

National Heritage Memorial Fund

Heritage Lottery Fund

Welsh Language Scheme

Prepared under the Welsh Language Act 1993



**Cronfa Dreftadaeth y Loteri
Heritage Lottery Fund**

The National Heritage Memorial Fund / Heritage Lottery Fund (NHMF/HLF) has adopted the principle that in the conduct of public business in Wales, it will treat the English and Welsh languages on a basis of equality. This scheme sets out how we will give effect to that principle when providing services to the public in Wales.

This Scheme received the approval of the Welsh Language Board on 28 June 2007.

1 Introduction

The National Heritage Memorial Fund (NHMF) was established under the National Heritage Act 1980 in memory of the people who gave their lives for the United Kingdom. It receives grant in-aid from the Government to act as a fund of last resort to provide financial assistance towards the acquisition, preservation and maintenance of the most outstanding parts of our national heritage.

There are 15 Trustees, including the Chair, appointed by the Prime Minister.

In 1993, NHMF was appointed as the distributor of the share of the Lottery proceeds devoted to the Heritage. NHMF distributes Lottery funding through the Heritage Lottery Fund (HLF).

HLF has three core aims for the Heritage Lottery Fund, which define in broad terms how HLF is trying to improve quality of life through the heritage:

- to encourage more people to be involved in and make decisions about their heritage;
- to conserve and enhance the UK's diverse heritage; and
- to ensure that everyone can learn about, have access to, and enjoy their heritage

One further aim is to bring about a more equitable spread of our grants across the UK.

The HLF receives policy directions from the Secretary of State for Culture, Media and Sport.

The Board is responsible for developing and implementing the Funds' grant programmes.

A member of the Board is appointed as Trustee for Wales and chairs the HLF Committee for Wales, which has up to seven members. The Committee takes decisions on HLF grants up to £2million and advises the Board of Trustees on the priorities for Welsh heritage.

The Cardiff office processes all Heritage Lottery Fund applications from Wales. There are currently 15 members of staff based at the Cardiff office.

There are a range of grant-giving schemes designed for different types and sizes of heritage projects. These are:

- Awards for All Wales (grants between £500 – £5,000)
- Your Heritage (grants between £5,000 - £50,000)
- Project Planning Grants (grants between £5,000 - £50,000)
- Heritage Grants (grants between £50,000 or more)

- Parks for People (grants between £250,000 - £5 million)
- Townscape Heritage Initiative (grants between £250,000 - £2 million)
- Landscape Partnerships (grants between £250,000 - £2 million)
- Repair Grants for Places of Worship in Wales (grants between £10,000 - £100,000)
- Young Roots (grants of between £5,000 - £25,000)

All the above HLF programmes, to a greater or lesser extent, can cover both tangible (as in buildings restoration) and intangible projects (as in community activities, heritage skills training or recording cultural or language traditions). But HLF appreciates that Wales is a country especially rich in dialects, accents, phrases and vocabulary. Words and letters are the bricks and mortar of language heritage, which we recognise as being important and precious to Wales. In particular, the Welsh language is a vital part of our history, landscape and traditions. Its presence and influence is all around us, in visible form such as the names of towns, villages and streets. In a less visible way it is present in its association with traditions and vocabularies of different trades and industries as well as being an important medium of expression for poets, authors and other artists. HLF in its work will encourage language heritage projects both in Wales and in other parts of the United Kingdom.

This Welsh Language Scheme will demonstrate how we are contributing to the Welsh Assembly Government's policy of creating a bilingual Wales which is set out in their document '*laith Pawb*'.

2 Service planning and delivery

2.1 Delivery of service

- 2.1.1 We are committed to treating the Welsh and English languages on the basis of equality. The Wales office will be the leader in delivering a bilingual service although the scheme will apply to the whole of HLF.
- 2.1.2 HLF has for many years produced bilingual publications and accepted application forms submitted in Welsh. We have already adopted a bilingual corporate identity in Wales, and are committed to improving the promotion and efficiency of the bilingual service we provide.
- 2.1.3 Any queries about this scheme and the provision of the bi-lingual service by HLF should be directed to Adam Hitchings, Development Officer. Overall responsibility for monitoring the scheme lies with the Manager for Wales and she is responsible for developing the scheme and service provision. She is also responsible for promoting the use of Welsh in the workplace and producing internal guidelines for team members to assist with understanding and interpreting the scheme.

