



The Planning Inspectorate  
Yr Arolygiaeth Gynllunio

# Welsh Language Scheme

Prepared under the Welsh Language Act 1993  
March 2010



The Planning Inspectorate  
Yr Arolygiaeth Gynllunio

## The Planning Inspectorate Executive Agency

### Welsh Language Scheme

The Planning Inspectorate's Welsh Language Scheme  
was prepared in accordance with section 21  
of the Welsh Language Act 1993.

This revised Scheme was approved by the Welsh Language Board,  
under section 16 of the Welsh Language Act 1993,  
on 31 March 2010.



BWRDD YR IAITH  
GYMRAEG • WELSH  
LANGUAGE BOARD

<b>CONTENTS</b>	Page
<b>Statement</b>	iii
<b>1. Introduction</b>	<b>1</b>
<b>2. Service Planning and Delivery</b>	<b>3</b>
2.1 New Policies and Initiatives	3
2.2 The Delivery of Services	3
2.3 The Standard of Service in Welsh	4
<b>3. Dealing with the Welsh Speaking Public</b>	<b>5</b>
3.1 Written and Electronic Communications	5
3.2 Decision Letters and Reports	5
3.3 Telephone Communications	6
3.4 Face to Face Communications	6
3.5 Public Meetings, Inquiries, Hearings and Site Visits	7
3.6 Other dealings with the Public	7
<b>4. The Inspectorate's Public Face</b>	<b>8</b>
4.1 Corporate Image	8
4.2 Presentations	8
4.3 Publications	8
4.4 Forms	9
4.5 Press Notices	9
4.6 Public Notices and Recruitment Activities	9
4.7 Advertising and Publicity Activities	9
4.8 Website	10
<b>5. Operating the Scheme</b>	<b>11</b>
5.1 Staffing	11
5.2 Recruitment	11
5.3 Learning Welsh	12
5.4 Vocational Training	12
5.5 Welsh Language Awareness Training	12
5.6 Iaith Gwaith (Working Welsh Badges)	12
5.7 Administrative Arrangements	13
5.8 Services Provided on Our Behalf by Other Parties	13
5.6 Translation Service	13
<b>6. Implementing and Monitoring</b>	<b>14</b>
6.1 The Full Approval of the Planning Inspectorate	14
6.2 Monitoring	14
<b>7. Publicising the Scheme</b>	<b>16</b>
<b>8. Complaints and Comments</b>	<b>17</b>
<b>9. Timetable</b>	<b>18</b>

## Statement

This Scheme sets out how the Planning Inspectorate (the Inspectorate) will give effect to the Principle established by the Welsh Language Act 1993 that, in the conduct of the public businesses and the administration of justice in Wales, the English and Welsh language should be treated on a basis of equality.

It specifies the measures the Inspectorate proposes to take to achieve this, in respect of the provision of services to the public in Wales. It represents what is both appropriate in the circumstances and reasonably practicable.

Language Equality has become increasingly important at Welsh, UK and European levels. The Inspectorate will ensure that the implementation of this revised Scheme cross references with other national and international legislation, regulations and guidelines in terms of language including, but not limited to, the following:

- The European Charter for Regional and Minority Languages – a charter governed by the European Council and signed by the UK Government;
- Clause 32 of the Local Government Act;
- The Assembly Government Welsh Language Scheme;
- The Local Government Equality Standard; and
- Iaith Pawb – The Welsh Assembly Government’s National Action Plan for a Bilingual Wales.

