

## Annex C: Welsh Language Impact Test

### 1. Impact Assessment

The aim and objective of this Welsh Language Impact Assessment is to look at whether the closure proposals will have a detrimental effect on the use of Welsh language in courts and tribunals in Wales. The guiding principles behind this assessment are that of linguistic equality as manifested in HM Courts & Tribunals Service's Welsh Language Scheme and the fact that the Welsh language is an official language in Wales.

In drafting this impact assessment consideration was given to responses received to the consultation that made a direct reference to the provision of Welsh language services within HM Courts & Tribunals Service's estate.

In order to assess the impact of the consultation proposals on the ability of HM Courts & Tribunals Service to provide a Welsh language service, HM Courts & Tribunals Service Wales drew upon the following information:-

- 2011 census data in relation to Welsh speakers by local authority area;
- Its own list of Welsh speaking staff;
- Its own list of staff learning Welsh;
- Details on the number of Welsh speaking magistrates according to local justice areas;
- Statistics on the use of Welsh in court hearings (Appendix 'A');
- The total facilities management contract with G4S that provides amongst other services, court security officers; and
- Its own list of translation equipment.

### 2. The Legal Requirement

Section 22(1) of the Welsh Language Act 1993 provides that: "In any legal proceedings in Wales the Welsh language may be spoken by any party, witness or other person who desires to use it, subject in the case of proceedings in a court other than a Magistrates' Court to such prior notice as may be required by rules of court; and any necessary provision for interpretation shall be made accordingly."

Section 5 of HM Courts & Tribunals Service's Welsh Language Scheme relates to 'Dealing with the Welsh speaking public'. Of particular relevance to the consultation are sub sections 5.10 Face to Face Communication', and sections 5.18 to 5.26, which relate to the conducting of legal proceedings.

Guidance on the use of Welsh language in court proceedings is provided in the following documents:-

- Practice Direction relating to the use of the Welsh language in cases in the civil courts in Wales;
- The Consolidated Criminal Practice Direction;
- The Protocol for the use of Welsh language in magistrates' courts.

The use of Welsh language in court hearings is also dependant on factors that are outside the control of HM Courts & Tribunals Service. Some examples are as follows:-

- Duty solicitors' not raising awareness of their client's right to use Welsh in court hearings;
- In some parts of Wales, a lack of Welsh language legal practitioners;
- A lack of confidence amongst Welsh speakers in using the language in formal environments such as courtrooms;
- The linguistic composition of the magistrates' benches;
- The lack of any Welsh language capability for mediation services in North Wales;
- Inadequate numbers of Welsh speakers within support services to the courts such as intermediaries.

In order to gain a better understanding of the barriers to using Welsh in court hearings, HM Courts & Tribunals Service's Welsh Language Unit worked with Bangor University as part of an Access to Masters post-graduate programme. The research highlighted a number of factors that inform whether a Welsh speaker uses Welsh in the courtroom. These were concerned with confidence, code switching and the formality of the court. Other factors in criminal cases were that most police statements were written in English and that this, therefore, had a bearing on the use of language at the hearing.

The research confirmed findings of a previous investigation conducted by Cwmni Iaith in 2008 on behalf of the North Wales Criminal Justice Board entitled 'Provision of Welsh Language Choice in the North Wales Criminal Justice Sector', which amongst its many conclusions stated that:-

- The provision of choice of services in Welsh or English by agencies across the North Wales Criminal Justice sector was inconsistent;
- The language registers used by all agencies in the justice sector for verbal and written communications are a major factor in determining whether service users will wish to use Welsh when communicating with the agencies;
- The lack of confidence of Welsh speakers in general in dealing with official matters through the medium of Welsh also extends to Welsh speaking professionals and other Welsh speaking staff across the sector; and
- The public do not differentiate between the various criminal justice agencies.

HM Courts & Tribunals Service Wales should be able to ascertain beforehand, whether an individual wishes to use Welsh in a court hearing either through the completion of Welsh forms in civil cases, pre-recorded choices in the magistrates courts being transferred to the Crown Court or directly through case management meetings. In those cases in magistrates courts that progress to trial, language choices are ascertained by completing the 'Magistrates courts preparation for effective trial' form.

All courts display a poster stating that the use of Welsh in court hearings is welcomed.

### **3. Linguistic Capacity**

This impact assessment will consider HM Courts & Tribunals Service Wales' linguistic capability to facilitate the use of Welsh language in court hearings from both a judicial and staff perspective.

