

Welsh Language Scheme

National Botanic Garden of Wales

This voluntary scheme has been prepared in accordance with Welsh Language Commissioner's Guidelines under the Welsh Language Act 1993.

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1. INTRODUCTION

The National Botanic Garden of Wales was conceived in the 1990s and opened to the public in May 2000 as one of three millennium projects in Wales supported by the Millennium Commission (now BIG Lottery), the only one outside Cardiff and in a rural area. It comprises a physical estate of some 560 acres of former Regency parkland in the Tywi Valley of Carmarthenshire now developed to include the planted collections of The National Botanic Garden and the farmland and woodlands of the National Nature Reserve. The site features include a necklace of lakes, and a variety of listed buildings restored to new functional purpose, together with recent buildings of international design standard including the iconic largest single span glasshouse in the world designed by Lord Norman Foster. It lies in the western seaboard zone of the UK and Europe, and includes a number of naturally occurring habitats of national and international biodiversity importance. Amongst these the endemic rhos pastures and waxcap meadows are of particular note.

The Garden is a registered charity (number 1036354) and a company limited by guarantee. It has a wholly owned subsidiary company, Middleton Garden Limited, which undertakes the commercial (non-charitable) aspects of the Garden's trading activities. In accord with its charitable purpose, main activities centre on plant conservation and research, education and life-long learning, sustainability and as an important visitor attraction in South Wales which has received over 1.8m visitors in its 12 year history. The Garden raises over half its funding and is unique amongst UK and European national botanic gardens in achieving this high a level of self-generated income. In doing so it makes a substantial contribution to the regional economy and currently employs up to 100 staff in the summer season, equating to 66 full-time-equivalent staff year round. It has an annual turnover of around £2.4M.

HRH Prince Charles is Patron of the Garden and Gareth Edwards is its Honorary President. Governance is by means of a Board of Trustees collectively responsible for corporate and strategic oversight. The Garden executive includes a Director together with senior management and commercial management teams who develop strategic proposals and have operational responsibility. Key stakeholder funding partners are the Welsh Government, Carmarthen County Council, and the Countryside Council for Wales. In addition the Garden has active relations and partnerships with over 50 collaborating organisations in Wales, the UK, and internationally.

The importance and relevance of the Garden's cross-cutting contributions are increasingly being acknowledged as the critical balance of the world's environment and mankind's reliance on ecosystem services are being recognised. The Garden web site <http://www.gardenofwales.org.uk/> provides an accessible overview of current perspectives, activities, and achievements. Securing and developing the Garden's long-term contribution to this endeavour will be a key outcome of this Welsh Language Scheme.

1.1. Vision

The agreed vision of the National Botanic Garden of Wales is:

"Conservation, Education, Inspiration, the National Botanic Garden of Wales will play for Wales on the world stage."

1.2. Mission

The National Botanic Garden of Wales is dedicated to the research and conservation of biodiversity, to sustainability, lifelong learning and the enjoyment of the visitor.

1.3. Guiding principles

As its guiding principles, embedded in the way in which we operate, the Garden will:

- Acknowledge and contribute to the uniqueness of its cultural setting and heritage.
- Be collaborative and consultative (internally and externally) and develop meaningful relationships.
- Act sustainably (both financially and environmentally, and in respect of its human resource).
- Communicate our relevance to the widest diversity of audiences and all our stakeholders.
- Work in effective and integrated ways, seeking and responding positively to feedback.
- Aspire to demonstrate best practice, as well as to pioneer and lead improvements.
- Be innovative and creative in our approaches and attitudes.
- Foster a culture of mutual respect amongst trustees, staff, volunteers, members, visitors, and stakeholders.
- Recruit and retain high calibre people who are dedicated to the Garden's vision and mission.
- Learn from our experiences, and both celebrate and communicate our successes.

1.4. Overview and Outline

1.4.1. The National Botanic Garden of Wales' vision is to have a leading role in terms of conservation, education and inspiration. Such ambitions necessarily relate directly to cross-cutting domestic, national and international interests which intersect at different levels with conservation, education, cultural and political policy agendas. The threats to biodiversity and prospect of climate change itself are unquestionable amongst the greatest challenges we all face. The Garden therefore exists not for its own benefit but for the benefit of the communities it serves, and for their future. It is here to deliver the core purpose of a botanic garden for the people of Wales, and to represent Wales on the world stage.