# 1. Introduction

- 1.1 The Planning Inspectorate is an Executive Agency of the department for Communities and Local Government and the Welsh Assembly Government. Our mission for the Inspectorate is to use our impartial expertise in planning and land use to help shape well-planned environments and deliver sustainable development.
- 1.2 We employ over 650 people; our headquarters are located in Bristol where most of our senior management and administrative staff are based but the Director for Wales is based in Cathays Park, Cardiff, together with a team of around 20 administrative staff who handle the casework for Wales.
- 1.3 In addition, there are around 300 Salaried Planning Inspectors working from home – 20 of whom belong to a group that works mainly in Wales – conducting public inquiries and hearings and carrying out site visits into a wide range of matters under town and country planning and other legislation. We also offer work to around 100 Inspectors on a contract basis.
- 1.4 The wide range of our work covers appeals and other casework involving planning, housing, environmental, highways and allied legislation. Most of the Inspectorate's work arises from general planning appeals, enforcement appeals and development plan examinations.
- 1.5 The work of the Inspectorate in Wales has increasingly diverged from that in England; the Welsh Assembly Government has created a separate Welsh planning policy framework. Whilst primary legislation is largely the same, the Planning and Compulsory Purchase Act 2004 contains specific provisions for Wales, including Part 6 that lays the foundations for the new Local Development Plan system that is distinctly different from the Local Development Frameworks in England. It is likely that future primary legislation will also contain specific and distinct provisions for Wales. The importance of the Welsh language as enshrined in the Welsh Language Act is a unique feature of the planning system in Wales.
- 1.6 The Welsh Assembly Government believes that services in the Welsh language should be an inseparable part of the delivery of public services in Wales. The Inspectorate implements that policy in fulfilling its public service functions in Wales. The Inspectorate aims to deliver an equally high standard of service to its customers through the medium of both languages, and will aim to ensure that facilities are available so as to ensure completeness and consistency in the standards of service provided to its Welsh speaking customers. The Inspectorate will implement this policy by adopting the following principles so that customers in Wales can conduct their business with us in the language of their choice:
  - It is recognised that our customers can express their views better in their preferred language of communication;
  - We acknowledge that welcoming our customers to use their preferred language is a matter of good practice and customer care; and

- It is expected that in the spirit of equality expressed in the Welsh Language Act, our customers have the right to choose whether they wish to communicate with us and our Planning Inspectors in English or Welsh.

1.7 For more information on the work we do, please visit our website at [www.planning-inspectorate.gov.uk](http://www.planning-inspectorate.gov.uk).

## 2. Service and Planning

### 2.1 New Policies and Initiatives

- 2.1.1 The policies, guidance and services for which we are directly responsible are delivered consistent with this scheme, with the principles adopted by the Inspectorate and follow the requirements of the 1993 Welsh Language Act. The Inspectorate commits itself not to amend this revised Welsh Language Scheme without prior consultation with the Welsh Language Board, nor to amend the revised Scheme, if it affects the schemes of other institutions.
- 2.1.2 When the Inspectorate plans and formulates new policies or initiatives we will assess the linguistic consequences to make sure that they meet the commitments given in this scheme. The Inspectorate will use new policies and initiatives to facilitate the use of Welsh wherever possible and to move the Inspectorate closer to implementing the principle of equality at every opportunity. The Inspectorate will ensure that measures contained in this scheme are applied to new policies or initiatives when they are implemented.
- 2.1.3 Staff involved in formulating and implementing new policies and initiatives are made aware of the requirements of the Welsh Language Act 1993 and the Welsh Language Scheme. Guidelines are issued to staff concerning the likely impacts of the new proposals on the scheme and the steps required to ensure that these measures are complied with.
- 2.1.4 The Inspectorate is committed to operating within the terms of the scheme and Directors are responsible to the Chief Executive for its success. The Director for Wales has been given overall responsibility for ensuring the implementation of the Scheme, for monitoring its operation and for reporting on it to the Management Board.
- 2.1.5 The Director for Wales is responsible for implementing aspects of the scheme, ensuring that the Branch delivers services in line with the scheme. Staff - including new recruits – receive detailed guidance on the use of Welsh in the Planning Inspectorate and the implications of this scheme. Guidance is also provided to Local Planning Authorities (LPAs) and Planning Inspectors on our expectations for the conduct of dealing with the public.

### 2.2 Delivery of Services

- 2.2.1 It is the Inspectorate's aim to provide a consistent and reliable service for Welsh speakers in all our work. We have set up a small team of staff to deliver the service to Welsh speakers and have a contract with a translation firm. Some of the services we provide are delivered by the Inspectorate in Bristol (e.g. Human Resources, Finance, IT etc.) and we have arrangements in place in order that they observe and implement the commitments in this scheme:

- New entrants are supplied with a copy of the Scheme as part of their orientation;

- Other areas of the Inspectorate which carry out work in Wales (e.g. when providing Inspectors for Local Development Plan (LDP) Examinations and Inspectors provided for Rights of Way work in Wales etc.) abide by the commitments in this Scheme; and
- Staff are advised to contact the Inspectorate in Cardiff with any queries regarding the use of the Welsh language.