2.2 Standards of service

- 2.2.1 HLF aims for consistency in the standard of service available in all of its offices.
- 2.2.2 Where the service is delivered in Welsh, it will be of an equally high standard as in English.
- 2.2.3 It will be the responsibility of the Manager for Wales to ensure that the standard of delivery of the services we provide is equal in both languages.

2.3 Policies and initiatives

- 2.3.1 HLF will ensure that policies and initiatives meet the commitments given in this scheme. We will also promote and use the Welsh Language in any of our new policies. Proposed changes and additions to the scheme will be discussed and agreed with the Welsh Language Board (WLB) before implementation.

3 Providing a bilingual service to the public in Wales

3.1 Written correspondence

3.1.1 HLF welcomes letters and other correspondence in Welsh and in English. When correspondence is received in Welsh, either in the Wales office or any of our other offices, a signed reply will be sent in Welsh. Our target times for replying to Welsh letters is exactly the same as that for replying to letters in English. As with English letters, if this is not possible due to the length or nature of the enquiry, a holding letter will be sent in accordance with the above procedure.

Administrative action

- Brief letters are translated in-house by Welsh speaking administrative staff, whilst letters of significant length are sent to external translators and proof-read in the Wales office for technical accuracy.
(Target Date: Already implemented and ongoing).
- Guidelines are to be produced so that all staff in the Wales office are aware of translation and proof-reading procedures in respect of assessment and monitoring services.
(Target Date: Already implemented and ongoing).
- A record of the organisations and members of the public wishing to receive correspondence and publications in Welsh to be maintained on a database.
(Target date: Already implemented and ongoing).
- When we are aware that an organisation or an individual's preferred language is Welsh, correspondence sent from the Wales office will be sent in Welsh unless requested otherwise.
(Target Date: Already implemented and ongoing).
- Following face-to-face or telephone contact in Welsh, correspondence will be sent in Welsh unless requested otherwise.
(Target Date: Already implemented and ongoing).
- When we initiate correspondence with the public in Wales and the preferred language of the recipient is not known, letters will be sent bilingually.
(Target Date: Already implemented and ongoing).
- Wales office headed paper will carry a bi-lingual footnote to say that 'HLF welcomes correspondence in Welsh or English'.
(Target Date: December 2007).

3.2 Email correspondence

- 3.2.1 When we receive correspondence via e-mail, the same principle will apply as with written correspondence.

3.3 Telephone communications

- 3.3.1 We welcome telephone enquiries in Welsh and in English in the Wales office. The main office telephone number and the direct lines in the Wales office are answered with a bilingual greeting.

Administrative Actions

- The main office answerphone at the Wales office has a bilingual greeting and Welsh speaking staff are always available to retrieve and respond to messages in Welsh.
(Target Date: Already implemented and ongoing).
- If a caller to the Wales office wishes to speak in Welsh, a member of staff in the office will deal with the enquiry.
(Target Date: Already implemented and ongoing).
- If a non-Welsh speaker answers the call, the caller is to be given the option of speaking to a Welsh speaker. If no Welsh-speakers are available, the caller will then be given the option of a Welsh speaker phoning them back or continuing the call in English.
(Target Date: Already implemented and ongoing).
- Callers to any of the HLF offices outside Wales wishing to speak Welsh are asked to leave their name and number and a Welsh speaker will call them back as soon as is possible.
(Target Date: Already implemented and ongoing).
- If a caller initiates a conversation in Welsh, we will continue the conversation in Welsh unless otherwise requested by the caller.
(Target date: Already implemented and ongoing).
- We cannot always guarantee that the Welsh speaker dealing with the enquiry will be a specialist in the particular subject matter of the call. In these circumstances, the conversation may need to be conducted partly in English. Where specialist information cannot be given verbally in Welsh the caller will be given the option of either dealing with their enquiry in writing through the medium of Welsh or over the phone in English.
(Target Date: Already implemented and ongoing).

