



1. Introduction

This scheme sets out how Big Lottery Fund will give effect to the principle established by the Welsh Language Act 1993 that, in providing services to the public in Wales and in the process of awarding grants to the voluntary sector, the English and Welsh languages should be treated on the basis of equality, so far as is appropriate in the circumstances and reasonably practical to do so.

The core service to the public is to provide information and award grants and the principle of equality will be applied to these processes in Wales.

2. Big Lottery Fund

Big Lottery Fund (BIG) is a non-departmental public body and was established by Parliament under the National Lottery Act on 1 December 2006. BIG had been operating previously as the Community Fund and the New Opportunities Fund.

BIG's mission

We are committed to bringing real improvements to communities and the lives of people most in need.

Board

Big Lottery Fund has a Wales Committee that is responsible for the overall policy, finance, grant-making and administration of Big Lottery Fund. Wales' Chair is a member of the UK Board of the Big Lottery Fund, and each member of the committee are appointed through open recruitment.

Management team

The corporate management team, headed by the Chief Executive, is responsible for the day to day running of the organisation and also gives it a strategic focus. In the corporate office there are five Directors:

- Director of Policy and Partnerships
- Director of Finance and Corporate Services
- Director of Operations
- Director of Communications and Marketing
- Deputy Director for Strategy, Planning and Change.

In addition to the three Country Directors for Wales, Scotland and Northern Ireland.

This scheme was approved by the Welsh Language Board under Section 14 of the Act. It came into effect on 23/09/2009

The Wales Directorate has six members on its senior management team, which include:

- Wales Director
- Deputy Director of Policy and External Affairs
- Deputy Director of Programmes and Development
- Head of External Affairs
- Head of Programmes
- Head of Planning and Support

In Wales Big Lottery Fund staff work from its offices in Cardiff and Newtown.

The function of the Wales Directorate is to develop and administer programmes that fulfil the aims of BIG. In doing so, BIG reflects and responds to the local and national policies and strategies operating in Wales.

3. Big Lottery Fund's responsibilities and activities

3.1. Funding priorities

The Department for Culture, Media and Sport in consultation with Big Lottery Fund develops funding themes for Big Lottery Fund. The outcomes and priorities of these are developed by the Welsh Assembly Government and issued to Big Lottery Fund in Wales for consultation with key stakeholders.

3.2. Programmes

In line with the policy directions it receives Big Lottery Fund operates different grant programmes which are open grants, strategically targeted time limited grants, international grants, research grants and small open grants of up to £5,000. It has pledged that a target of 80 per cent of its funding will go to the Voluntary and Community Sector over the next six years. Following the 2006 Act, BIG also has the responsibilities of the Millennium Commission to manage big transformational grants of national significance. The 2006 Act also gave BIG the right to distribute non-lottery funding.

4. General principles

4.1. In Wales, Big Lottery Fund recognises that members of the public in Wales use both Welsh and English in the conduct of their lives and that organisations working in Wales use both languages in conducting their business. It further recognises that enabling people to engage with the organisation through their preferred language is a matter of equality of opportunity and good practice. Big Lottery Fund will therefore offer the public and organisations working in Wales the opportunity to use English or Welsh in their dealings with BIG. The measures to promote equality contained in this scheme have the full support of Big Lottery Fund's Board. They are committed to the scheme's implementation at all levels of the organisation.

4.2. Big Lottery Fund is committed to providing all its

services to an equal standard in Welsh and English. All standards of service set out in Big Lottery Fund's customer service charter will apply equally to services provided through the medium of Welsh and English.

4.3. Big Lottery Fund will ensure that this principle is applied consistently across the organisation. It will ensure that all existing and new policies and initiatives meet the commitments set out in this scheme. All staff and organisations involved in policy formulation will be made aware of the scheme and BIG's responsibilities under the Act. New policies and initiatives will promote and facilitate the use of the Welsh language and will move the organisation closer to implementing the principle of equality at every opportunity.

