

Land  
Registry



Noddi  
Iliad Cymru  
Sponsored by  
Welsh Assembly Government



BWRDD YR IAITH  
GYMRAEG • WELSH  
LANGUAGE BOARD

Prepared under the  
Welsh Language Act 1993

Welsh Language Scheme

March 2010





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

Sequential editions were approved by the Welsh Language Board on the dates specified below:

1st edition – 20 March 1998  
2nd edition – 29 January 2002  
3rd edition – 4 February 2005  
This edition – 25 March 2010

# 1 Introduction

- 1.1 Under the Welsh Language Act 1993 every public body providing services to the public in Wales has to prepare a scheme setting out how it will provide those services in Welsh.
- 1.2 This Welsh Language Scheme (the scheme) sets out the requirements necessary to enable Land Registry to comply with the Welsh Language Act 1993. It describes how we will give effect, so far as is both appropriate in the circumstances and reasonably practicable, to the principle established by the Welsh Language Act that, in the conduct of public business and the administration of justice in Wales, the Welsh and English languages should be treated on a basis of equality.
- 1.3 The scheme covers the services that we provide to the public in Wales. In this scheme, the term public means individuals, legal persons and corporate bodies. It includes the public as a whole, or a section of the public, as well as individual members of the public. The term includes voluntary organisations and charities. Directors and others representing limited companies are also within the meaning of the term 'public'. It does not, however, include persons who are acting in a capacity which is representative of the Crown, Government or the State. Consequently, persons who fulfil official functions of a public nature, even though they are legal persons, do not come within the meaning of the word public when they are fulfilling those official functions.
- 1.4 This scheme was prepared under Section 21 of the Act – and in accordance with guidelines issued by the Welsh Language Board under Section 9 of the Act. It came into effect on 25 March 2010 and replaces our previous schemes, dated 20 March 1998, 29 January 2002 and 4 February 2005.
- 1.5 The Welsh Language Steering Group was established within Land Registry upon enactment of the Welsh Language Act 1993. Its purpose is to direct, manage, and implement Land Registry's policy with regard to the Welsh Language. The Welsh Language Steering Group is under the chairmanship of the Area Manager, Wales Office who reports directly to the Land Registry Board.
- 1.6 If members of the public have any enquiries or complaints about the operation of the scheme they should contact the Welsh Language Co-ordinator or one of the other senior members of staff set out in the attached Appendix.

# 2 Background

- 2.1 Land Registry, a separate government department since 1862, was established as an executive agency of the Secretary of State and Lord Chancellor in July 1990 and as a trading fund in 1993. It is responsible for the delivery of all services in connection with registration of title to land in England and Wales. It is also responsible for the registration of Land Charges and Agricultural Credits in England and Wales.

- 2.2 Land Registry's services are delivered through a network of local offices. Land Registry's Head Office is located in London. Information technology services are based in Plymouth. Land Charges and Agricultural Credits are administered from Plymouth. Business customers have electronic access to a range of online registration services. The public has electronic access to a more limited range of registration services.
- 2.3 Delivery of land registration services in Wales is the responsibility of Land Registry, Wales Office located in Llansamlet, Swansea.
- 2.4 The services which Land Registry, Wales Office provides to members of the public, usually through their professional representatives, include pre-completion services, applications for the first registration of land, applications to register transactions relating to registered land, and general enquiries. Disputes involving registered land can be resolved administratively by consent or by referral to the Adjudicator to HM Land Registry who may hear the matter himself or may direct one of the parties to commence court proceedings.

## 3 Service planning and delivery

### **Policies, legislation, services and initiatives**

- 3.1 Our policies, initiatives and services will be consistent with this scheme. They will support the use of Welsh and, whenever possible, will help the public in Wales to use Welsh as part of their day to day lives.
- 3.2 Whenever possible, our consultation documents will discuss the relationship between the Welsh language and the policies, initiatives and services under development.
- 3.3 When we contribute to the development or delivery of policies, initiatives, services or new legislation led by other organisations, we will do so in a way which is consistent with this scheme.
- 3.4 Our normal practice will be to ensure that our services are available to the public in Wales in Welsh.
- 3.5 Any agreements or arrangements which we make with third parties will be consistent with the relevant parts of this scheme, when those agreements or arrangements relate to the provision of services to the public in Wales. This will ensure that third parties provide those services in accordance with this scheme.
- 3.6 Services provided in Welsh and English will be of equal quality and will be provided within the same timescale.