2.2.2 In relation to services delivered on our behalf by LPAs we will encourage them to respond positively to the Act to facilitate the use of Welsh and delivering a bilingual service. Our facilities note to LPAs includes a reference to this scheme and any face to face meetings will emphasise the Inspectorate's commitment to treat the Welsh and English languages in a way which respects the principle of equality.

## **2.3 The Standard of Service in Welsh**

2.3.1 The Inspectorate welcomes dealings in Welsh and English and aims to provide an equally effective standard of service in both languages.

The principle of delivering an equally high service in both languages will be stated in key documents such as our annual report and business and corporate plan.

2.3.2 The Inspectorate's aim is to provide a high standard of service and customer care in every aspect of its work in accordance with the commitments contained in this scheme.

All charter standard targets will apply to both languages and the standards and their implementation will be closely monitored. We aim for consistency in the standard of our services, regardless of whether those services are delivered in Welsh or English.

## 3. Dealing with the Welsh Speaking Public

### 3.1 Written and Electronic Communications

3.1.1 We welcome letters and electronic mail in Welsh and English:

- When someone writes to us in Welsh we will reply with a signed letter in Welsh.
- Our target times for replying to letters in Welsh are exactly the same as for replying to letters in English.
- When we write a letter to an individual, a group or organisation which we know works mainly in Welsh or prefers to receive letters in Welsh, we will write in Welsh.
- When we send a standard letter to several individuals or organisations, the letter will be bilingual unless we know that all recipients would prefer to receive it in English only or Welsh only.
- We will initiate correspondence in Welsh following face-to-face or telephone conversations in Welsh unless we know that the recipient would prefer to receive correspondence in English.
- We keep a database, regularly updated, of customers preferring to receive communications in Welsh.
- To facilitate corresponding with our customers in Welsh the Inspectorate has a contract with a translating firm and this facility is made available to all members of staff.

3.1.2 When we correspond via e-mail the same principles will apply as with paper correspondence.

### 3.2 Decision Letters and Reports

3.2.1 The principles set out in the preceding paragraphs apply equally to decision letters issued by the Inspectorate on such matters as town and country planning, housing, environment, highways and allied legislation. These will be translated into Welsh when sent to an individual or organisation where the initial contact was made in Welsh or where that individual or organisation has subsequently requested a Welsh decision letter. In addition, the decision letter will be issued bilingually if significant representations (e.g. main parties, 3<sup>rd</sup> parties or 20+ individuals) were made in both languages during the Inquiry or Hearing or in a written representations case. If a decision letter is issued bilingually, the two language versions will be issued together.

3.2.2 The Inspectorate also provides Inspectors to examine the soundness of Local Development Plans (LDPs) produced by LPAs. We will make arrangements with the LPA for translation facilities to be available at the event if anyone wishes to speak in Welsh. We will seek to appoint a Welsh speaking Inspector, if one is available who also has the necessary skills and experience

in conducting LDP examinations. Arrangements will also be made, in cooperation with the LPA, to provide a Welsh version of the Inspector's report if requested.

### **3.3 Telephone Communications**

#### **3.3.1 We welcome telephone enquiries in Welsh.**

- The Welsh Assembly Government's switchboard staff answer with a bilingual greeting on the bilingual line (a service for both Welsh and English speakers) and in Welsh only on the Welsh line (a Welsh speaking service only). However, the Planning Inspectorate does not have a central switchboard. If the caller wishes to speak Welsh, the operator will try to connect the call to a Welsh speaker in the Inspectorate to deal with the enquiry. If no Welsh speaker is available and able to deal with the enquiry, the caller will be given the choice of a Welsh speaker phoning back within 24 hours, continuing the call in English or writing to us in Welsh by letter or e-mail.
- If a caller rings one of the Inspectorate direct lines in Cardiff and speaks Welsh but the person taking the call cannot speak Welsh, he or she will try to transfer the call to a suitable Welsh speaking colleague. Again, if no-one is available, the caller will be given the choice of a Welsh speaker phoning back within 24 hours, continuing the call in English or writing to us in Welsh by letter or e-mail.
- There may be times, however, when there is no-one available who can answer the query in full in Welsh, especially if it relates to a complex or specialised matter. In these cases, someone will ask the caller for details of the query and give them the option of discussing the matter in English or sending the query to us in writing. Any query written in Welsh will receive an answer in Welsh.
- Whenever a caller is unable to be dealt with immediately by a Welsh speaker an alternative means of satisfying the enquiry are employed; the caller should be left feeling that every effort had been made to satisfy the initial request.
- Whenever the Inspectorate uses an answer phone any messages will be fully bilingual.
- The switchboard and Inspectorate staff have a list of those able to deal with enquiries in Welsh.