4.4. In developing and operating its funding programmes Big Lottery Fund will take into account the linguistic dimension of programmes and will ensure that relevant services operating through the medium of Welsh have equal access to funding. Big Lottery Fund recognises that providing services through the medium of Welsh and English facilitates participation in services. Big Lottery Fund will expect applicants providing services in Wales to demonstrate how they will reflect the bilingual nature of the country and ensure that individuals can participate equally in the services they provide in the language of their choice. This will form part of the grant assessment process.

When we award grants for activities to be undertaken in Wales, we will include conditions with regard to the use of Welsh. In doing this, we will have regard to the Welsh Language Board's guidelines on awarding grants.

4.5. Organisations contracted by Big Lottery Fund to undertake work in Wales on behalf of BIG are obliged to work in accordance with this scheme and will be required to demonstrate how they would fulfil the commitments in this scheme.

4.6. Any alterations to the scheme, or proposals which will affect the scheme or the schemes of other organisations, will be discussed with the Welsh Language Board prior to their implementation.

4.7. The standards and the implementation will be closely monitored by the Welsh language officer who will send monitoring reports to the Welsh Language Board, when requested by them, outlining progress in delivering the scheme. All offices of Big Lottery Fund that provide services to the public in Wales must do so in line with the measures set out in this scheme.

5. Measures for dealing with the public in Wales

5.1 Correspondence

Big Lottery Fund welcomes letters in Welsh and in English.

5.1.1. When correspondence is received in Welsh,

either in the Wales offices or any other offices of Big Lottery Fund, a reply will be sent in Welsh. This also applies to application forms completed in Welsh.

5.1.2 All standard correspondence to several individuals or organisations initiated by Big Lottery Fund will be bilingual.

5.1.3 When letters are sent to an individual, a group or organisation which works mainly in Welsh or which we know prefers to receive letters in Welsh, these will be in Welsh, unless requested otherwise.

5.1.4 Following face-to-face or telephone communications in Welsh, Big Lottery Fund will send future correspondence in Welsh, unless requested otherwise.

5.1.5 The target times for replying to letters in Welsh are exactly the same as for replying to letters in English in accordance with the customer charter.

5.1.6 A record will be kept of individuals and organisations that wish to receive correspondence in Welsh.

5.1.7 A record will be kept of those who have submitted an application form in Welsh and wish correspondence regarding their application to be in Welsh.

5.1.8 Enclosures sent with bilingual letters will be bilingual, when available.

5.1.9 Enclosures sent with Welsh letters will be Welsh or bilingual, when available.

5.1.10 Written guidance for staff will include instructions about the administrative arrangements for dealing with Welsh correspondence and initiating standard correspondence.

5.1.11 The above will apply to e-mail correspondence as well as paper correspondence.

5.2 Telephone calls

Big Lottery Fund welcomes telephone enquiries in Welsh and in English in the Wales offices and enquiry line.

5.2.1 The Wales office main line offers a bilingual greeting with Welsh first and English second. The receptionist working this line must be bilingual. If a caller to the main line wishes to speak in Welsh, the receptionist or a relevant member of staff will deal with the enquiry in Welsh. If this member of staff does not speak Welsh, the caller is given the choice of a Welsh speaker returning the call or continuing the call in English.

5.2.2 Telephone calls to all staff within the Wales offices will be answered with a bilingual greeting with Welsh first and English second.

5.2.3 If a caller rings a Big Lottery Fund office other

than the Wales offices and wishes to speak Welsh, the caller will be given the choice of a Welsh speaker returning the call or continuing the call in English.

5.2.4 Big Lottery Fund has a Welsh language telephone service for those requiring Welsh language application packs. The number is 0845 4 102030.

5.2.5 The message on the main answer phone used at the Wales office is bilingual.

5.3 Conferences, meetings, seminars, press conferences, consultation events

5.3.1 Members of the public are equally welcome to speak Welsh and English in all meetings, seminars, conferences and consultations arranged by Big Lottery Fund in Wales.