3.4 Seminars, workshops and press conferences

- 3.4.1 Members of the public are welcome to speak in Welsh or English at major seminars, workshops and press conferences arranged by HLF in Wales.

Administrative action

- Invitation letters to events in Wales are issued bilingually.
(Target Date: Already implemented and ongoing).
- At larger events such as conferences and consultation meetings, simultaneous translation facilities will be available for members of the public wishing to speak in Welsh; invitation letters will indicate this.
(Target Date: Already implemented and ongoing).
- At smaller events such as grant ‘surgeries’, funding workshops and seminars, we will ensure that a Welsh-speaking member of staff is present. We will give members of the public the opportunity to inform us in advance of their preferred language.
(Target Date: Already implemented and ongoing).
- At general meetings, Welsh speaking Committee Members, administrative staff and PR representatives will be available for members of the public who wish to speak in Welsh.
(Target Date: Already implemented and ongoing).
- Members of staff in the Wales Office and in Communications will be made aware of the procedures for the use and hire of simultaneous translation equipment.
(Target Date: Already implemented and ongoing).
- HLF has Welsh speaking Committee Members who are available to speak at conferences, seminars and consultation meetings.
(Target Date: Already implemented and ongoing).
- Welsh speaking HLF staff will be available to attend grant surgeries, workshops and exhibitions to deal with general enquiries in Welsh.
(Target Date: Already implemented and ongoing).
- Welsh-speaking staff will indicate their ability to speak Welsh by wearing “*laith Gwaith*” badges (Working Welsh badges)
(Target Date: Already implemented and ongoing).
- When a public meeting is held by HLF in Wales, we will ensure that there is a Welsh speaker available to provide an introduction in Welsh and welcome attendees to participate in Welsh, if that is their chosen language, and inform non-Welsh speaking attendees that a translation service is available.
(Target Date: Already implemented and ongoing).

3.5 Other meetings with the public

- 3.5.1 When a meeting is arranged with a member of the public and it is known that the preferred language of the attendee is Welsh, a Welsh speaking member of staff will attend so that the meeting can be conducted through the medium of Welsh.
- 3.5.2 Although very few in-person enquiries are made to the Wales office, a Welsh speaking member of staff is available to talk to visitors.

3.6 Trustee / Committee meetings

- 3.6.1 Trustee meetings will be held in English only. Committee for Wales meetings, will normally be held in English and minutes prepared in English only. Minutes of these meetings can be made available in Welsh, if requested.

3.7 Successful grant applicants

- 3.7.1 All applicants who are successful in securing a HLF grant are obliged to enter into a contractual agreement with NHMF. Standard contracts are available in Welsh or English. Detailed or complex contracts will be drafted in English by a HLF lawyer and then sent to an external Welsh-speaking lawyer for translation.
- 3.7.2 During the assessment of applications in Wales, HLF will ensure applicants consider their responsibility in regards to the Welsh language and develop their projects accordingly. Translation costs for information leaflets, exhibitions, interpretation boards etc are eligible as part of a project and thus ensure bilingual provision is met within lottery funded projects, through HLF, in Wales.

4 The Organisation's public face

4.1 Corporate identity

4.1.1 The corporate identity of the Heritage Lottery Fund in Wales will be fully bilingual.

Administrative action

- The logo on letterheads, compliment slips, fax header sheets, staff business cards, plaques, certificates, and branding material is bilingual in the Wales office.
(Target Date: Already implemented and ongoing).
- Correspondence sent from our offices outside Wales to organisations in Wales is sent on bilingual letterhead.
(Target Date: Already implemented and ongoing).

4.2 Information signs for NHMF/HLF funded projects

4.2.1 Organisations and groups that have been awarded a grant are required to acknowledge our support through branding. Plaques, signs, banners, logos for vehicles etc. are all available in bilingual format free of charge from us. Bilingual bromides are also available.

4.2.2 Branding material will always be provided bilingually for projects based in Wales.

4.3 Publications and written material

4.3.1 We publish and print all material produced for distribution in Wales in both Welsh and English. Publications and written material include application forms, guidance notes, information leaflets, newsletters and strategic documents.