1.4.2. In its strategies, policies and delivery plans the Welsh Government recognises the rich and diverse environment of Wales, and accepts its own role and responsibilities for actions to conserve and protect. These link directly with The Government of Wales Act 2006. Amongst key features the Government places sustainable development at the heart of its responsibilities, making it one of few administrations in the world to have such a statutory duty. The Garden's present and future work is directly relevant to these objectives, and its funding support from the Welsh Government signifies confidence in the contribution the Garden makes.

1.4.3. At regional and local level the Garden is keenly aware of its important role and contribution. Through its prominent stakeholder funding, Carmarthenshire County Council specifically recognises this. As an active participant in a knowledge-economy enriched by scientific know-how and heavily dependent on tourism income, the Garden measurably contributes. Its activities help fuel the local and regional economy, and it is inextricably part of those communities through collaborations, partnerships, and engagements that genuinely add value to the heritage, health, welfare, and well-being of the area. This strategic plan aims specifically to harmonise with, and build on, these strands and relationships.

1.4.4. As yet however we are a very young botanic garden in that international team, the first to be opened in the new millennium, and like all youngsters we need to mature into our role, and learn how best to meet our purpose. To shape our growth we have identified eight strategic goals for the coming decade. These consolidate and extend our activities. They focus on our key functions and on providing the context, ethos, and vehicles by which this will be delivered and measured so we are

increasingly recognised and referred to as a national institution of worth, respected for our contributions.

1.4.5. Most of all we aim to find the best ways of fulfilling our core roles, and of consulting and connecting with the community, all our stakeholders, our partners, and the wider public, so that the people of Wales can be proud of us. By achieving similar step-change transitions in our second decade to that already achieved, we believe we will have made remarkable and proud contributions to our goals.

Our 8 key strategic goals for the decade are to:

- GOAL 1** Develop and maintain the horticultural and other collections to the highest curatorial and presentational standards.
- GOAL 2** Become an internationally recognised centre for plant sciences and biodiversity research.
- GOAL 3** Be a centre for integrated plant conservation at a local, national and international level.
- GOAL 4** Provide exemplary and innovative formal and informal education and interpretation for all ages and abilities, promoting understanding of the connections between people, plants, the environment and their role in our sustainable future.
- GOAL 5** Become an iconic Welsh cultural institution, adding perceptibly and measurably to the status and recognition of Wales.
- GOAL 6** Achieve high reputation and success as a leading visitor attraction within the UK, offering outstanding experiences and value for money to the visitor.
- GOAL 7** Develop and secure an infrastructure and organisational framework of high standard, meeting the needs of the institution now as well as providing for its future growth and success.
- GOAL 8** Create a financially effective and sustainable institution.

1.5. Goal 5 - Become an iconic Welsh cultural institution, adding perceptibly and measurably to the status and recognition of Wales.

1.5.1. A national botanic garden is a fundamental part of the infrastructure of a mature nation. As one of Wales' newest institutions the Garden aims to play its part in representing Wales on the world stage, adding to its reputation and standing. Botanic gardens are cultural institutions, places where art, science and heritage combine to enrich our lives.

1.5.2. The Garden is set in a heritage landscape and historical parkland of national value and significance. As such it has notable synergy with other designed landscapes across the region. This brings context to its wider contribution in Wales. Creation of the Garden has added world-class design to this portfolio, epitomised by Sir Norman Foster's Great Glasshouse, the largest single-span glasshouse in the world, together with the acclaimed Broadwalk and Rill conceived by Hal Moggeridge, and the international standard Mediterranean displays of the Great Glasshouse. Of Wales' three landmark millennium projects it is the only one outside Cardiff, and the only one in a rural community. It is an iconic institution with particular responsibilities, uniquely blending ancient and modern, bringing historical value and forward looking innovative design together, and contributing to a rural context and community. Amongst priorities in the *One Wales* document, a rich and diverse culture, and a prosperous society, link closely with the Garden's objectives.