#### **3.1 The Judiciary and Magistracy**

In relation to the magistracy and the linguistic profile of each bench, this is a matter for individual Advisory Committees as it is they, rather than HM Courts & Tribunals Service that recommend magisterial appointments to the Lord Chancellor. When forecasting the number of magistrates to be recruited for a given period, Advisory Committees should consider how many of the vacancies should be advertised as requiring essential written and verbal Welsh language abilities. This will depend on the number of existing bilingual magistrates on the bench in question and on projected retirements. There are currently 204 Welsh speaking magistrates in Wales. There is a higher percentage of Welsh speaking magistrates in those areas of Wales where the Welsh speaking population is at its highest e.g. Gwynedd, Anglesey and Carmarthenshire.

With regard to the professional judiciary HM Courts & Tribunals Service Wales will inform the Judicial Appointments Commission of any Welsh language requirements when vacancies arise. A decision as to whether a judicial post requires Welsh essential linguistic skills is based on the area where the vacancy arises and advice from the Presiding Judges, the Family Division Liaison Judge and HM Courts & Tribunals Service's own statistical information on the use of Welsh in court hearings. Furthermore the Lord Chancellor has approved a non-statutory eligibility criteria for vacancies in Wales in that "candidates for posts in Wales need to have an understanding or the ability to acquire the understanding of the administration of justice in Wales, including legislation applicable to Wales and Welsh devolution arrangements".

Currently in Wales we have seven Welsh speaking Circuit Judges, three Deputy Circuit Judges, seven District Judges and 12 Deputy District Judges. There are seven Welsh speaking Recorders, three Employment Tribunal Judges and five Social Security and Child Support Judges.

The Judicial College has a Welsh Training Committee that looks at Welsh related matters and in 2014 it held a two day seminar for Welsh speaking judiciary to raise their confidence in presiding over Welsh language cases.

The Judicial Appointments Commission is also preparing a Welsh Language Scheme for the first time. This is a further acknowledgment that judicial appointment requirements do differ in Wales.

#### **3.2 HM Courts & Tribunals Service Staff**

Currently HM Courts & Tribunal Service Wales has 111 Welsh speaking staff, which equates to 13% of the total workforce in Wales. It also has 22 members of staff learning Welsh, with their lessons provided within the workplace and funded by HM Courts & Tribunals Service. The location of our learners is as follows:-

- Caernarfon Criminal Justice Centre – 1 member of administrative staff at Intermediate level;
- Caernarfon Civil and Family Court – 1 member of administrative staff at Intermediate level;
- Llandudno Magistrates' Court - 2 legal advisors and 1 legal team leader at Entry level;
- Mold Law Courts – 2 legal advisors at Intermediate level;
- Neath County Court – 2 administrative staff at Foundation level;
- Bridgend Law Courts – 1 legal advisor and 1 deputy justices clerk at Intermediate level;

- Blackwood Civil and Family Court – 5 members of administrative staff at Intermediate level;
- Cardiff Magistrates' Court – 2 members of administrative staff at Foundation Level;
- Cardiff Civil Justice Centre – 2 members of administrative staff at Intermediate level;
- Newport Magistrates' Court – 1 legal manager at Intermediate level; and
- Finance Team – Head of Finance at Intermediate/Higher level.

There is also a dedicated Welsh Language Unit based in Caernarfon Criminal Justice Centre which has day to day responsibility for the administration of the Welsh Language Scheme and for providing a written and simultaneous translation service to both staff and court users. It currently has 12 bilingual members of staff including a Welsh Language Policy Officer and a Head of Welsh Language Services.

There is a network of 33 Welsh Language Champions covering each court/office across Wales and part of their role is to promote and facilitate the use of Welsh language within their respective offices.

In relation to workforce management HM Courts & Tribunals Service is currently revising its guidance to recruiting managers on Welsh language requirements; ensuring Welsh language skills are part of the discussion in Workforce Change meetings; and considering Welsh language skills when approving, or otherwise, staff requests to leave under any possible future Voluntary Early Departure schemes.

The linguistic skills within the courts listed as part of the consultation will be dealt with individually within the narrative for each court below.

#### **4. Analysis on a Court by Court Basis**

Within the analysis that follows references made to the 2011 Census will refer to the percentages of people within local authority areas that are recorded as being able to speak Welsh.

In considering the impact of the potential closures on the Welsh language it is assumed at this stage that all staff will transfer to the receiving courts stated.