## 4 Dealing with the Welsh speaking public

### **4.1 Written communication**

- 4.1.1 When someone writes to us in Welsh we will issue a reply in Welsh (if a reply is required). Our target time for replying will be the same as for replying to letters written in English.
- 4.1.2 When someone writes to us bilingually we will establish the preferred language and reply in that language.
- 4.1.3 When we initiate correspondence with an individual, group or organisation, we will do so in Welsh when we know that they would prefer to correspond in Welsh.
- 4.1.4 The above will apply to email correspondence as well as paper correspondence.
- 4.1.5 Circulars issued to the public and practitioners in Wales are in a bilingual format.
- 4.1.6 Land Registry's headed paper indicates that it welcomes correspondence in Welsh or English.

## **4.2 Telephone communication**

- 4.2.1 We will ensure that the public can speak in Welsh or English when dealing with us by telephone.
- 4.2.2 Calls relating to applications affecting Welsh properties are answered with a bilingual greeting.
- 4.2.3 The Customer Contact Centre based in Land Registry, Wales Office is part of a larger virtual contact centre dealing with general enquiries across England and Wales. There is a dedicated Welsh language line to deal with customers who want to conduct their enquiries in Welsh and this service is advertised.
- 4.2.4 The Telephone Service Centre located at Land Registry Wales Office offers a bilingual service and specialises in the pronunciation and spelling of Welsh place names.

## **4.3 Public meetings**

- 4.3.1 Land Registry does not hold public meetings.
- 4.3.2 Land Registry arranges corporate events and provides technical seminars for practitioner customers at which Land Registry's Welsh language services are advertised. The opportunity is also taken to ask the attendees whether they use the services and whether they have any comments thereon. At least one of Land Registry's staff members conducting the seminar will be a Welsh speaker.

## **4.4 Other meetings with the public in Wales**

- 4.4.1 When we arrange or attend private meetings with the public, we will establish their language preference at the earliest opportunity and ensure that a suitably qualified Welsh speaking member of staff deals with those whose preferred language is Welsh.

## **4.5 Other dealings with the public in Wales**

- 4.5.1 Welsh speaking members of staff are available in the Customer Information Centre to deal with members of the public who wish to conduct their business in Welsh.
- 4.5.2 Signs are prominently displayed in the Customer Information Centre indicating that a Welsh language service is available and all signs in public areas are bilingual.

## 5 Our public face

### 5.1 Publicity campaigns, exhibitions and advertising

- 5.1.1 All the publicity, public information, exhibition and advertising material we use in Wales (in order to target the general public) will be produced fully bilingually, or as separate Welsh and English versions. If the Welsh and English versions have to be published separately, both versions will be equal with regard to size, prominence and quality. Both versions will be available simultaneously and will be equally accessible.
- 5.1.2 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).
- 5.1.3 When staffing exhibitions stands and displays, we will ensure that suitably qualified Welsh speakers attend, as necessary.

### 5.2 Publications

- 5.2.1 Land Registry publishes all explanatory and practice material directed to the public and practitioners in Wales bilingually favouring the Welsh and English versions together in one document. If published separately, the Welsh and English versions of any document are issued simultaneously and are equally accessible in paper or electronic format.
- 5.2.2 Forms prescribed by secondary legislation are available in separate Welsh and English versions.
- 5.2.3 Where Land Registry sells any publication, the price of a bilingual document is the same as that of one produced in a single language format.

### 5.3 Websites

- 5.3.1 Our websites will include pages in both Welsh and English. Whenever we post English language publications on our websites, the Welsh versions will be posted at the same time, if available.
- 5.3.2 Where appropriate, we will provide Welsh versions of the interactive pages on our websites.
- 5.3.3 When designing new websites, or redeveloping our existing websites, we will take into account the Welsh Language Board's *Bilingual Software Guidelines and Standards* and any other guidance issued by the Board with regard to developing websites.