5.3.2 Events arranged by Big Lottery Fund Wales offices will provide translation facilities according to need and advice given by Welsh language officer. Invitations and advertisements for public meetings will be bilingual and either note that translation facilities will be available or invite the public to let us know in advance in which language they wish to speak.

5.3.3 Big Lottery Fund staff in Wales invited to speak at conferences, seminars and meetings arranged by other organisations, will be available to speak in Welsh or English according to the chosen language of the organisers.

5.3.4 Publicity and correspondence for meetings, seminars, conferences and consultations arranged by Big Lottery Fund Wales office will be in both Welsh and English.

5.3.5 Speeches at press conferences in Wales will be in both languages as appropriate.

5.3.6 Documents including handouts and PowerPoint presentations prepared for these events in Wales will be bilingual.

5.3.7 The public will be made aware that translation facilities are available at events and guidance will be given by the Welsh language officer as to whether a bilingual chairperson is necessary at these events.

5.3.8 When selecting staff to attend public meetings, our normal practice will be to ensure that suitably qualified Welsh speakers attend, as necessary.

5.4 Other meetings with the public

As well as public meetings, Big Lottery Fund staff in Wales hold other meetings with individuals and organisations such as with grant holders. Participants are welcome to speak in Welsh at these meetings.

5.4.1 If applicants have applied for funding in Welsh or have asked for their correspondence to be in Welsh their applications will be dealt with by Welsh speaking assessors and both written and oral communication will be through the medium of Welsh.

5.4.2 If no suitably qualified Welsh speaker is available, we will offer the choice of continuing the meeting in English, or dealing with the subject by corresponding in Welsh.

5.5 Website

5.5.1 Big Lottery Fund's website and every other public facing IT format will be bilingual, and all material will be published to the same standard in terms of format, quality, clarity and prominence.

5.5.2 We will consider the Welsh Language Board's Bilingual Software Guidelines and Standards and any other guidance the Board publishes regarding website design.

5.6 Other dealings with the public

5.6.1 The measures above will apply to other methods of dealing with the public such as computerised communication e.g. e-mail and televised links.

5.6.2 When developing new communication technology policies BIG will consider how this will be done bilingually in the best way.

5.7 Visitors to the Wales office

Big Lottery Fund welcomes personal enquiries in Welsh at the Wales offices and will have appropriate number of bilingual staff to deal with visitors.

6. Corporate identity, press and publications

6.1 Logo and signage

Big Lottery Fund has adopted a policy of a bilingual corporate identity in Wales.

6.1.1 The name, contact details, logo, slogans and other standard information on Big Lottery Fund's printed information in Wales is bilingual on letter headings, compliment slips, staff business cards, fax covering sheets, press releases, plaques, presentation cheques, certificates, application forms, guidance leaflets, explanatory leaflets and all other material produced by Big Lottery Fund in Wales.

6.1.2 As it is a grant condition that all grants awarded must be acknowledged, groups awarded grants in Wales must use our bilingual logo on their headed paper, plaques, job advertisements, vehicles etc. Plaques provided to put on buildings and transfers for vehicles are provided to groups free of charge, and are bilingual.

6.1.3 The signs for which Big Lottery Fund in Wales is responsible are bilingual. These are mainly directional signs used at meetings, conferences etc. The Welsh and English text will be treated equally with regard to size, legibility and prominence.

6.1.4 Groups awarded grants in Wales are sent a branding pack with their grant offer letter and advice and guidance on ways in which they must acknowledge grants received from Big Lottery Fund.

6.1.5 Big Lottery Fund marketing team staff are aware that all material available to the public in Wales must be bilingual and issued simultaneously to an equal standard.

6.1.6 The marketing team will work with the Welsh language officer to ensure that this is done and that the Welsh used is correct and appropriate.

6.2 Publications

6.2.1 Big Lottery Fund publishes and prints all material produced by the organisation and relevant to the public in Wales in both English and Welsh. All material will be published simultaneously either as a web based or printed document and to an equally high standard in terms of format, quality, clarity and prominence. All publications produced by Big Lottery Fund are free of charge.