### **3.4 Face to Face Communications**

#### **3.4.1 We welcome personal enquiries in Welsh and the Welsh Assembly Government provides a Welsh language service in the reception area of the building at Cathays Park.**

- Callers visiting the Inspectorate's office in Wales are welcome to discuss their business in Welsh if they wish to do so and we will make every effort to ensure the presence of a Welsh speaking employee to deal with Welsh language enquiries.

- If a caller to the Inspectorate in Cardiff wishes to speak Welsh but the member of staff dealing with the enquiry cannot speak Welsh, he or she will try to obtain the help of a suitable Welsh speaking colleague. If a suitable Welsh speaker is not available, the visitor will be given the opportunity of discussing the matter in English, waiting until a Welsh speaker is available, or else the visitor's enquiry will be noted and passed to an appropriate employee so that a written translated response in Welsh can be sent to the visitor.

### **3.5 Public Inquiries, Hearings and Site Visits**

- 3.5.1 Members of the public are welcome to speak in Welsh at public inquiries, hearings and site visits organised by the Planning Inspectorate and at Local Development Plan examinations.
- 3.5.2 Publicity (including formal notices) for public inquiries and hearings will make clear that contributions from the public will be welcome in both Welsh and English. Similarly, our letters confirming the arrangements for site visits will inform the public that both languages may be used.
- 3.5.3 In areas where both languages are likely to be used, arrangements will be made through the LPA, or other relevant authority, to provide translation facilities from Welsh into English for all parties to the appeals as a matter of course.
- 3.5.4 In areas where we think it unlikely that anyone will speak Welsh at an inquiry, hearing or site visit, we will request that anyone who does wish to speak in Welsh lets the Inspectorate know beforehand so that suitable arrangements can be made. This request will be made in the formal notices and site visit letters referred to above.

If we do not have advance notice that a party wishes to speak Welsh some delay may ensue due to the need to arrange for translation services to be provided. This is particularly likely in any area where a site visit is held and the appointed Inspector is not a Welsh speaker.

- 3.5.5 When arrangements are being made to conduct an inquiry, hearing or site visit, the location of the event and who is likely to attend (as well as the subject under consideration) will be material factors in deciding whether to appoint (subject to availability) a Welsh speaking Inspector.

### **3.6 Other Dealings with the Public**

- 3.6.1 We will ensure that the Welsh and English languages are treated on a basis of equality in any other dealings with the public, including e-mail, internet and interactive media.

## 4. The Inspectorate's Public Face

### 4.1 Corporate Image

- 4.1.1 The Inspectorate has adopted a bilingual corporate identity. We ensure that all letterheads, logos, vision and objectives and any other standard information for our public business in Wales are available in both Welsh and English.
- 4.1.2 The Inspectorate will ensure that size, quality, legibility and prominence of text on signs will respect the principle of equality.

### 4.2 Presentations

- 4.2.1 The Inspectorate's name and associated information will be bilingual on our signs, publication covers and other forms of public display used in Wales.
- The printed information on the Inspectorate's letter headings, compliment slips, fax covering sheets and similar items of stationary will be bilingual.

### 4.3 Publications

- 4.3.1 The Inspectorate pledges that any time it prints and publishes material intended for the public, its standard practice will be to do so bilingually.

'Publications' include, but are not limited to, booklets, leaflets, consultation documents, posters, stickers, miscellaneous marketing material, guidance notes, codes of practice, public notices etc. CD-ROMs and documents or items placed on our website are also included, irrespective of whether or not they exist in hard copy format. Some printed guidance used by the Inspectorate in Wales is produced for it by the parent Departments. We will make them aware of our scheme and provide them with written guidance for dealing with bilingual publications.

- We will use the bilingual version of all such publications as soon as they are available.
- The Inspectorate produces annually its Corporate and Business Plans, Annual Report and Accounts and Statistical Report. These will be bilingual.
- Where it is not possible or appropriate to produce printed materials bilingually, separate Welsh and English versions will be produced. In such cases, both versions will be of the same standard, published simultaneously, distributed together and be equally accessible and will carry a message stating that a Welsh / English version is also available.
- Where a charge is made for any publication, the price of separate Welsh and English versions will be the same for each. The price of any bilingual publication will not be greater than a single language version of that document.