1.5.3. In achieving this goal firstly, the Garden must ensure that it is an integral and respected member of the local community, and acknowledge its Welsh language and heritage context. Secondly, it must contribute to the development and delivery of national targets and ambitions (policy, strategy, and action plans) that fall within its remit. Finally, the Garden needs to deliver its core roles to the highest standards so that it becomes a respected exemplar amongst the best botanic gardens in the world; a national institution that the people of Wales can be proud of.

1.5.4. In its future plans the Garden will strive to maintain its position as a centre of excellence for design and for interpreting and respecting Welsh heritage and the Welsh language. It will develop its potential as a venue for the creation and display of all forms of art and seek to capitalise on its historical, rural, and cultural links, developing a narrative to engage and enthuse.

1.5.5. There is considerable potential to contribute even more widely across the spheres of social well-being, community health and welfare, and economic good. By engaging with a community of Welsh and English speakers, developing common goals, and sharing ambitions, the Garden will increasingly seek to extend its contribution to Wales in these spheres.

1.6. Goal 5 - Targets

Our targets within this goal are to:

1.6.1. Celebrate and positively promote our national identity by ensuring that the Welsh language and culture are embedded in the Garden's ethos, actions, and programmes of events.

1.6.2. Ensure that the Garden is closely involved and interactive with the local community and nationally, and that it acts as a custodian of place in terms of this heritage.

1.6.3. Contribute to shaping the development, and supporting delivery, of national targets and policy objectives that fall within the Garden's mission and remit.

1.6.4. Extend and enhance the Garden's reputation as a venue for the display and creation of art in all its forms from botanic illustration, contemporary painting and sculpture, through to music, theatre, and live performance.

1.6.5. Expect the highest standards of design possible within the resource available, and embed specification of the lowest levels of environmental impact as an integral part of this.

1.6.6. Proactively foster and support the integration and mutual respect between arts and science, seeking always to bridge the gap between these and to harness the values and intellect of each to support the achievements of the Garden.

1.6.7. Research and interpret the wider cultural and historic aspects of the Garden estate to showcase the Welsh heritage and its specific historic landscape, collaborating with others who have that expertise and linking the Garden to other sites in Wales and the world.

2. STATEMENT

The National Botanic Garden of Wales (the Garden), has adopted the principle that in carrying out its work in Wales it will treat the English and Welsh languages on the basis of equality so far as is both appropriate in the circumstances and reasonably practical in terms of its resources.

This Scheme sets out how the Garden will implement that principle in the provision of services to the public. The Garden recognises that members of the public may prefer to express their view and needs best in either Welsh or English. The Garden will, therefore, offer the public the facility to choose whether to use Welsh or English in dealing with the organisation.

Although there is no statutory requirement for the Garden to prepare a Welsh Language Scheme under the Welsh Language Act 1993, as a condition of the level of our grant support provided by the Welsh Government we recognise there is an indirect legal requirement on us to put a Scheme in place. More importantly we fully accept and endorse the provision of bilingual services for the public in order to uphold the following important principles:

- 2.1.** Members of the public are entitled to express their opinions and convey their needs in their preferred language;
- 2.2.** There is both importance and mutual benefit in providing services in the preferred language of the service user;
- 2.3.** Enabling the public to use their preferred language is an important part of courtesy, respect, and good practice;
- 2.4.** Failing to enable the right to use their preferred language may put members of the public at a disadvantage.

This scheme explains how the Garden will put into effect these principles in the provision of services for the public in Wales, wherever practical and appropriate. The Garden accepts responsibility for ensuring that all members of staff and volunteers are all made aware of the requirements of this Welsh Language Scheme, their duty to operate the scheme as appropriate, and any responsibilities in relation to the Welsh language placed on the organisation by contractors or grant providers. Where we are unable to provide the required service initially we undertake, in line with this scheme, to work towards providing such service in the future.

Importantly, the Garden will promote and encourage the use of the Welsh language through its activities and services. This includes encouraging Welsh speakers to use Welsh more widely in their use of our services, as well as facilitating learners to gain confidence by supporting their practice of the use of Welsh at the Garden.

3. PLANNING AND DELIVERING SERVICES

3.1. New Policies and Initiatives

3.1.1. By considering the Welsh language and the needs of individuals when developing new and revised policies and initiatives the Garden understands it can move towards achieving the objectives of this Scheme. Any new or revised initiatives and policies which are adopted will promote and facilitate the use of Welsh wherever possible and take the organisation closer to putting into effect the principle of equality at all times.