4.3.2 We have devised a methodology (see Appendix A) which will enable us to decide on a consistent and objective basis which items are the most important for translation. It sets out clearly those items that will be bilingual, those which will be bilingual if resources allow at the time, and those that will usually be in one language. The methodology also demonstrates those criteria that we will consider in reaching decisions. The criteria will be applied to all new publications as well as revisions.

4.3.3 When producing or revising a publication, the Development Officer named on page 5 will be required to make an assessment based on the methodology at the outset as well as providing advice to staff in other teams and departments. If publications are in the 'bilingual' category (A) or the 'bilingual but dependent on translation resources being available' category (B), departments will need to allow for that in the production schedules. Publications which have been designated as bilingual will not be considered complete until both the English and Welsh versions are ready.

4.3.4 The Welsh and English versions will normally be together in a single bilingual publication. However, when this is not practical we will issue separate Welsh and English versions. For example, due to the size of a UK wide document with only a lesser extent relating to Wales, the introduction and the Wales related section will be translated to produce a slimmed down version.

Administrative action

- Where possible, documents and publications are produced in a bilingual version and a bilingual design approach for Wales is always considered. However, when the publications are lengthy or bulky e.g. application packs, a separate Welsh and English version is produced with the aim of simultaneous publication and distribution.
(Target Date: Already implemented and ongoing).
- When the preferred language of the recipient is not known, bilingual or separate Welsh and English versions of publications are issued together at the same time in Wales.
(Target Date: Already implemented and ongoing).
- When a document is printed in Welsh and English separately, they will carry a note to say that the document is also available in the other language.
(Target Date: Already implemented and ongoing).

- The Annual Report supplement for Wales is published in bilingual format and is issued the same time as the main Annual Report for the UK. The Annual Report and Wales supplement is provided to the National Assembly for Wales, for deposit in the library.
(Target Date: Already implemented and ongoing).
- Where separate Welsh and English versions of publications are produced, they will not be distributed to the public until both languages are available.
(Target Date: Already implemented and ongoing).

4.4 Application forms and guidance leaflets

- 4.4.1 Application forms and general guidance notes are available in both Welsh and in English. Post-award material such as contracts, monitoring documents and monitoring forms are available in Welsh and in English.
- 4.4.2 Bi-lingual electronic applications forms will be available from October 2008.

Administrative action

- Applications are welcomed in Welsh and English. If an organisation submits an application in Welsh, any general correspondence or standard documentation sent to them thereafter is in Welsh.
(Target Date: Already implemented and ongoing).
- If an organisation wishes to receive correspondence/documents in both languages, this facility is available if requested.
(Target Date: Already implemented and ongoing).
- As with other Lottery Distributing Bodies in Wales, a Welsh speaking grants officer will be available to assess an application received in Welsh. All direct correspondence and communication with the applicant/grantee will be dealt with in Welsh.
(Target Date: Already implemented and ongoing).

4.5 Press releases

- 4.5.1 Press releases sent out to English medium papers/journals will be issued in English only. If a press release is issued to the press / media who will transmit in Welsh, press releases will be issued bilingually.
- 4.5.2 Translations are co-ordinated by an appointed external PR company and proof-read in the Wales office for technical accuracy as necessary.
- 4.5.3 Committee Members and PR representatives are available for interview to the press or media in Welsh if required.

4.6 Publicity, marketing and exhibitions

- 4.6.1 Whilst undertaking publicity relating to the marketing and advertising of new schemes and literature in Wales, we are committed to treating Welsh and English on a basis of equality.

Administrative action

- New literature and publications are produced either bilingually or separately in Welsh and English and are sent out simultaneously in Wales through 'mail shots'.
(Target Date: Already implemented and ongoing).
- All press statements issued and information bulletins regarding publicity, marketing and exhibitions will be issued in accordance with 4.5 above.
(Target Date: Already implemented and ongoing).
- Signage and display materials at public events will be bilingual in Wales.
(Target Date: Already implemented and ongoing).
- Welsh speaking staff will always be present at any HLF public event (grant surgery, exhibition etc.)
(Target Date: Already implemented and ongoing).