- The Inspectorate reserves the right to produce material in a single language version only in respect of items produced for a specialist audience or items of a complex scientific or technical nature.
- The Inspectorate will arrange with the parent Departments when separate versions of the same or similar publications are to be issued in Wales and England so that cooperation can be made in the planning and timing of the publication.

#### **4.4 Forms**

4.4.1 The Inspectorate issues appeal forms and covering explanatory notes for the wide range of cases it deals with.

- We will make sure that all our forms for general public use and the explanations that go with them will be available in both Welsh and English. This will include interactive forms published on our website or our partner websites (specifically the Planning Casework Service powered by the Planning Portal: [www.planningportal.gov.uk](http://www.planningportal.gov.uk)).

#### **4.5 Press Notices**

4.5.1 We will ensure that any press notices issued by us are bilingual.

4.6.2 We will also ensure and encourage our parent Departments, especially when the notice is prepared outside of Wales and relates to Wales, to plan and issue notices bilingually.

#### **4.6 Public Notices and Recruitment Advertising**

4.6.1 Public notices in Wales – based newspapers will be bilingual. When it proves impracticable to do this (this will only be for very long notices), Welsh language notices will be placed in Welsh language newspapers and the same notice in English in English language newspapers.

4.6.2 Staff recruitment advertising in Wales-based newspapers will be bilingual.

4.6.3 Advertisements in the major UK newspapers will be in English only.

4.6.4 If a post is designated as “Welsh is essential” then the job will be advertised in UK papers bilingually.

#### **4.7 Advertising and Publicity Activities**

4.7.1 The Inspectorate will, if involved in the planning and implementation of publicity campaigns, seek to implement the following objectives:

- All publicity literature for use in Wales will be produced in Welsh and English;
- Any press advertising campaigns in Wales will be run in Welsh and English;

- Any television and radio publicity campaigns and information bulletins broadcast to the public in Wales will be in Welsh and English;
- Any posters, hoarding or electronic messages in Wales will be in Welsh and English;
- Any public surveys in Wales, by post, door to door, telephone or electronically will be conducted bilingually;
- Any exhibitions and public information stands in Wales will be bilingual; and,
- Any other forms of advertising and publicity including seminars and conferences will always treat both languages of Welsh and English equally.

#### 4.8 Website

- 4.8.1 We have a bilingual website ([www.planning-inspectorate.gov.uk](http://www.planning-inspectorate.gov.uk)). Members of the public can access information in either language and transfer from one language to the other.
- 4.8.2 The Welsh and English language pages on the website will be evaluated and updated at the same time.
- 4.8.3 All documents, reports and forms which are available on the website will be provided in both languages with information that is easily downloaded in both languages.
- 4.8.4 All resources and provision in Welsh and English will be consistent in their updating, accuracy, prominence, clarity and quality.
- 4.8.5 Staff, advisers, designers and publishers receive written direction (e.g. Canllawiau Dylunio Dwyieithog [Bilingual Design Guidance]) to assist them in compiling and handling bilingual material.

## 5. Operating the Scheme

### 5.1 Staffing

- 5.1.1 The Inspectorate in Wales pledges to ensure that a sufficient number of administrative staff will be available to fulfil our commitment to this scheme. For this scheme to be successful, the Inspectorate must have enough appropriately skilled staff able to speak Welsh.

We have identified those posts where the ability to speak Welsh is essential or beneficial in order to provide services in line with this scheme, and formulate team and job descriptions accordingly. The progress of the implementation of the scheme is monitored and action taken if the Welsh speaking staff resource begins to decrease. The Director for Wales decides how best to achieve this; by training, or by the transfer or recruitment of staff. Where appropriate, the ability to speak Welsh will be considered as one of several abilities in filling vacancies which arise, in accordance with the Inspectorate's Equal Opportunities Policy.

- 5.1.2 Management responsible for appointing, training and supervising staff will ensure that the revised Scheme is followed in this context.