3.1.2. When the Garden plans and formalises policies or initiatives, we will assess the likely impact on the Welsh language and any language outcomes, ensuring as far as possible that the commitments of this scheme are fulfilled. Using an impact assessment checklist provided by the Welsh Language Commissioner (WLC) consideration of impact will be included during the process of development of new policies and initiatives.

3.1.3. The TRUSTEES of the Garden will be responsible for ensuring the overall implementation of the Scheme.

3.1.4. The DIRECTOR will be responsible for ensuring that any developments respect the commitments made in this Scheme.

3.1.5. The SENIOR MANAGEMENT TEAM will review and monitor the compliance of new policies and initiatives with this Scheme.

3.1.6. This Welsh Language Scheme will not be altered without the agreement of the WLC.

3.2. Delivery of Services

3.2.1. The Garden's aim is to provide a high standard of service in accordance with our commitment to this Scheme. The standard of this bilingual service will be routinely reviewed, with the aim of continuously improving upon that standard in so far as resource allows.

As set out in the timescale (and summarised in the appendix) the Garden will work towards the provision of a comprehensive service of the same high standards in English and Welsh by:

3.2.2. Ensuring that all staff / volunteers know how to refer individuals to Welsh language services;

3.2.3. Ensuring that service users are guided to staff / volunteers who speak Welsh by using the Working Welsh badges, posters, and other appropriate means;

3.2.4. Promoting and encouraging bilingual interactions in our offices;

3.2.5. Providing training and guidance for staff / volunteers to facilitate the implementation of the scheme;

3.2.6. Using translation services of a reliably high standard to ensure that all relevant material is translated quickly and effectively. It is acknowledged for example that the Welsh Language Commissioner recommends using professional translators.

4. COMMUNICATING WITH THE WELSH-SPEAKING PUBLIC

4.1. Written Communication

The Garden welcomes correspondence in English and Welsh.

4.1.1. Correspondence through the medium of Welsh on any day-to-day matters will not in itself lead to delay.

4.1.2. Any correspondence in Welsh will receive a reply in Welsh.

4.1.3. The Garden will work towards a timescale for responding to correspondence in Welsh which is the same as that for English.

4.1.4. Once it is known that a member of the public prefers to use Welsh, we will aim to ensure that person will receive all future correspondence from that same member of staff/volunteer in Welsh.

4.1.5. Standard written correspondence with the public in Wales will be bilingual, ensuring that where an individual's preference is not known, their preference for use of Welsh or English is respected and facilitated.

4.1.6. When the Garden has no staff available to answer correspondence in Welsh to a sufficiently high standard, we will seek support from suitably capable Volunteers or where necessary use a professional translation agency.

4.2. Telephone Communications

People are welcome to speak English or Welsh in dealing with the Garden over the phone. All external calls will be answered with a standard bilingual greeting such as;

“Bore da, Gardd Fotaneg Genedlaethol Cymru”

or, “Prynhawn da, Gardd Fotaneg Genedlaethol Cymru”.

“ Good morning, National Botanic Garden of Wales”

or, “Good afternoon, National Botanic Garden of Wales”.

4.2.1. If a member of staff is unable to provide a bilingual service, they will explain the situation to the individual and offer a Welsh language service from another member of staff /volunteer. If no Welsh speakers are available the caller will be invited to indicate their choice of: having a Welsh speaker phone them back, submitting the request in writing (hard copy / e-mail); or continuing the conversation in English.

4.2.2. The Garden will indicate, in its internal directory, those in the organisation who are Welsh speakers and to whom calls may be transferred. Such a list will be updated with a frequency that reflects changes in staff (new staff joining and staff leaving), usually on at least a quarterly basis.

4.2.3. Following a telephone conversation in Welsh, all subsequent day-to-day and general customer communications with that same member of staff/volunteer, whether written or verbal, will be in Welsh or bilingually, at the request of the caller.

4.2.4. The switchboard auto answer phone will offer bilingual system options.

4.2.5. The answer phone message will be bilingual in all offices.

4.3. Face-to-face Communications

The Garden has undertaken to ensure that those who wish to have face-to-face contact with a Welsh-speaking member of staff / volunteer will be able to do so. This may not be possible at all times or in all aspects of the organisation’s business. Never-the-less we will encourage and train Welsh-speaking staff / volunteers to make the most of their skills in order to offer as full a service as possible.