4.7 Public notices

- 4.7.1 All public notices for services, tenders or new programmes in Wales are advertised bilingually in newspapers in Wales.

Administrative action

- Public notices and advertisements are prepared by the appropriate department (Operations, Communications or Personnel) and are translated by external translators.
(Target Date: Already implemented and ongoing).

4.8 Internet

- 4.8.1 We are committed to treating the Welsh and English language on a basis of equality in all forms of communication and are committed to improving the Welsh language

service we provide through our internet site. We will monitor and make changes to the site as necessary to cater for our Welsh speaking audience.

Administrative action

- 'In your area' Wales web page will be able to be viewed in either Welsh or English. The Scotland, Northern Ireland and the 9 regional English web pages will be available to be viewed in English only.
(Target Date: January 2006.)
- We will produce Welsh and English publications at the same time on the internet. However, if a document is not available in Welsh, a message will be displayed stating when the document will be placed on the internet.
(Target Date: Already implemented and ongoing).

5 Implementing and monitoring the Scheme

5.1 Staffing

- 5.1.1 In order to carry out a full service through the medium of Welsh HLF must employ people who are able to speak and write in Welsh.
- 5.1.2 It is the Manager for Wales' responsibility to review from time to time which posts require a Welsh speaker and for which posts the ability to speak Welsh would be an advantage. Job descriptions and advertisements will reflect this accordingly.

Administrative action

- A Welsh speaking grants officer will be available to assess applications received in Welsh. We will make every effort to employ Welsh speaking grants officers who meet the job specification as a whole.
(Target Date: Already achieved and on-going).
- Welsh speaking administrative staff will be available to provide bilingual administrative assistance to grants officers and answer queries received from the Welsh speaking public.
(Target Date: Already achieved and on-going).

5.2 Recruitment

- 5.2.1 We are keen to attract greater numbers of staff who are able to work bilingually in order to facilitate the implementation of this scheme. All recruitment exercises are treated fairly, however, some posts more than others will require the person to be able to communicate through the medium of Welsh.
- 5.2.2 A statement will be included in the advertisement indicating the standard of Welsh required in the particular post. We will consider placing additional advertisements in Welsh language newspapers if it is considered essential for the jobholder to be able to communicate in Welsh. For posts where the ability to speak Welsh is desirable, this is noted in the advertisement. For posts where the ability to speak Welsh is essential, the advertisement is placed in Welsh only with a brief explanation in English. In this case there will be opportunities for candidates to demonstrate their written and oral competency during the interview process.
- 5.2.3 The total number of Welsh-speaking staff in the organisation will be monitored and new recruitment exercises will take into account the prevailing linguistic needs of the organisation in appointing new staff.

Administrative action

- Job adverts for the Wales office will be produced by Personnel, while those for Committee members will be produced by Secretariat, translated externally and proof-read by the Wales office for technical accuracy.
(Target Date: Already implemented and ongoing).

- Bilingual advertisements for the Wales office staff and Committee Members are placed in Wales-based newspapers.
(Target Date: Already implemented and ongoing).
- Advertisements for staff outside the Wales HLF office will be placed in UK newspapers in English only.
(Target Date: Already implemented and ongoing).
- For posts where the ability to communicate in Welsh is essential, the advertisement is placed in Welsh only with a brief explanation in English.
(Target Date: Already implemented and ongoing).
- Application forms, supplementary questions and details about posts for positions in the Wales office will be distributed bilingually.
(Target Date: Already implemented and ongoing).
- Interviews for positions in the Wales office will be conducted in English; however we will do our best to accommodate any requests for part of the interview to be conducted in Welsh.
(Target Date: Already implemented and ongoing).
- For posts where the ability to communicate in Welsh is essential, the candidates will need to demonstrate their written and oral competency during the interview process.
(Target Date: On approval of the scheme).
- All job descriptions for posts in the Wales office will include a reference to our support for Welsh language training.
(Target Date: Already implemented and ongoing).

