres to improve their speaking/writing skills;
- provide in-house training for improving accuracy in writing; and
- take into account the training needs identified during induction and subsequently in appraisals, to plan language development courses for staff in accordance with their requests and with the needs of NOMS Wales.

To date, 67% of staff has received training for basic telephone skills¹. Our aim is for 100% of staff to receive this training.

Support to staff in implementing the Welsh Language Scheme

We will provide support to staff in implementing our Welsh Language Scheme.

To achieve this we will:

- issue all staff with a copy of the Language Scheme;
- give staff an opportunity to respond to a draft;
- provide instructions/guidance to support the following aspects of the Scheme;
- communicating with the public (telephone and face to face contact);
- implementing NOMS Wales bilingual publications practice;
- providing Welsh language training opportunities including language awareness courses; and
- data collection, storage and retrieval and the production of bilingual material on IT systems.

Translation services

We will secure effective translation services of a high quality which enable us to meet the requirements of the Scheme.

To achieve this we will:

- monitor the achievement of agreed time targets; and

¹ Training delivered by the University of Glamorgan

- evaluate the quality of the translations produced and provide feedback to the translation service.
- ensure any translators commissioned to undertake translation work on behalf of NOMS Wales are members of the Welsh Association of Translators and Interpreters.

7. Monitoring the Scheme and Publishing Information

The following reporting structure will be adopted during the first three years of Scheme implementation:

1. Internal progress reports will be prepared and submitted to the Senior Management Team on a quarterly basis. Progress reports will include performance data against the performance indicators outlined at Annex B. These performance indicators reflect those developed by the Welsh Language Board.

2. NOMS Wales will prepare an Annual Monitoring Report which will enable the organisation to achieve the following objectives:

- measure if NOMS Wales is complying with the Scheme;
- measure the quality of the Welsh medium service;
- measure the effectiveness of its Scheme management procedures;
- measure the sufficiency of NOMS Wales' 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.

3. Following the Senior Management Team's approval, a copy of the official report will be sent to the Welsh Language Board.

4. In the third year of the Scheme Implementation, NOMS Wales will review and update its Welsh Language Scheme and produce a revised document. NOMS Wales 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 Wales' 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 NOMS Wales believes should be included in the revised Scheme.

8. Publicising the Scheme

We will ensure that people are aware of our Scheme.

To achieve this we will:

- make prominent reference to its development and main features in the corporate or annual plan;
- publish the Scheme itself and issue a press notice on its publication;
- distribute leaflets/handouts describing the main features of the Scheme to our stakeholders
- publish it on the NOMS Wales website once it is developed.

9. Suggestions for improving the Scheme

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

10. Complaints

All complaints will be dealt with according to the timetable agreed in the Home Office published complaints procedure as it applies to NOMS Wales.

To achieve this we will: consider complaints, seek evidence and make recommendations about changes to our practices and internal guidance as necessary.

The initial contact for complaints regarding the NOMS Wales Welsh Language Scheme is the Director of Offender Management, Wales at romwales@noms.gov.uk

NOMS Wales
Room 2.10 (CP1)
Cathays Park
Cardiff
CF10 3NQ

Action Plan for Implementation of NOMS Wales' Welsh Language Scheme

Annex A

Section	Action	Success Criteria	Responsible	Target Date
<u>3. NOMS Wales Relationships with Others:</u>	We will apply the principle of equality for both English and Welsh languages in all our work.	Alertness to the implications of all new policies and initiatives; regular liaison with the WLB; our advice takes account of Welsh-medium and bilingual issues.	Commissioning Manager/Welsh Language Lead	Ongoing
<u>4. The Standard of our Welsh Language Service</u>	We aim to deliver a high quality bilingual and 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.	Evidence of consultation on needs and suitable response made; evidence of equal treatment; clear guidelines on standards of service; policy development in the light of feedback; positive feedback from service users; and no substantiated complaints received.	Commissioning Manager/Welsh Language Lead	01/07/07
<u>5. NOMS Wales Welsh Language Service</u>	<p>All correspondence will be answered in the language in which it was received</p> <p>Any person contacting us by telephone is welcome to do so in Welsh or English. Everyone will be greeted bilingually. They can expect to be transferred to a member of staff able to converse with them in Welsh.</p> <p>We encourage and welcome the use of Welsh and English in electronic communication and will ensure that our website is bilingual.</p> <p>Ensure that all new or replacement signs will be bilingual.</p> <p>Press notices about all aspects of work will be issued in English and Welsh. Notices will be distributed to English-medium and Welsh-medium media centres in Wales.</p>	<p>Desk instructions in place; monitoring indicates compliance; and no substantiated complaints received.</p> <p>There is one Welsh speaker within the NOMS Wales team however to enhance our ability to respond in Welsh a protocol will be put in place between NOMS Wales and the Department for Social Justice & Regeneration to provide NOMS Wales with access to a Welsh speaker employed by the Welsh Assembly Government should any person wish to communicate with the NOMS Wales team in Welsh. This arrangement will include commitment to responding to the individual within the timescales outlined at para 5. A process for monitoring and reviewing the quality of the service is established and maintained.</p> <p>Staff induction and training in place; and updated desk instructions available and in use.</p> <p>Bilingual website set up for NOMS Wales.</p> <p>All new signage is bilingual</p> <p>NOMS Wales protocol for issuing press releases is agreed, including an outline of the process of issuing a press notice and a list of appropriate English-medium and Welsh-medium media centres in Wales to be used to</p>	<p>Business Manager</p> <p>Business Manager</p> <p>Business Manager</p> <p>Business Manager</p>	<p>01/07/07</p> <p>01/07/07</p> <p>01/08/07</p> <p>01/07/07</p> <p>01/07/07</p>