6.2.2 Welsh and English versions should always be printed in a single bilingual publication. Sometimes, for practical reasons such as the size of the document separate Welsh and English versions will be issued.

6.2.3 When publications are produced separately in Welsh and English, Big Lottery Fund will, nevertheless, ensure that both versions are equally accessible to the public and are issued simultaneously.

6.2.4 When separate Welsh and English documents are produced Big Lottery Fund will ensure that each version includes a statement that it is available in the other language.

6.2.5 Other formats of publications such as audiotapes, CD's, on-line forms are produced by Big Lottery Fund in Wales in the Welsh language according to need.

6.2.6 Big Lottery Fund literature issued in Wales, e.g. any magazine or Wales specific publication, is bilingual and the content reflects the work of Big Lottery Fund in Wales.

6.2.7 Big Lottery Fund will ensure that adequate resources and staff are available to ensure that translation of material can be achieved in accordance with production timetables, and to ensure that publications are produced in accordance with the guidelines in this scheme.

6.2.8 When planning publications in Wales the timetable for production will be discussed with the Welsh language officer from the outset.

6.3 Press and media

6.3.1 Big Lottery Fund wishes to inform the general public in Wales about its activities and to engage with the press and broadcast media in both languages in order to achieve this.

6.3.2 Big Lottery Fund will issue press notices and press packs which are relevant to Wales in Welsh and English, these will be issued to the press and published on the website simultaneously in both languages.

6.3.3 A Welsh speaking representative of BIG will be available for comment to the Welsh language media.

6.3.4 Big Lottery Fund will publicise its work in Wales and will do so in both English and Welsh.

6.4 Official notices and public notices

6.4.1 Official notices and public notices placed in English language newspapers (or similar media) distributed mainly or wholly in Wales, will be bilingual, or appear as separate Welsh and English versions. Notices will be in Welsh in Welsh language publications.

6.4.2 The Welsh and English versions will be equal in terms of format, size, quality and prominence – whether produced as a single bilingual version, or as separate Welsh and English notices.

6.5 Advertisements

6.5.1 Any advertisements placed in English language newspapers (or similar material) distributed mainly or wholly in Wales, will be bilingual, or will appear as separate Welsh and English versions (with both versions appearing simultaneously, and being equal with regard to size, prominence and quality).

Job advertisements for Welsh Essential posts will be advertised in Welsh only.

In Welsh language publications advertisements will be in Welsh only.

6.5.2 Television, cinema and radio advertising will be conducted in Welsh and English. Television campaigns which appear on S4C during Welsh programming hours will be in Welsh. Radio campaigns broadcast on Radio Cymru or during Welsh language programmes on commercial radio stations will be in Welsh.

7. Policy, research and evaluation

7.1 Policy, research and evaluation

7.1.1 In developing its policies and funding programmes Big Lottery Fund will take into account local and national policies and strategies that operate in Wales, including policies relevant to the Welsh language and targets set by the Welsh Assembly Government for increasing the numbers of bilingual people in Wales.

7.1.2 Big Lottery Fund engages with representatives of key stakeholder organisations to provide strategic advice on its programmes and in some cases to make recommendations on applications. Big Lottery Fund will ensure that in Wales such panels reflect the diversity of Welsh society, including individuals that have the relevant skills and knowledge of Welsh medium and bilingual services and the impact of BIG's programmes on these services. The Welsh language officer will be consulted on the recruitment and make up of advisory panels.

7.1.3 Big Lottery Fund will consider how addressing Welsh language issues and providing services in Welsh and bilingually may contribute towards achieving the overall objectives of a programme or policy that is being developed, and how this affects participation in the activities that it funds.

7.1.4 In developing its programmes Big Lottery Fund will consider the relationship between the direction of a programme and its impact on bilingual services and communities. This is particularly relevant in the fields of care services for younger and older people, education, childcare and youth services where there is extensive and well developed Welsh medium education and childcare provision, but it will be equally relevant and important to other areas of services in all communities and particularly in communities where there are significant numbers of Welsh speakers.