## **5.4 The Register**

5.4.1 Registers of land in Wales are printed on a bilingual register template.

5.4.2 Entries are made on the register in the language of the source document.

## **5.5 Corporate identity**

5.5.1 Land Registry adopts and presents a fully bilingual corporate identity in Wales. In particular, Land Registry's name, address and visual identity will be equal in size and quality in both Welsh and English and appear on letter headings, fax headers, compliment slips, business cards, identification badges, publications, vehicles and other goods and materials.

5.5.2 Displays mounted at corporate events and practitioner seminars in Wales are bilingual.

## **5.6 Signs**

5.6.1 All signs within the areas of Land Registry, Wales Office to which the public has access are bilingual. The signs are equal in terms of format, size, quality and prominence.

## **5.7 Official notices, public notices and staff recruitment notices**

5.7.1 General adverts and notices published in newspapers or other media in Wales are bilingual and are equal in terms of format, size and prominence.

5.7.2 Job vacancies for posts in Land Registry, Wales Office are advertised in bilingual format in newspapers or other media in Wales. The advertisements are equal in terms of format, size and prominence.

## **5.8 Press releases and contact with the media**

5.8.1 Press notices relating to matters affecting England and Wales or Wales alone issued to the media in Wales are bilingual.

5.8.2 We will ensure that Welsh speakers are available to undertake interviews with the Welsh language press and broadcasting media.

# **6 Implementing the scheme**

## **6.1 Staffing**

6.1.1 Land Registry, Wales Office has sufficient and appropriately skilled Welsh speaking staff to deliver a full service in Welsh. We review the number of staff needed to provide the service regularly, to ensure sufficient staff are available. Dictionaries and other Welsh language reference books are available in the library.

6.1.2 We will keep a record of the number of staff who can speak, read and write in Welsh.

## **6.2 Recruitment**

- 6.2.1 When recruiting staff we will be guided by the information gathered by following the procedures described under Staffing above.
- 6.2.2 When fluency in Welsh is considered to be desirable or essential this will be stated in job competencies and advertisements.
- 6.2.3 Electronic information packs and application forms will be provided in Welsh and English for all of our jobs. Paper packs will be provided in English and Welsh on request.
- 6.2.4 Induction courses for new entrants in Land Registry, Wales Office include specific reference to the requirements of the scheme.

## **6.3 Language training**

- 6.3.1 Land Registry, Wales Office develops the skills of existing Welsh speaking staff and encourages non-Welsh speaking staff to learn the language. Wales Office funds external Welsh language training courses attended by members of staff in accordance with Land Registry's Further Education policy.
- 6.3.2 We will develop the ability of our Welsh speaking staff to operate in Welsh by providing vocational training in Welsh, whenever practicable.

## **6.4 Information and Communications Technology**

- 6.4.1 The need to provide information and services in Welsh, and operate in accordance with this scheme, will be catered for as we develop, design and purchase information and communications technology products and services.
- 6.4.2 As we develop or procure ICT systems we will take into account the Board's *Bilingual Software Guidelines and Standards*.

## **6.5 Partnership working**

- 6.5.1 When we are the strategic and financial leader within a formal partnership, we will ensure that any public service aspects comply with this scheme.
- 6.5.2 When we join a formal partnership which another organisation is leading, our input to the partnership will comply with this scheme and we will encourage the other partners to comply.
- 6.5.3 When we are a partner in a consortium, we will encourage the consortium to comply with this scheme. When acting in the name of the consortium, we will operate in accordance with this scheme.

## **6.6 Internal arrangements**

- 6.6.1 The measures in this scheme carry the full authority, support and approval of Land Registry. Operating in accordance with the scheme will be a compliance issue.

- 6.6.2 The Welsh Language Steering Group is responsible for the direction, management, implementation and monitoring of Land Registry's policy with regard to the Welsh language.
- 6.6.3 The Welsh Language Co-ordinator is responsible for the day-to-day implementation of the scheme and reports to the Chair of the Welsh Language Steering Group who, in turn, reports to the Senior Management Team at Land Registry, Wales Office and the Land Registry Board.
- 6.6.4 The scheme is an agenda item at all Senior Management Team meetings held in Land Registry, Wales Office.
- 6.6.5 We have prepared an action plan that has been agreed with the Welsh Language Board. This sets out how we will ensure that we operate in accordance with this scheme. The action plan will come into effect on the date on which the scheme comes into effect. It can be viewed in Appendix A.
- 6.6.6 The scheme will be publicised to our staff, and to the public in Wales. It will be published on our website in a prominent place.
- 6.6.7 We will regularly raise awareness of the scheme to staff and explain how it will affect their day to day work.
- 6.6.8 Any form of contact with the public in Wales, which is not specifically dealt with by this scheme, will be undertaken in a manner which is consistent with the general principles enshrined in this scheme.