4.4. Public Meetings and Events

4.4.1. Notice of all public meetings and consultations will be bilingual, and will include a statement that the right of those attending to speak in English or Welsh will be respected. Exhibitions and presentations will be bilingual and the Garden will encourage everyone to uphold the principle of equality in respect of the Welsh language.¹

4.4.2. We will assess the need for simultaneous translation facilities by requesting delegates to indicate their preferred language on the registration form. Where at least 20% of the delegates indicate they wish to communicate in Welsh then we will arrange simultaneous translation. If there are no available resources to arrange a translator, Welsh-speaking staff members / volunteers will translate questions.

4.4.3. Garden speakers, whenever giving a presentation or making a speech, will be actively encouraged to greet and thank their audience through the medium of Welsh – whether or not they are Welsh speakers. Welsh speakers will be encouraged to present bilingually if they wish to do so.

4.4.4. Badges denoting Welsh speakers will be worn to show which members of staff or volunteers speak Welsh.

4.5. Reception and Service Counters

All bilingual employees who may come into contact with members of the public in reception or at a serviced counter will be positively encouraged to work in both languages. If an occasion should arise when no Welsh speaker is available, the situation will be explained courteously.

¹ Allowance will be made where funding or sponsorship of an exhibition or display is external or international, and translation into Welsh is not funded or practicable.

5. CORPORATE IMAGE

5.1. Corporate Identity

The corporate identity of the Garden is completely bilingual including the name of the organisation, its address and logo and it is visible on headed paper, emails, fax paper, business cards, publications, premises etc.

Both languages will be equal in terms of size, format, quality, clarity and prominence.

5.2. Signage²

In replacing signage the Garden is committed to the provision of completely bilingual signage and both languages will be equal in terms of size, quality, and prominence. This will include internal and external signage for the public at offices / centres and wherever possible temporary signs and signs used by contractors. The signage will uphold the principle of equality, with Welsh appearing together with the English in equal prominence.

6. PUBLICATION

6.1. Documents

When printing and publishing material for the public, the Garden will follow the usual practice of making it bilingual. Bilingual documents will include those distributed to or provided for the public in general, and which:

6.1.1. Provide information on the services of the Garden.

6.1.2. Explain and advise on the Garden's new policies, initiatives, developments and services.

6.1.3. Seek public opinion by consulting them.

6.1.4. Bilingual publications will include pamphlets, booklets, newsletters, corporate publications and general published material distributed to customers and Members in Wales by the Garden or on its behalf.

6.1.5. Documents including technical research documents and international materials produced by the Garden for world-wide or UK use are unlikely to be translated as this material is subject to separate considerations, and will have limited distribution in Wales.

6.1.6. Both languages in one document will be the norm. Where it is not possible or appropriate to produce fully bilingual material, separate English and Welsh versions will be produced. In which case, both versions will be of the same standard and will be published and distributed at the same time and include a note that an English / Welsh version is available. We will ensure that the Welsh text is of a high standard and in the correct register, and is mindful of the target audience. Where this is the case customers will be able to choose whether to receive information in English or Welsh. Where any charge is made for such materials, the charge for the version in English or Welsh will be the same.

² Signage bearing plant names will normally be restricted to Latin. Many plants only have Latin names, or a variety of common names from their country of origin. Some have several common names, often regionally based. The scientific Latin name is Universal; is specific to just one particular plant, and is understood world-wide. The Garden has several thousand plant labels which are necessarily of standard size. For legibility and avoidance of visual intrusiveness, text is therefore restricted.

6.2. Press Releases

6.2.1. We are committed to issuing bilingual statements and notices to the press and the media in Wales whenever possible.

6.2.2. Press releases for media use will be issued bilingually. It is understood that occasionally, in an emergency, it will be necessary to issue press releases in English only, but in all other circumstances the translation process will be incorporated into the planning time scales.

6.2.3. All press releases will include contact details of an appropriate officer who will either be Welsh-speaking or will be able to refer matters to a Welsh-speaking representative of the Garden. This person will be authorised to fully represent the Garden within the boundaries of their knowledge. We will keep a list of suitable contact names.