Section	Action	Success Criteria	Responsible	Target Date
	<p>Publish recruitment advertisements for posts in NOMS Wales in English and Welsh shown together. Both languages will be afforded equality in terms of format, size, quality, legibility and prominence.</p> <p>Provide written procedures for staff who are involved with Service Level Agreements and/or contract/sub-contract arrangements</p>	<p>carry the press notice.</p> <p>Office instructions in place to ensure all press notices are issued bilingually. A process for monitoring and reviewing the quality of the process is established and maintained.</p> <p>All recruitment materials and advertisements meet the scheme requirements.</p> <p>Written procedures in place</p>	<p>Business Manager</p> <p>Business Manager</p> <p>Commissioning Manager</p>	<p>01/08/07</p> <p>01/08/07</p> <p>01/07/07</p>
<p>6. <u>Implementing the Scheme</u></p>	<p>NOMS Wales will have on its staff a sufficient number of bilingual staff to carry out its business in line with the requirements of this scheme and within timescales.</p> <p>Training will be offered to develop the ability of all staff to operate through the medium of Welsh.</p> <p>We will provide support to staff in implementing our Welsh Language Scheme.</p> <p>Provide instructions/guidance to support aspects of the Scheme including communicating with the public, implementing NOMS Wales publications practice, providing Welsh Language training opportunities and data collection, storage and retrieval and the production of bilingual material on IT systems.</p> <p>This scheme is consulted by members of the NOMS Wales team when conducting Equality Impact Assessments.</p>	<p>Staff are appointed and trained to enable NOMS Wales to meet the requirements of this.</p> <p>Basic communication training is provided to all members of the NOMS Wales team to achieve all members of staff having the necessary skills to greet all individuals bilingually (Para 5).</p> <p>Members of the NOMS Wales team are offered the opportunity to develop their Welsh language skills further. Additional, on-going training is provided to those members of staff.</p> <p>Staff who wish to learn Welsh, to improve on their current competence or to become more confident in their writing in Welsh are given opportunities to upgrade their language skills.</p> <p>Training, desk instructions and personal support to staff available.</p> <p>Training, desk instructions and personal support to staff in place.</p> <p>Scheme is consulted and requirements are incorporated into the Equality Impact assessments</p>	<p>Business Manager</p> <p>Business Manager</p> <p>Business Manager</p> <p>Business Manager</p> <p>Welsh Language lead</p>	<p>01/07/07</p> <p>01/07/07</p> <p>01/07/07</p> <p>01/07/07</p> <p>01/07/07</p> <p>01/07/07</p>

Section	Action	Success Criteria	Responsible	Target Date
7. <u>Monitoring the Scheme and Publishing Information</u>	We will monitor our performance in meeting the commitments made in this scheme with the aim of improving its effectiveness. We will publish information comparing performance with standards and targets set out in Annex B of this scheme.	Robust monitoring arrangements are in place which result in service improvement and public satisfaction with the Welsh Language Scheme.	Commissioning Manager/Welsh Language Lead	01/07/07 with quarterly review
8. <u>Publicising the Scheme</u>	We will ensure that people are aware of our scheme. Make prominent reference to its development and main features in the corporate or annual plan.	Use of website: feedback from the public; high levels of awareness amongst staff and clients/customers of the content of the scheme; and no substantiated complaints received.	Director of Offender Management	Waiting on action from headquarters
10. <u>Complaints</u>	All complaints will be dealt with according to the timetable agreed in the Ministry of Justice published complaints procedure.	A system is established which is compliant with the Ministry of Justice complaints procedure. A process for monitoring and reviewing the quality of the process is established and maintained. All complaints are dealt with in line with the Ministry of Justice complaints policy.	Business Manager	01/07/07

PERFORMANCE INDICATORS

Commissioning and contracting

Number and % of the sample of Third parties monitored that conform to the requirements of the Welsh Language Scheme

This indicator places a focus on joint working with other organisations, and its importance will increase with time. The intention is not to monitor all contracts, but a sample of contracts to be agreed with the Welsh Language Board on an annual basis

Frontline services

Number and % of posts that have been denoted as 'Welsh essential' or 'Welsh desirable' and have been filled by staff who are bilingual

This indicator places a focus on customer care at a key point of public interface

Human resources – skills

- a) the number and % of staff who have received training in Welsh to a specific qualification level

Demonstrate ability to provide services bilingually

- b) The number and % of staff who have received language awareness training

This is concerned with standard of service

Human resources – equality & diversity

The number and % of staff that is able to speak Welsh:

- According to department
- According to post grade
- According to workplace, office and centre in the main area offices

This indicator is concerned with the capacity of an organisation to offer language choice when providing a service. Capability in Welsh will be based upon the census self-selection criteria.

The standard of Welsh language services

Number of complaints received in relation to the operation of the language scheme and the % dealt with in accordance with the organisation's corporate standards

Standard of service