### 5.2 Recruitment

- 5.2.1 All recruitment to the Inspectorate is carried out in accordance with the Civil Service rules on fair and open competition. This means that the best person is chosen for the vacancy in question. In appropriate cases the ability to speak Welsh will be a requirement or a desirable attribute and appropriate regard will be had to candidates' linguistic abilities:

- We bear in mind the advantage of having a number of Welsh speakers when recruiting Planning Inspectors, and this will be indicated in the advertisement.
- We place additional job recruitment advertising in Welsh language newspapers, even when the job is not one where the ability to speak Welsh is essential.
- Where linguistic ability is considered to be essential or desirable for any post, this is specified when recruiting to that post.
- When a non-Welsh speaker is appointed to a post where the Inspectorate considers a Welsh speaker is essential, a condition of employment will be to learn that language to the required level within a reasonable agreed period, with the full support of the Inspectorate.
- The Director for Wales together with the Operations Supervisor for Wales will identify those posts where the ability to speak Welsh is essential or desirable, and ensure that appointments are made accordingly.

- So as to facilitate the scheme, a list of all employees able to speak Welsh is maintained, and the Inspectorate ensures that job advertisements and job descriptions in the media reflect the requirements of this scheme as appropriate.

### **5.3 Learning Welsh**

5.3.1 To ensure that the Inspectorate is able to continue to provide services through the medium of Welsh to a high standard, effectively and efficiently, the provision of language training plays an important part in increasing the number of staff able to work confidently in Welsh; the Inspectorate encourages staff to attend appropriate courses.

5.3.2 To enact the above commitment the following training requirements remain a priority:

- Improving the working Welsh of staff who are already fluent Welsh speakers to a level where they can work effectively in Welsh by encouraging further training.
- Encouraging all staff who wish to do so to learn Welsh to enable them to handle straightforward enquiries from members of the public.
- Assisting and supporting staff who have the necessary level of commitment to undertake language training to learn Welsh or to improve their Welsh.
- Circulating to staff all advertised opportunities for training;
- Ensuring all Inspectors working in Wales are proficient in the use of simultaneous translation facilities.

### **5.4 Vocational training**

5.4.1 Staff are encouraged to follow courses that are relevant to the work place and to gain suitable qualifications to ensure that the Inspectorate has sufficient staff with relevant skills to provide a bilingual service.

### **5.5 Welsh Language Awareness Training**

5.5.1 The dedicated team within the Inspectorate will continue to provide training on Welsh language awareness for all existing and new members of staff. The team will develop a Welsh language awareness course in co-operation with the Welsh Assembly Government by the end of the 2010 / 2011 financial year.

*(Target: end of the 2010/2011 financial year)*

### **5.6 Iaith Gwaith (Working Welsh) Badges**

5.6.1 We will make Iaith Gwaith badges available to all Welsh speaking members of staff and learners so that internal and external customers can identify them and can choose their preferred language when receiving services.

We have also adopted other means of recognising Welsh speakers – for example by using the Iaith Gwaith badges on e-mails etc.

## **5.7 Administrative Arrangements**

5.7.1 The Inspectorate in Wales will ensure that each member of staff has a copy of the revised Scheme.

5.7.2 We will emphasise the contribution of each member of staff to the success of implementing the revised Scheme, whether they are Welsh-speaking or not.

5.7.3 Written guidelines will be provided for members of staff on the administration of the revised Scheme. These written guidelines will be of particular use to staff who do not speak Welsh as they reply to correspondence in Welsh or respond to communication in Welsh from members of the public.  
*(Target date: within 6 months of revised Scheme approval)*

## **5.8 Services Provided on Our Behalf by Other Parties**

5.8.1 Some of the services we provide to the public in Wales are carried out for us by other organisations such as consultants and contractors.

- We will make sure that these follow the terms of this scheme where it is relevant to the services they are providing on our behalf.
- When we put new or existing services which we provide in Wales out to contract we will include in the specification for the service or work in question the Inspectorate's requirements for the use of Welsh by the contractor.
- We will make sure that any agreements or arrangements made with third parties, including services contracted out, which relate to the provision of services to the public in Wales are consistent with the terms of the scheme.
- We will ensure that staff dealing with agents and contractors have written procedural instructions and we will monitor the procedures to see that they work efficiently and in accordance with the scheme.
- We will specify the requirements for the use of the Welsh language in any tender documents and contracts and will monitor the implementation of the scheme and obtain regular performance reports from the contractors and any other party involved in any agreement with the Inspectorate.

## **5.9 Translation Service**

5.9.1 The Inspectorate has a contract with a Welsh translation service which is essential to the success of this scheme. The quality and speed of service is closely monitored, and its work is kept under regular review.