7. WEBSITES AND INFORMATION TECHNOLOGY

7.1. At a size of more than 1.5 GB the Garden's website represents one of the largest and most comprehensive online presences in Wales, containing a wealth of written information, archive and reference material. The Garden is currently in the process of major IT upgrade and investment to address the historical lack of investment capacity in digital technology. This is being progressed in synchrony with a substantial Visit Wales Innovative Pilots Programme. As a result we anticipate a step change in the functionality and capability of the Garden's interactive presence in the online and mobile domains over the coming 24 months.

7.2. The Garden is committed to improving and enhancing its bilingual digital functionality and accessibility. Members of the public will be able to access information via the Garden's website in English and Welsh. The website will indicate language choice clearly. The Garden recognises that the best way to enable and support the Welsh language is to include language choice on each page where a corresponding version is available.

7.3. All new web-based materials will be developed and available bilingually, and for easy download. All material and provision in English and Welsh will be consistent, i.e. it will be up-to-date, accurate, and will enjoy the same prominence and be of the same quality. All staff, consultants, designers and printers will be given written guidelines on how to deal with the design of bilingual material.

7.4. Wherever possible within the resources and expertise available, English and Welsh pages on the website will be revised and updated in synchrony. In relation to archival or previous materials, we will develop the website's bilingual content over time and prioritise the most popular and static pages in the first instance.

7.5. When planning or redeveloping websites or any other Information Technology service, we will take close account of the WLC guidance 'Technology, Websites and Software: Welsh Language Considerations' will actively harness bilingual software resources that are freely available, and will consistently aim for best practice in bilingual provision.

7.6. In order to help staff and volunteers work through the medium of Welsh, IT software such as Cysgliad dictionary and spellchecker will be available on the Garden's system and computers. Welsh-language versions of Microsoft Windows and Office will also be available to staff and volunteers.

7.7. Social media – efforts will continue so as to develop bilingual messages especially those relating to events and offers as appropriate. Messages sent out at a corporate level will be bilingual. Direct messages from followers and re-tweets will be responded to in English or Welsh as appropriate.

8. IMPLEMENTATION OF THE SCHEME

8.1. Staffing

8.1.1. The Garden will assess what language skills are necessary in each workplace and for each core activity in order to implement this scheme. In recruitment particulars the selection criteria will include specification of the level of Welsh language communication skills required for the role in question showing Welsh either as essential, or desirable. Welsh will be included as a desirable criterion in all roles advertised.

8.1.2. The Garden will conduct a review of the language skills of its staff and will include an indication of this information in its internal contacts list in order to (a) better use the language skills of individuals within the organisation, (b) highlight any skills shortage within the teams so that these can be addressed, (c) encourage attention to the use of Welsh. Any language skills shortage will be addressed by increasingly offering training to current staff and volunteers, or recruiting new staff as appropriate. Language awareness training will be given to all staff and offered to volunteers within a year of approval of this scheme.

8.1.3. Non-Welsh speaking staff will receive training, as part of their induction, on how to answer the telephone bilingually and how to refer Welsh language enquiries as well as how to pronounce and spell Welsh names that are commonly encountered. When recruiting new Trustees, staff, and volunteers, the Garden will take into consideration the linguistic requirement of the role, and the whole team, in order to address the requirements for implementation of this Scheme.

8.1.4. Where a post is designated Welsh essential or where a short-listed candidate has indicated that they are fluent in the Welsh language, their oral and written fluency in Welsh will be tested as part of the selection process. If there have been difficulties in recruiting a Welsh speaker to a post for which the ability to speak Welsh is an essential requirement, it may be necessary to consider appointing someone who cannot speak Welsh. In such cases, the Welsh language elements of the post will be reviewed, and as necessary undertaken by another member of staff while the appointed officer receives language training in order to reach the necessary standard within a particular timescale.

8.1.5. All posts, which are not designated Welsh essential, will have “ability to speak and write in Welsh, preferably at a standard of fluency” as a desirable attribute. This will mean that those interviewed will receive additional weighting if they are able Welsh speakers. Staff recruitment for Welsh essential posts will be advertised in Welsh, accompanied by a brief explanation in English, or bilingually. Subject to management approval and the availability of time and resources, training and support in the use of the Welsh language will be provided to staff and volunteers who want to extend their use of the language where that is appropriate to their role profile or part of their personal development plan.