Finally, the analysis will make reference to the current number of Welsh speaking magistrates in each bench. If the proposals for closure are approved, there will be a requirement to consider the question of merging Local Justice Areas. This assessment cannot comment in advance on the outcome of any such consultation, but a reduction in the number of Local Justice Areas and therefore benches will strengthen Welsh language provision within the magistracy, as there will be a greater pool of Welsh speaking magistrates in larger Local Justice Areas.

#### **Anglesey**

##### **Closure of Holyhead Magistrates' Court and Llangefni Civil and Family Court**

According to the 2011 census data Anglesey has a Welsh speaking population of 57.2%; down 2.9% from 2001. This is significantly higher than the national percentage for Wales of 19%. According to HM Courts & Tribunals Service's last Monitoring Report to the Welsh Language Commissioner, the percentage of Welsh speaking staff working within Caernarfon Criminal Justice Centre was 82%, higher than the overall census figures for Gwynedd. Within this figure there are sufficient Welsh speaking ushers, and legal advisors to be able to provide a Welsh language service to court users.

There are no staff permanently based at either Holyhead Magistrates' Court or Llangefni Civil and Family Court, with both courts currently being administered from Caernarfon Criminal Justice Centre and Caernarfon Civil and Family Court respectively.

Under current arrangements, Welsh speaking legal advisors from Caernarfon have to attend court hearings in Dolgellau and Holyhead which sometimes results in back-filling Caernarfon courts with English speaking legal advisors from Llandudno Magistrates' Court. Following the closure it is anticipated that this practice will reduce if not cease.

During 2014/15 there were a total of 72 hearings at Holyhead Magistrates' Court where the Welsh language was used.

Llangefni Civil and Family Court is administered from Caernarfon Civil and Family Court. No staff are permanently based at the court other than on those days that the court sits. There are currently nine Welsh speaking members of staff at Caernarfon Civil and Family Court with a further one learning Welsh at Intermediate level.

In 2014/15, 19 cases heard at Llangefni Civil and Family Court involved the use of Welsh. In the same period, a total of 179 cases involving Welsh were heard in Caernarfon Civil and Family Court.

In terms of the magistracy, there are 14 Welsh speaking magistrates on the Anglesey Bench and 48 on the Gwynedd Bench.

There is no translation equipment located in Holyhead Magistrates' Court. There is a basic translation system in Llangefni Civil and Family Court which enables translations to be recorded. This system can easily be deployed to another court venue if required.

Finally, Caernarfon Criminal Justice Centre has integrated translation systems in both Crown courtrooms and in Magistrates' Court 2 in order to facilitate simultaneous interpretation of evidence and subsequent recording.

## **Gwynedd**

### **Closure of Dolgellau Crown and Magistrates' Court**

According to the 2011 census data Gwynedd had a 65.4 % Welsh speaking population, showing a 3.6% drop since 2001.

Dolgellau's work will primarily transfer to Caernarfon Criminal Justice Centre where there are adequate numbers of Welsh speakers. Furthermore, our Welsh Language Unit is based at this Centre and within the team there are Welsh interpreters. In those cases where an ad hoc decision is made to use Welsh we will be better able to provide interpreters if all Anglesey and Gwynedd cases are heard in one venue. This can lead to reduced waiting times for witnesses/defendants.

During 2014/15 there were 24 recorded cases where the Welsh language was used in Dolgellau Magistrates' Court. The Crown Court in Dolgellau did not sit at all during the reporting year.

There is no translation equipment within Dolgellau Magistrates' Court. Any cases requiring Welsh translation result in the deployment of mobile translation equipment from Caernarfon Criminal Justice Centre.

There are no staff permanently based at this court.

### **Integration of Caernarfon Civil and Family Court with Caernarfon Criminal Justice Centre**

The consultation reported the integration of Caernarfon Civil and Family Court with Caernarfon Criminal Justice Centre to create one multi-jurisdictional centre. This will further centralise Welsh language resources in one venue, strengthening the overall provision for Gwynedd and Anglesey.

In terms of the magistracy, there are 14 Welsh speaking magistrates on the Anglesey Bench and 48 on the Gwynedd Bench.

There are two integrated translation systems in Caernarfon Civil and Family Court which could be deployed to other courts. As previously mentioned there is a comprehensive translation system in Caernarfon Criminal Justice Centre

## **Denbighshire**

### **Closure of Prestatyn Magistrates' Court (Crime)**

Currently, no staff are permanently based at Prestatyn Magistrates' Court. The criminal work for Prestatyn is administered from Llandudno Magistrates' Court. According to the 2011 census, Denbighshire had a Welsh speaking population of 24.6% and Conwy 27.4%. The average figure for both local authority areas is therefore 26%. The proposal outlines that the work from Prestatyn will be heard in Llandudno. Currently Llandudno has two Welsh speaking members of staff. In percentage terms this equates to 18% and is therefore below the average for both counties.