## **6.7 Monitoring**

- 6.7.1 We will monitor our progress in delivering this scheme against the targets set out in its accompanying action plan. We will then report to the Land Registry Board and the Welsh Language Board on our progress in delivering this scheme on an annual basis.
- 6.7.2 Land Registry's annual report and accounts contains an annual update on the scheme and the Welsh language services provided.
- 6.7.3 Our target is to ensure that we act in accordance with the aims and objectives of this scheme. We will provide a report on the scheme's implementation following a request from the Welsh Language Board.

## **6.8 Reviewing and amending the scheme**

- 6.8.1 We will review this edition of the scheme within four years of its coming into effect.
- 6.8.2 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.
- 6.8.3 No changes will be made to this scheme without the Welsh Language Board's approval.

# Names and contact numbers

## **Land Registry, Wales Office**

Tŷ Cwm Tawe, Phoenix Way, Llansamlet  
Swansea SA7 9FQ  
Telephone 01792 355000  
Fax 01792 355055

## **Land Registrar**

Terry Lewis 01792 355001  
Email [terry.lewis@landregistry.gsi.gov.uk](mailto:terry.lewis@landregistry.gsi.gov.uk)

## **Area Manager**

Mike Harris 01792 355002  
Email [mike.harris@landregistry.gsi.gov.uk](mailto:mike.harris@landregistry.gsi.gov.uk)

## **Welsh Language Co-ordinator**

Eleri Sparnon Jones 01792 355169  
Email [eleri.jones@landregistry.gsi.gov.uk](mailto:eleri.jones@landregistry.gsi.gov.uk)

# Appendix A

## Main targets for scheme delivery

Target	Completion date
<b>1 Welsh Language Scheme publicity</b> Publicise revised scheme on website and through other relevant means.	<b>Within 2 months of scheme approval</b>
<b>2 Glossary of Legal Terms</b> An updated electronic version to be posted to the website and publicised on the home page and through <i>Landnet</i> .	<b>June 2010</b>
<b>3 Welsh language telephone line</b> Advertise the new Customer Contact Centre Welsh language telephone line.	<b>Within 2 months of scheme approval</b>
<b>4 Welsh application forms</b> Welsh application forms and information packs to be available for all posts in Wales Office.	<b>Within 2 months of scheme approval</b>
<b>5 Advice/reminders to staff</b> Provide regular advice to staff on how to deal with Welsh correspondence/telephone calls/ requests for face-to-face meetings.	<b>Within 2 months of scheme approval and regularly thereafter</b>
<b>6 Advertising campaigns</b> Provide guidance to staff on publicity/advertising campaigns in Wales.	<b>Within 2 months of scheme approval and regularly thereafter</b>
<b>7 Assessment of workplaces</b> Hold regular assessments of workplaces to ensure sufficient Welsh speaking staff are available to offer the services.	<b>Within 2 months of scheme approval and revised when new services are offered</b>
<b>8 Website</b> Take steps to increase the Welsh language content on the website.	<b>An assessment of the current provision and a timetable for the necessary work by July 2010</b>

**9 Report to the Welsh Language Board and the Land Registry Board**

**June 2010 and annually thereafter**

Provide an annual report on the implementation of the scheme to the Welsh Language Board and the Land Registry Board.

**10 System enhancements**

**A report on findings by July 2010**

Discussions underway to agree with Information Systems a timetable for initiating the implementation of the following, subject to system capabilities and agency priorities:

Bilingual Title Information Document  
Bilingual Registration Completion Sheet  
Welsh Search of the Index Map results  
Bilingual disclaimer on emails sent from Wales Office  
Welsh schedule field headings.

**11 E-services**

**A report on work needed by July 2010**

Business Gateway will come in by the end of 2009 and Electronic Transfer in 2011. Welsh language provision will be introduced after e-services is delivered in its entirety.

This document can be made available in alternative formats on request. If you or a colleague requires an alternative format please contact:

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