8.2. Learning Welsh

8.2.1. The Garden will seek to encourage and support those who wish to learn Welsh and will support Welsh-speaking staff and volunteers to improve their language skills. Welsh-speaking staff and volunteers will encourage other staff, and those who are learning Welsh, to speak Welsh in the workplace.

8.2.2. The Garden will always consider requests from staff for training in Welsh including for the time to attend such training. Within the tight resources available (both of budgets and of business operational demands) and depending on the practicalities involved, it will review on a case by case

basis whether it is possible to support a request so that some contribution towards cost or working time can be made for any part of the attendance. Any such decision will be considered by the immediate manager and must be agreed by the Director.

8.2.3. Copies of on-line Welsh dictionaries will be easily available on the Garden's systems. The Garden will also encourage non-Welsh speaking staff and volunteers to use Welsh wherever possible and will provide useful sentences for them to practice.

8.2.4. Annual audits of the language profile of service users, staff and volunteers will be conducted to ensure that the Welsh language needs of the organisation continue to be met by our language scheme and training programme. Such audits will indicate those roles and activities where Welsh speaking skills are essential and assess the precise level of skills required. The organisation's approach to allocating spending and resources will be adapted to reflect and take this into account as far as possible and practicable. The aim is to normalize spending and use of resources on Welsh language services such that it is entirely natural for services to be provided in the two official languages of Wales and to organize resources to meet that objective.

8.3. Services by contractors on behalf of the NBGW

It is often necessary for the Garden to contract services to other agencies, organisations or individuals. On such occasions the contracted agency will be notified of the Garden's commitment to this Welsh Language Scheme as part of the Garden's overall terms of business. Staff who appoint or work with contractors will receive guidelines on what will need to be considered. The implementation of this Scheme by contracted parties will be monitored using the same method as outlined in the monitoring section of this Scheme.

Where the public does not have direct access to the contractor, in terms of complaints, they will be expected to deal directly with the Garden.

9. IMPLEMENTATION AND MONITORING

9.1. Monitoring

The Director will monitor the implementation of the Scheme in accord with the enclosed timescales and report to the Trustees and the Welsh Language Commissioner on an annual basis. Based on the Welsh Language Commissioner's reporting template the following points will be monitored and form part of the Report:

9.1.1. Implementation of the Scheme;

9.1.2. Forward planning to improve implementation;

9.1.3. Awareness;

9.1.4. Bilingual Skills;

9.1.5. Putting the User First;

9.1.6. Complaints;

9.1.7. Data Collection;

9.1.8. Reporting;

9.1.9. Timescales for Implementation.

9.1.10. The Garden will review and revise the Scheme every three years in consultation with the Welsh Language Commissioner.

9.2. Feedback, Comments, or Complaints

Any suggestions, comments, or complaints regarding the implementation of this Scheme will be monitored by the Director with help from the Garden's Welsh Language Support team. The Garden will welcome any comments or suggestions from the public, its staff, volunteers, members, and customers for improving its Welsh Language Scheme and services. Any comments or suggestions should be sent to:

The Director
National Botanic Garden of Wales
Llanarthne
Carmarthenshire SA32 8HG
www.gardenofwales.org.uk

10. ADVERTISING THE SCHEME AND RAISING PUBLIC AWARENESS

The Garden will:

10.1. Refer to the Scheme in its annual report, business plan, and general material for customers, and will make clear that members of the public are welcome to use Welsh when dealing with the organisation and its employees.

10.2. Make copies of its Scheme freely available through its web site or provide these via its visitor services outlets for members of the public on request.

10.3. Select a number of Welsh Language and non-Welsh language speakers from amongst staff and volunteers across the Garden (the 'Welsh Language Support Team') who will support the Director in implementation and review of the scheme.

10.4. Trustees will select a Welsh language champion from amongst the Trustee board members to support and advise the board and Director in implementation and review of the scheme.