7.1.5 BIG recognises that communities have varied numbers of Welsh speakers of all ages, but that people in these communities have an equal right to participate in services in Welsh and English. Big Lottery Fund will consider the varied needs of these linguistic communities in consultation with the Welsh language officer.

7.1.6 BIG will assess how applicants demonstrate their awareness of the use of the Welsh language amongst members of the community and the target group in the area in which they work and provide services. BIG expects them to demonstrate how they will ensure equality of opportunity for Welsh and English speaking beneficiaries to equally participate and benefit from the services provided.

7.1.7 Public bodies serving the general public in Wales will have Welsh Language Schemes of their own that set out how they propose to meet the requirements of the Welsh Language Act.

7.1.8 Big Lottery Fund will assess how applicants demonstrate how they will ensure that Welsh and English members of their communities can equally participate in activities in their language of choice. This will be part of the terms and conditions of grant for grant recipients.

7.2 Consultation

7.2.1 In holding events to consult, advise and promote its programmes, Big Lottery Fund will offer people and partner organisations in Wales the opportunity to participate equally in Welsh and English.

7.2.2 Big Lottery Fund will produce bilingual consultation documents and facilitate the use of Welsh at such events as described in section 5.3. It will receive submissions in either Welsh or English and treat them on an equal basis.

7.2.3 The measures for publications and events have been set out above in 6.2.

7.3 Research and evaluation

7.3.1 Research and evaluation takes place in the context of the policies and strategies that exist in Wales. Research and evaluation will consider the Welsh language dimension to the programme being scrutinised in accordance with 7.1.

7.3.2 Third party organisations commissioned to undertake research and evaluation will need to demonstrate how they engage with the public in line with the measures set out in this Welsh Language Scheme.

7.3.3 BIG will produce bilingual summaries of evaluation documents in adherence to the publications section above. Publications staff will ensure that the Welsh language officer is aware of the timetable for the publication of evaluation documents.

8. Grant applications, assessment and monitoring

8.1 Applications

8.1.1 Central to Big Lottery Fund's commitment to offer its services equitably in both English and Welsh is the ability to apply for funding in Welsh. This commitment will be incorporated into BIG's grant assessment and monitoring arrangements. Welsh and English applications will be dealt with equally.

8.1.2 As in 7.1 above BIG will assess how applicants demonstrate their awareness of the use of the Welsh language amongst members of the community and the target group in the area in which they work and provide services. Big Lottery Fund will assess how applicants

demonstrate how they will ensure that Welsh and English members of their communities can equally participate in activities in their language of choice. This will be part of the terms and conditions of grant for grant recipients.

8.1.3 The Welsh language officer and policy officers will ensure that application documents contain a criterion in accordance with the measures set above.

8.1.4 Big Lottery Fund will produce all its application forms and guidance for use in Wales in both English and Welsh and make them equally available.

8.1.5 Applications received in Welsh will be dealt with in the same way and on the same timescale as those received in English.

8.1.6 Applications received in Welsh will be assessed by a member of staff who speaks and writes Welsh to an adequate standard.

8.1.7 Groups and organisations submitting Welsh language forms receive all correspondence thereafter from Big Lottery Fund in Welsh unless otherwise requested. Standard templates of grant documentation will be kept in order to avoid duplication and to keep consistency.

8.1.8 Big Lottery Fund will ensure that any groups in Wales who wish to discuss their applications in Welsh – regardless of whether or not they have submitted a Welsh language application form – will be able to talk to Welsh speaking assessment staff.

8.1.9 Assessment and monitoring visits to a project that has indicated that it prefers to be dealt with in Welsh will be conducted in Welsh in line with 8.1.7. On rare occasions there may be some specialised or technical aspects of assessment where a Welsh speaker may not be available.