5.3 Welsh language training

5.3.1 We encourage our staff to develop and improve their Welsh language skills.

Administrative Actions

- Non Welsh-speaking staff are encouraged to attend classes that are arranged and paid for by the organisation in order to learn Welsh language skills. Lessons can be taken during working hours or outside of working hours.
(Target Date: Already implemented and ongoing).
- Welsh speaking staff are encouraged to develop and improve their written and oral skills in Welsh and develop Welsh language skills in new areas if needed and desired. Opportunities for training are identified and courses are arranged and paid for by the organisation.
(Target Date: Already implemented and ongoing).
- Requests for Welsh language training, and evaluation of the success of such training will be monitored as part of the Staff Appraisal system.
(Target Date: Already implemented and ongoing).

- We also support informal training through identifying appropriate members of Welsh speaking staff who will act as mentors to assist with written and spoken Welsh language skills.
(Target Date: Already implemented and ongoing).
- We will also arrange and pay for on-site Welsh language courses if there is sufficient staff demand.
(Target Date: Already implemented and ongoing).

5.4 Monitoring the scheme

- 5.4.1 HLF is committed to monitoring the implementation of the scheme. The responsibility of ensuring that the scheme is being followed rests with the Manager for Wales.
- 5.4.2 A working group has been established to monitor the development and implementation of the Scheme. This group currently has representatives from the Wales Office, the Communications department and Senior Management. This group will meet at quarterly intervals or as required to discuss and consider the implications of the scheme, reports will be submitted to Management Group as required.
- 5.4.3 The number of applications received in Welsh is monitored as well as a record of any complaints or suggestions for improvements.
- 5.4.4 Each member of staff in the Wales office and Communications will be provided with a copy of the Scheme together with guidance on their responsibilities in meeting the commitments.
- 5.4.5 If you have any comments, questions or suggestions for improvements to this policy please forward them to:

Manager for Wales
Heritage Lottery Fund
James William House
9 Museum Place
Cardiff
CF10 3BD

5.5 Performance against standards set

- 5.5.1 Response targets for dealing with correspondence, applications and grant-drawdowns will be the same for submissions in Welsh as in English. Welsh speaking staff will assist with correspondence and translations as necessary to ensure corporate response targets are met.
- 5.5.2 An annual report on the monitoring and implementation of the Scheme will be prepared and presented to Trustees and the Committee for Wales. This report will then be forwarded to the Welsh Language Board in the format required by them.
- 5.5.3 If any of the commitments are not met then the report will explain why and will include an action plan to ensure the commitments are met in future.

6 Publicising the scheme

Following submission to the WLB, arrangements will be made to ensure that this Scheme will be available in a timely fashion in print form and accessible formats. This material will also be available on our website at www.hlf.org.uk. It will be available in printed form through a request to the Manager for Wales at:

Heritage Lottery Fund
James William House
9 Museum Place
Cardiff
CF10 3BD

Administrative action

- Following approval of the Scheme a bilingual press release will be prepared and issued to the press and Welsh-speaking media in Wales.
(Target Date: On approval of the scheme).
- Copies of this scheme will be available free of charge in bilingual format from the Wales office or through the post by contacting the Wales office at the Cardiff address noted below. It will also be available on our website.
(Target Date: On approval of the scheme).
- All new members of staff and Committee for Wales will be notified of their responsibilities with regard to implementing various aspects of the Scheme.
(Target date: On approval of the scheme).
- Each department within HLF will receive a copy of the approved WLS.
(Target Date: Within 8 weeks of publication).

7 Complaints

NHMF is committed to establishing an accessible and clear complaints system. When a person believes that he/she has been directly affected by a failure of NHMF to comply with this Scheme, he/she should, in the first instance, bring the complaint to the attention of Jennifer Stewart, Manager for Wales, at the address below, or by email on jennifers@hlf.org.uk. Where a person feels that he/she would prefer a representative organisation to make a complaint on his/her behalf, that organisation should also bring the complaint to the attention of the Manager for Wales. An initial internal investigation of the complaint will be undertaken and HLF will respond to the complainant within four weeks. In responding to the complainant, HLF will inform him/her of the procedure for pursuing the complaint further with the Welsh Language Board. In any subsequent investigation by the WLB, HLF will co-operate fully, providing access to any staff members or documentation that the Board may require.