11. APPENDIX 1 - TIMESCALES AND IMPLEMENTATION PLAN

AREA OF ACTIVITY	IMPLEMENTATION	BY WHOM	TIMESCALES <i>For initiation and onward delivery</i>
3.1 New policies and initiatives	<ul style="list-style-type: none"> • Overview of scheme implementation • Overview of scheme operation • Ongoing review of new policies and initiatives 	<ul style="list-style-type: none"> • Trustees • Director • Senior Management 	<ul style="list-style-type: none"> • September 2013 • September 2013 • Ongoing w.e.f. date of Scheme approval
3.2 Delivery of services	3.2.2 All staff to know how to refer 3.2.3 Guiding users to Welsh speakers 3.2.4 Promoting bilingualism in offices 3.3.5 Providing training and guidance 3.2.6 Using translation services	Senior Managers All staff All staff Induction/management Head of Communications	By September 2013 By September 2013 Already in place and being met September 2013 onward Already in place and being met
4. Communicating with the Welsh-speaking public	Improving performance in some of these areas will need development and is resource dependent.		
4.1 Written communication	Resource and the proportion of fluent Welsh speakers in the organisation are currently a constraint. Proficiency in this area will need to be reinforced in future.	Director and Head of Communications	Development ongoing w.e.f. date of scheme approval
4.2 Telephone communications	4.2.2 Referrals to Welsh speaker/options 4.2.2 Identification of Welsh speakers in directory 4.2.3 Subsequent responses in Welsh 4.2.4. Auto switchboard Welsh options 4.2.5 Bilingual answerphone messages	All staff Secretariat Individuals contacted Telecomms service provider All staff	Already in place Already in place and being met Ongoing as resourced By January 2013 By September 2013
4.3 Face-to-face communications	Implementation as resources and proportion of fluent Welsh speakers in the organisation	Director, and senior managers of services	Ongoing as resourced

	allow.		
4.4 Public meetings and events	4.4.1 Notices of public meetings 4.4.2 Translation for events 4.4.3 Badges denoting Welsh speakers	Director and Head of Communications	Already in place and being met January 2013 onward as resourced Already in place and ongoing
5. Corporate image			
5.1 Corporate identity	This provision is already being met throughout the organisation	Director and Head of Communications	Already in place and being met
5.2 Signage	Already in place and being met	Director and Head of Communications	Already in place and being met
6. Publications	Already in place and being met	Director and Head of Communications	Already in place and being met
6.1 Documents	Already in place and being met	Director and Head of Communications	Already in place and being met
6.2 Press Releases	Already in place and being met	Director and Head of Communications	Already in place and being met
7. Websites and Information Technology	7.2 Improve prominence of language choice button on pages of the web site by including it at the top. 7.3/7.4 Continue improving bilingual site functionality, ensuring links in each language direct consistently and appropriately to synchronously updated content.	Director and Head of Communications	From scheme approval as resourced, April 2014 September 2014
8. Implementation of the Scheme			
8.1 Staffing	8.1.1 Needs assessment		Completed December 2012

	8.1.2 Language skills audit 8.1.3 Induction/Language awareness training 8.1.4 Recruitment assessment 8.1.5 Recruitment assessment	Director and Senior Managers	December 2013 onward as resourced December 2013 onward Already in place and being met Already in place and being met
8.2 Learning Welsh	8.2.1 Encouragement and training time/funding 8.2.2. Welsh dictionary etc access 8.2.3 Annual skills/provision audit	Trustees and Director Director Trustees and Director	Implementation as resources allow – ambition of initiating in 2014 onward December 2013 onward Implementation as resources allow – ambition of initiating 2014 onward
8.3 Services by contractors on behalf of the organisation	Systems to be in put in place via revised/updated purchasing protocols and business terms	Director and Head of Finance	Financial year 2014 onward
9. Implementation and monitoring			
9.1 Monitoring and review	Annual review and reporting on implementation	Trustees and Director	Financial year 2014 onward
9.2 Complaints and Feedback	Already in place and being met	Director and Head of Communications	Already in place and being met
10. Advertising the Scheme	10.1 – Refer to scheme in formal materials etc 10.2 Available via website 10.3 Create Welsh Language Support Team 10.4 Trustee - Welsh Language Champion	Director and Trustees Director Director Trustees	<i>Subject to approval of the scheme</i> Financial year 2014 onward <i>When approved</i> Anticipated December 2013 Anticipated December 2013