8.2 Assessment, monitoring and grant management

8.2.1 Big Lottery Fund will assess the extent to which applicants include relevant and appropriate measures to meet the linguistic needs of the communities they serve in order to ensure that Welsh and English speaking members of the public can participate in funded activities in the language of their choice in accordance with 8.1 above. Big Lottery Fund will specifically include reference to this expectation and these measures in the terms and conditions of grants awarded.

8.2.2 The assessment and monitoring procedures will contain specific measures to determine the extent to which the services provided adequately meet this commitment. The performance of the grant recipient will be monitored by the Wales staff in line with other monitoring arrangements for grant recipients. A breach of any terms and conditions could lead to the

termination of a grant. Monitoring and grant management activities will adhere to the measures set out in 8.1 above.

8.3 External reference group

8.3.1 BIG appoints an external reference group through open recruitment to advise it on the direction of individual programmes and to approve grant decisions. External reference groups will be made up including individuals and representatives of relevant bodies that have knowledge of the field of work of the programme in Wales. Big Lottery Fund will ensure external reference groups include individuals that have the relevant skills and knowledge of Welsh medium and bilingual services and the impact of BIG's programmes on these services.

8.3.2 Big Lottery Fund will ensure that individuals may participate in these meetings through the medium of Welsh if they wish.

9. Implementing the scheme

9.1 Recruitment

9.1.1. For this scheme to be successful, Big Lottery Fund in Wales must have enough appropriately skilled staff who are able to work bilingually. It is the responsibility of the Director for Wales to ensure that posts named in this scheme as being Welsh essential or Welsh desirable are filled with staff with the adequate skills. These posts include:

- an adequate number of Welsh speaking and writing grants officers
- receptionist
- an adequate number of Welsh speaking and writing information staff.

9.1.2 The ability to speak Welsh will be considered as one of several abilities in filling vacancies which arise, in accordance with Big Lottery Fund's equal opportunities policy. For staff posts where the ability to speak Welsh is essential or desirable, job descriptions will be formulated accordingly. The Welsh language officer must be consulted when deciding whether a post requires Welsh language skills and to what level of proficiency.

9.1.3 The Welsh language officer will develop a framework for assessing the language skills necessary for posts to be used when developing a job description and person specification for posts.

9.1.4 It is the responsibility of the Director for Wales to keep posts under review where a Welsh speaker is essential or desirable or in order to provide services in line with the scheme. This is particularly relevant as the responsibilities of posts may change with time according to the changing nature of the work of BIG.

9.1.5 When a new post in the Wales office is advertised, the managers, in co-operation with the Welsh language officer, will use the Skills Strategy to decide whether the post should have Welsh as essential or desirable.

9.1.6 In order to meet Big Lottery Fund's obligations under this scheme, at least one of those appointed to the Wales committee should have the ability to speak and write Welsh.

9.1.7 Big Lottery Fund in Wales welcomes applications from Welsh speakers for any advertised job vacancies. In all recruitment exercises all applicants will be treated fairly in accordance with BIG's equal opportunities policy.

9.1.8 Advertisements for posts in Wales will be issued bilingually. For posts where Welsh speaking is essential, the advertisement will be in Welsh with a brief explanation in English. In order to encourage Welsh speakers to apply for posts advertised as Welsh essential, Big Lottery Fund will in some cases, place additional recruitment advertisements in Welsh language newspapers.

9.1.9 All recruitment documentation will be sent to applicants bilingually. This will include letters, job description, person specification, application form and instructions.

9.2 As part of the interview process applicants will be assessed on their ability to work through the medium of Welsh when this is necessary for the post. The Welsh language officer will develop an assessment pro forma to assess the ability of applicants. Where Welsh is seen as an essential requirement for the post, at least one member of the interview panel will be Welsh speaking.

9.2 Services delivered on behalf of Big Lottery Fund by other parties.

9.2.1 Big Lottery Fund will ensure that any agreements or arrangements made with third parties which relate to the provision of services to the public in Wales are consistent with the terms of this scheme. This includes any services contracted out.