Manager for Wales
Heritage Lottery Fund
James William House
9 Museum Place
Cardiff
CF10 3BD

8 Welsh language scheme summary of action

	Target Date
1. Written correspondence	
Correspondence received in Welsh will receive a signed reply in Welsh.	Already implemented and ongoing
All replies in Welsh will be sent in the same timescale as those in English.	Already implemented and ongoing
Where an organisation has indicated that their preferred language of communication is Welsh, we will only communicate with them in Welsh.	Already implemented and ongoing
Contacts database will indicate if the preferred language of communication is Welsh.	Already implemented and ongoing
All standard correspondence sent from the Wales office will be sent bilingually.	Already implemented and ongoing
Wales office headed paper to carry a footnote stating that we welcome correspondence in Welsh and English.	December 2007
Guidelines will be produced to ensure that all staff will be aware of translation and proof-reading procedures.	Already implemented and ongoing
2. Email	
All Wales based staff members will have a bilingual Auto Signature.	Already implemented and ongoing
All Wales based staff members will have a bilingual 'out of office' message.	Already implemented and ongoing
3. Telephone calls	
The main line telephone number will be answered bilingually.	Already implemented and ongoing
The answerphone on main line telephone will offer a bilingual message and messages can be left in either language.	Already implemented and ongoing
If a non-Welsh speaker answers, calls can be transferred to a Welsh speaker or arrangements made for a Welsh speaker to return call if preferred.	Already implemented and ongoing
Callers to any of the offices outside Wales wishing to speak in Welsh are asked to leave their name and number and a Welsh speaker will contact them as soon as possible.	Already implemented and ongoing
Officer direct line telephones will be answered with a bilingual greeting.	Already implemented and ongoing

	Target Date
4. Conferences, meetings and other events	
Invitation letters to events in Wales will be issued bilingually.	Already implemented and ongoing
At larger events such as conferences and consultation meetings, simultaneous translation facilities will be available.	Already implemented and ongoing
At smaller events such as grant surgeries and seminars where attendees have indicated their preference to communicate in the Welsh language, a Welsh speaking member of staff will be present.	Already implemented and ongoing
All signage and directions to the location of the event will be bilingual.	Already implemented and ongoing
Welsh speaking Committee Members will be available for public events, when appropriate.	Already implemented and ongoing
When any event is held by HLF in Wales and the main language used is English, we will always ensure that an introduction is made in Welsh and inform attendees that they can participate in Welsh.	Already implemented and ongoing
Welsh speaking Committee Members and staff will identify themselves by wearing the 'Iaith Gwaith' (Working Welsh) badges issued by the WLB.	Already implemented and ongoing
5. Corporate identity	
Letterheads, logos, business cards, compliments slips, name badges and other stationary representing HLF will be bilingual.	Already implemented and ongoing
Signage in the Wales office will be bilingual.	Already implemented and ongoing
Branding material in Wales will always be provided bilingually.	Already implemented and ongoing
6. Publications	
Where possible all publications will be produced in a single bilingual version.	Already implemented and ongoing
Where separate Welsh and English versions are produced, they will not be distributed in Wales until both languages are available.	Already implemented and ongoing
When a document is produced in two separate versions, they will carry a note to say that it is available in the other language.	Already implemented and ongoing
Bi-lingual versions of electronic applications forms will be available.	October 2008