## 6. Implementing and Monitoring

### 6.1 The Full Approval of the Planning Inspectorate

6.1.1 The Chief Executive and the Senior Management Board of the Inspectorate are fully aware of the requirements of this Scheme and will ensure that these requirements are reflected in the provision of services to the public by the Inspectorate and others acting on our behalf.

### 6.2 Monitoring

6.2.1 The Inspectorate will monitor the revised Scheme and ensure that it will be an on-going, structured activity.

6.2.2 After each financial year, the Director responsible for work in Wales will report to the Inspectorate's Executive Board about progress on the Welsh Language Scheme; the report will also go to the Welsh Language Board. We will also include a summary of the report in the Inspectorate's Annual Report and Accounts.

6.2.3 We will continue to monitor our progress and performance in meeting the commitments made in this Scheme. If any commitments have not been met, the report will explain why and will say what action we propose to take.

6.2.4 The purpose of the report will be to:

- Measure whether the Inspectorate is complying with the Scheme;
- Measure the quality of the service in Welsh;
- Analyse the Inspectorate's performance corporately and thematically, in order to ensure consistency; and
- Identify any fundamental deficiencies and include a timetabled action plan to rectify them.

6.2.3 The Inspectorate ensures that all correspondence, enquiries and responses relating to the Scheme are recorded for service level monitoring. Specifically, the report will analyse and evaluate the following:

- The way in which new policies or procedures are drawn up and introduced to make sure that they meet the requirements of this Scheme.
- The proportions of English language and Welsh language correspondence answered within the target deadline.
- The percentage of telephone calls received in Welsh.
- The use of interpretation at inquiries, hearings, examinations and site visits.

- The number of decision letters and Local Development Plan reports issued bilingually.
- How well the Inspectorate is encouraging and facilitating the use of Welsh by other parties.
- How the implementation of staffing and recruitment measures are working.
- Whether services provided on our behalf by other parties or contractors comply with the terms and conditions set out in their agreements or arrangements.
- The number of complaints – both written and oral – from members of the public resulting from a failure to comply with the Scheme together with the responses made.

6.2.4 The Inspectorate will operate a continuous review of all material published, the arrangements for training in the Welsh language, the maintenance of lists of Welsh speaking employees and facilities in general for dealing with the Welsh speaking public.

6.2.5 When the Inspectorate holds any satisfaction surveys about the quality of services provided we will include the public in Wales who will be invited to comment on the quality of Welsh language services.

## 7. Publicising the Scheme

7.1 The Inspectorate will refer to this scheme in its published Annual Report, business and corporate plan and any other information literature it produces and will stress to the public that the Inspectorate welcomes, at all time, communications equally in both Welsh and English.

7.2 The revised Scheme will be made available as a free of charge, bilingual document from the Inspectorate's Cardiff office:

The Planning Inspectorate  
Crown Buildings  
Cathays Park  
Cardiff  
CF10 3NQ

Telephone: 029 2082 3866 / 3892  
E-mail: [wales@pins.gsi.gov.uk](mailto:wales@pins.gsi.gov.uk)

7.3 The revised Scheme will also be available on our website [www.planning-inspectorate.gov.uk](http://www.planning-inspectorate.gov.uk).

7.4 Adoption of the approved scheme will also be advertised by notices in the press.

## 8. Complaints and Comments

- 8.1 We hope that we will not give grounds for complaint. We shall be monitoring closely how well we are meeting the commitments in this revised scheme. If we fall short of these commitments, we hope that members of the public will tell us. Any complaint about the Inspectorate's services in Welsh should be addressed to:

The Director for Wales  
The Planning Inspectorate  
Crown Buildings  
Cathays Park  
Cardiff  
CF10 3NQ

Telephone: 029 2082 3866

- 8.2 If our response is not satisfactory, then the matter can be taken to the Welsh Language Board.
- 8.3 We also welcome suggestions for improvements to the services we provide through the medium of Welsh. Any such suggestions should be made to the above address where they will be considered as part of our continuing review of the way we deliver our services through the medium of Welsh.

## 9. Timetable

- 9.1 The Inspectorate has implemented many of the measures included in this scheme already. However, the Inspectorate recognises that our policy is developmental and will be continually reviewed and enhanced to meet the needs of the Welsh speaking public. The Inspectorate already follows the principles of this revised Scheme and will formally accept them after the content of the draft revised Scheme has been approved.
- 9.2 The Inspectorate has complied with the revised Scheme as from 31 March 2010.