9.3 Language training

9.3.1 Staff and Wales Committee members will be encouraged and given the opportunity to attend Welsh language training courses in line with their agreed development and training plan. A development programme will be developed for those attending classes to learn Welsh or to improve their skills in Welsh. Big Lottery Fund offers financial assistance to staff and Wales Committee members wishing to attend such courses.

9.4 Translation services

9.4.1 In order to fulfil the requirements of this Welsh Language Scheme BIG will manage a high quality translation and proofreading service.

9.4.2 The Welsh language officer manages the translation and proofreading work of Big Lottery Fund in Wales. The majority of translation work is done by BIG's translator with some documents being sent out to external translators when needed.

9.4.3 Big Lottery Fund in Wales will monitor translation standards on an ongoing basis.

9.4.4 The Welsh language officer will maintain a glossary of terms used that will be available for all staff and outside contractors.

9.4.5 In line with this scheme, staff appointed to Welsh essential posts are expected to fulfil their duties bilingually in accordance with their job description and person specification.

9.5 Information and communication technology

9.5.1 Big Lottery Fund in Wales will ensure that any new computing software purchased will support and be compatible with successfully delivering the commitments in this scheme and will be available for all staff who require it.

9.5.2 When developing and buying information and communication technology systems we will fully consider the Board's Bilingual Software Guidelines and Standards.

9.6 Internal arrangements

9.6.1 Existing desk instructions, or similar guidance used by our staff, will be amended to reflect the measures contained in this scheme.

9.6.2 We will arrange briefing and training sessions for our staff to increase awareness of this scheme – and to explain how it will affect their day to day work.

9.6.3 The Big Lottery Fund encourages staff to speak Welsh on every possible occasion and supports staff in improving their language skills, whether they are learners or fluent Welsh speakers. We will foster a positive attitude towards using Welsh in the workplace and will look for opportunities to promote and develop the use of Welsh amongst our staff.

10. Monitoring the scheme and reporting on performance

10.1 Monitoring

10.1.1 Big Lottery Fund, under the co-ordination of the Welsh Language Officer, will monitor performance in all its offices in meeting the commitments made in this scheme. The Welsh Language Officer will meet regularly with a representative of the Welsh Language Board to discuss the implementation of the scheme.

10.1.2 Big Lottery Fund will also have an action plan which will include additional targets to fulfil. It will be the Welsh Language Officer's responsibility to ensure these targets are met. We will send monitoring reports to the Welsh Language Board, as required.

10.1.3 Summary of the report will be published in Big Lottery Fund's annual report.

10.1.4 In order to monitor development the Welsh language officer will develop a checklist of responsibilities expected of all heads of departments in relation to this scheme.

10.1.5 The checklist will include responsibilities that can be measured both quantitatively and qualitatively. They will include the following:

- the proportion of programmes and guidance for applicants that incorporate specific measures relating to Welsh language issues
- the proportion of programmes that have specific measures taken to assess the Welsh language aspects of applications
- the measures implemented by the applicants to demonstrate how they will ensure that Welsh and English members of their communities can equally participate in activities in their language of choice
- monitoring of Welsh language aspects of services funded where appropriate
- evaluation of Welsh language aspects of grant programmes where appropriate
- evaluation of measures taken by contractors to fulfil the scheme's commitments
- the specific measures relating to Welsh language issues incorporated into internal policies and procedures
- the number of applications received in Welsh, the time to process them and whether follow up calls, assessment and monitoring were conducted in Welsh
- the reasons for any delay in producing Welsh language versions of Big Lottery Fund's publications
- the number of Welsh or bilingual recruitment advertisements published
- the number of jobs advertised for which Welsh language skills were considered essential and desirable
- the response to these advertisements
- the number, location and level of Welsh speakers in the Wales office and on the Wales Committee
- briefings on the scheme for relevant staff
- the aspects and extent of the corporate identity and public face that continue to be bilingual, eg signs, letterheads, notices, and advertisements
- the number of staff and Wales Committee members

taking Welsh language courses

- the quality of Welsh language translations
- an assessment of the quality and efficiency of translation services
- the number and nature of complaints concerning the scheme and how they were resolved.

