



COETIROEDD
GWELL
I GYMRU



BETTER
WOODLANDS
FOR WALES

Grantiau a chymorth
i greu a gwella coetiroedd

Grants and support for creating
and improving woodlands

Approach to Language Provision

Introduction

This document explains the Forestry Commission Wales (FCW) approach to the provision of Welsh and English language services within the Better Woodlands for Wales (BWW) scheme.

It is FCW policy to conduct as much as possible of BWW work through a web-based, electronic system. However FCW can provide customers with a paper-based service so that they can apply for BWW grant schemes, felling licences, and Environmental Impact Assessments (EIA) using either Welsh or English. This service includes all communications, contracts, licences and permissions.

The Forestry Commission website (www.forestry.gov.uk) will provide all the advisory, technical and general information needed by woodland owners and other people involved in woodland management. The FC website will be fully accessible in Welsh or English languages for information relating to FCW schemes or UK-wide schemes that operate in Wales.

Definitions

G&L Online is the name of the web-based system used to deliver the new BWW scheme.

BWW Approach to Language Provision

Through G&L Online, registered users can access all FCW services in English.

G&L Online users will also be able to do the following in Welsh:

- Register for the online service
- Access a land information service
- Access a map request service
- Access all FC web content relating to FCW.

Other services are currently available in English only. In due course it is hoped to extend use of the G&L Online services in Welsh to include:

- Translations of BWW foundation plans, management plans and contracts
- Translations of reports and queries
- Details of grant claims
- Processing of EIA applications.

A full service for Welsh language online users of Better Woodlands for Wales will be delivered in phases and will depend on demand and the resources available.

A summary of the services available in English and Welsh is shown in Figure 1 at the end of this document.

Planning Process

Management Planners, approved by FCW, help woodland owners apply for the BWW scheme, although the owner needs to sign off the completed application. When first approached by owners, Management Planners should state whether they are able to deal with the woodland owner in Welsh or English. When submitting a BWW application to FCW the Management Planner should say whether they are dealing with the Applicant in Welsh or English.

Management Planners have a formal contract with FCW. At present they can only work on the G&L Online system in English. This is because of the technical difficulties of running a bi-lingual computer system. As technology develops, and resources allow, FCW would look to providing them with a choice of preferred language.

Once the Management Plan has been submitted by the Planner on the Applicant's behalf, and agreed by FCW, a Plan of Operations Contract is drawn up. This contract can be provided in Welsh or English and also claims for grants can be made using either Welsh or English forms.

Other services such as felling licences and Environmental Impact Assessment applications, currently provided in Welsh and English in paper format, will be made available online in Welsh if there is sufficient demand and changes needed to the G&L Online system are relatively minor.

Further development of a full e-enabled Welsh language service is dependent on demand for grants and licences services as a whole in Wales. FCW may choose to make publications intended for business use by FCW staff or Planners available only in English. This is because these documents will tend to be of a very specific technical nature and have relatively few users.

Who can use the service?

The option of using Welsh or English is offered only to Applicants who have a permanent postal address in Wales. Applicants who live outside Wales must use English.

Once the Applicant opts for the Welsh language service, they will have no further dealings with G&L Online in English for any applications relating to Wales. If they want to switch to English they will need to amend their contact details with FCW.

Are there any restrictions?

The Welsh language service is only available for the grant schemes, felling licences and EIA applications administered by FCW. It does not cover applications for the English or Scottish Woodland Grant Schemes or felling licences outside Wales. Please see Figure 1 below.

Figure 1

	Electronic system		Paper Copy	
	Welsh	English	Welsh	English
Management Plans	No	Yes	Yes	Yes
Claim for grants	No	Yes	Yes	Yes
FCW information on BWW	Yes	Yes	Yes	Yes
Felling Licences	No	Yes	Yes	Yes