	Target Date
When the preferred language of the recipient is not known, bilingual or separate Welsh and English versions of the publication are issued together in Wales.	Already implemented and ongoing
7. Website	
'In your area' Wales's web page will be able to be viewed in either Welsh or English.	January 2006
8. Press, publicity and marketing	
Press releases will only be issued in Welsh to media who transmit in Welsh.	Already implemented and ongoing
Press releases for Welsh language media will be translated by an external translation company and proof-read in the Wales office for technical accuracy.	Already implemented and ongoing
Committee Members or PR representatives will be available to be interviewed by Welsh speaking media if required.	Already implemented and ongoing
9. Assessment of grant applications	
A Welsh speaking grants officer will be available to assess and monitor applications received in the Welsh language.	Already implemented and ongoing
Applicants who submit applications in Welsh, all correspondence thereafter will be in Welsh.	Already implemented and ongoing
10. Monitoring of grant applications	
Standard contracts will be readily available in Welsh and English.	Already implemented and ongoing
Complex contracts will be drafted by an internal lawyer and sent to an external Welsh speaking lawyer for translation.	Already implemented and ongoing
Monitoring and grant drawdown forms will be available in Welsh.	Already implemented and ongoing
Acknowledgement plaques and certificates etc will be provided bilingually to projects in Wales.	Already implemented and ongoing
11. Staffing and recruitment	
A Welsh speaking grants officer will be available to assess and monitor applications received in the Welsh language.	Already implemented and ongoing
Welsh speaking administrative staff will be available to provide bilingual administrative assistance to grants officers and answer queries received from the Welsh speaking public.	Already implemented and ongoing
Job advertisements for the Wales office (staff and Committee members) will be produced by Personnel, translated externally and proof-read by the Wales office for	Already implemented and ongoing

	Target Date
technical accuracy.	
Application forms, supplementary questions and details about posts for positions in the Wales office will be distributed bilingually.	Already implemented and ongoing
Interviews for positions in the Wales office will be conducted in English. However we will do our best to accommodate any requests for part of the interview to be conducted in Welsh.	Already implemented and ongoing
For Welsh essential posts, candidates will need to demonstrate their written and oral competency as part of the interview process.	On approval of the scheme
All staff will be encouraged to improve Welsh language skills if this is necessary and desired. Courses can be organised and paid for by NHMF/HLF.	Already implemented and ongoing
Evaluation of the success of Welsh language training will be monitored as part of the performance appraisal system.	Already implemented and ongoing
12. Consultation exercises and research	
Consultation and research exercises conducted by HLF in Wales will be conducted bilingually.	Already implemented and ongoing
Consultation and research exercises conducted by third parties on behalf of NHMF/HLF will be encouraged to operate within the scope of the Welsh Language Scheme.	Already implemented and ongoing
13. Monitoring the scheme	
Monitoring of the scheme to be carried out as outlined in the scheme.	On implementation of the Scheme
14. Technology	
Any new computer software to be compatible with the Scheme's commitments.	Already implemented and ongoing
All Welsh language assessment letters to be readily available on the internal database.	Already implemented and ongoing
All Welsh language monitoring letters to be readily available on the internal database.	Already implemented and ongoing

9 Appendix A: Guidance on which documents should be bilingual, or in Welsh and English.

Category A items: to be bilingual (or in Welsh and English) available simultaneously in Wales

- Advertisements
- Annual Reports
- Application guidance notes (including policy guidance notes)
- Application packs
- Case studies of relevance/to use/published in Wales
- Consultation documents of relevance/to use/published in Wales
- Contracts/Monitoring forms/grant drawdown requests
- Exhibition materials for use in Wales
- Grant acknowledgement materials e.g. boards, plaques, signs etc.
- Handouts at seminars/workshops held in Wales
- Job application forms and packs
- Mail shot covering letters
- Newsletters – Wales wide
- Promotional/advocacy literature of relevance/to use/published in Wales
- Questionnaires/surveys for the public of relevance/to use/ published in Wales
- Minutes of Committee for Wales meetings

Category B items: that might be translated (wholly or in part)

- Official responses to reports, Assembly questions etc.
- Promotional/advocacy literature published outside of Wales (taking into account whether of relevance to/ of use to a Wales audience)
- Commissioning advice letters for expert advisors and monitors
- Speeches and presentations (taking into account whether of relevance to/ of use to a Wales audience)
- Press Releases (Welsh language press only)

Category C items: will usually be monolingual

- Conference handouts and reports supplied by other bodies and individuals
- Historical/archived information
- Internal information released generally under the Freedom of Information Act
- Information/advice supplied by third parties e.g. expert advisors and monitors
- Other items: agendas and other meeting records, Committee Papers and Internal documents.

NOTE: It is inevitable that the above will not encompass every sort of document. Staff should apply judgement in ensuring they choose a suitable category on a comparative basis when assessing whether items should be bilingual.