11. Freedom of Information Act and Environmental Information Regulations

11.1 We will act in accordance with the Board's advice regarding the Welsh Language Act, Freedom of Information Act and Environmental Information Regulation.

11.2 When we release information under the Freedom of Information Act or the Environmental Information Regulations, we will translate to the language preferred by the applicant, on the condition that no more than 500 words need to be translated.

12. Publicising the scheme

12.1 Big Lottery Fund will publicise its Welsh Language scheme and its Welsh Language service.

12.2 Copies of the scheme will be made available as a free, bilingual document at the Wales offices in Newtown and Cardiff or through the post by writing to the Wales office at the address given in the following section or by telephoning 0845 4 102030. Copies will also be available on the Big Lottery Fund's website www.biglotteryfund.org.uk and on the Welsh Language Board website www.welsh-language-board.org.uk

12.3 Adoption of the approved scheme will be advertised by notices in the press in Wales and by press releases to the press and Welsh speaking media in Wales.

13 Reviewing and amending the scheme

13.1 We will review this scheme within four years of its coming into effect.

13.2 Also, from time to time, we may need to review this scheme, or propose amendments to this scheme, because of changes to our functions, or to the circumstances in which we undertake those functions, or for any other reason.

13.3 No changes will be made to this scheme without the Welsh Language Board's approval.

14. Complaints

14.1 Big Lottery Fund hopes that there will be no grounds for complaint. Big Lottery Fund in Wales will be monitoring closely how well the commitments in this scheme are being met. If it is considered that these commitments are not met, it is hoped that members of the public and the voluntary sector will voice their concern.

14.2 Any complaint about Big Lottery Fund's services in Welsh should be addressed to the:

Big Lottery Fund
Second floor
Ladywell House
Newtown
Powys
SY16 1JB

Telephone: 01686 611700

Minicom: 01686 610205

Fax: 01686 621534

Email: enquiries.wales@biglotteryfund.org.uk

or

Big Lottery Fund
Sixth floor
1 Kingsway
Cardiff
CF10 3JN

Telephone: 029 2067 8200

Fax: 029 2066 7275

Textphone: 0845 6021659

14.3 If the response is not satisfactory, then the matter can be taken to the Welsh Language Board.

14.4 Suggestions for improvements to the service provided through the medium of Welsh are also welcomed. Any such suggestions should be made to the above address where they will be considered as part of the monitoring process.

14.5 Staff are aware of how to handle complaints, whether received orally or in writing.

14.6 Replies to written complaints will be dealt with in line with the response rate for other correspondence ie 14 days.

Appendix A – Main targets to implement the scheme

Target	Completion Date
Policies, legislation and initiatives	
Adapt guidance for staff who develop new policies, initiatives and services to ensure they are aware of the need to consider the implications of the Welsh language.	Summer 2010
Provide services	
Ensure a copy of our scheme is available in a prominent place on our website	September 2009
Correspondence	
Prepare a bilingual disclaimer message for staff e-mail in Wales	December 2011
Public meetings	
Produce guidance to those who chair public meetings including the need for them to encourage people to contribute in Welsh	April 2010
Websites	
When parts of our website are redeveloped, it needs to be done so in line with our language scheme	Ongoing
Staffing	
Implement a Language Skills Strategy	Ongoing
Monitor the Strategy when posts are advertised	Annually
Information and Communication Technology	
Develop a bilingual Human Resources system, jobs@BIG	May 2009
Internal Arrangements	
Ensure managers are aware of their responsibilities whilst implementing the scheme	Ongoing
Training for new members of Wales' board regarding the Welsh language scheme and our responsibilities	When new members are appointed
Prepare a protocol for translation arrangements	December 2009
Review and amend the scheme	
Review the scheme within four years of coming to force	2013
Complaints	
Analyse the type of complaints received annually, and to what extent they were resolved to the complainant's satisfaction	Annually