Of the two Welsh speaking members of staff based at Llandudno Magistrates' Court, one is a member of the administration team and one is a legal advisor. HM Courts & Tribunals Service Wales will need to consider alternative methods of ensuring there is a Welsh speaking service at this court if the current complement of staff cannot meet the demand.

Finally there are currently three legal advisors in Llandudno learning Welsh and nearing the end of the Entry level course.

During 2014/15 one case was recorded in Prestatyn that had a Welsh language requirement and 15 Welsh language cases were heard at Llandudno Magistrates' Court.

Currently there are 14 Welsh speaking magistrates on the Conwy Bench and eight on the Denbighshire Bench.

There is a translation system in Court 3 in Prestatyn, which can be utilised in the future when criminal work ceases to be heard in Prestatyn to be replaced by civil and family work.

## **Wrexham**

### **Closure of Rhyd Broughton Tribunal Hearing Centre**

Wrexham Tribunal (Rhyd Broughton) accommodates Social Security and Child Support tribunal appeal hearings for North Wales. There are no staff based at this venue. There are two peripatetic Welsh speaking tribunal clerks in North Wales and Welsh speaking civil and family court staff are now also being trained to clerk tribunal hearings. This provides HM Courts & Tribunals Service Wales with flexibility in terms of providing a Welsh speaking clerk for tribunal hearings.

No cases with a Welsh language requirement were heard in Wrexham in 2014/15. Two cases were registered in the financial year 2013/14.

There are three Welsh speaking members of staff in Wrexham Civil and Family Court and nine in Mold Law Courts.

There is no translation system at Rhyd Broughton.

## **Powys**

### **Closure of Brecon Law Courts**

There are no staff based in Brecon. All its administrative functions are carried out at Merthyr Tydfil Combined Court.

There are no staff based in Llandrindod Wells Justice Centre. All its work is administered from Merthyr Tydfil Combined Court.

Merthyr Tydfil Combined Court has one Welsh speaker, but as part of the consultation it was also proposed that staff from Pontypridd Magistrates' Court may relocate to Merthyr Tydfil. There is one Welsh speaker in Pontypridd. If they wished to relocate, the number of Welsh speakers in Merthyr Tydfil Combined Court will increase from one to two.

Swansea Magistrates' Court has four Welsh speakers which equates to 8% of the total staff in the court.

During 2014/15, one case involving the use of the Welsh language was heard at Brecon Law Courts. No Welsh language cases were dealt with at Brecon in 2013/14. In Merthyr Tydfil, one Crown case with a Welsh requirement was heard in 2014/15. In 2013/14 there were six civil and two criminal cases with a Welsh requirement.

In relation to Swansea Magistrates' Court during the same two years, there were no Welsh language cases in 2014/15 and one in 2013/14.

At present there is only one Welsh speaking member of the Brecon and Radnorshire Bench and six on the West Glamorgan Bench.

There is a mobile hybrid translation system located within Merthyr Tydfil Combined Court, but no system in Brecon.

## **Carmarthenshire**

### **Retention of Carmarthen Civil Family, Tribunal and Probate Hearing Centre**

According to the 2011 census, Carmarthenshire had a Welsh speaking population of 43.9%, down 6.4% from the 2001 census. Within the county of Carmarthenshire HM Courts & Tribunals Service Wales currently has

courts in Carmarthen and Llanelli. Within the three courts there are a total of 33 staff with the percentage of Welsh speaking staff being 18%.

At the moment there is one Welsh speaking member of staff in Carmarthen Civil, Family, Tribunals and Probate Hearing Centre out of a total of six.

During 2013/14 there was one case in Carmarthen Civil, Family, Tribunals and Probate Hearing Centre that had a Welsh language requirement and two in 2014/15.

There is an integrated translation system in the one courtroom that if required can be relocated to another venue.

### **Closure of Carmarthen Law Courts (The Guildhall)**

There are no staff based at Carmarthen Guildhall and the magistrates work is administered and supported from Llanelli Magistrates' Court where there are five Welsh speakers. In relation to the Crown Court at Carmarthen any potential moving of work to Swansea will not adversely impact upon the use of the Welsh language since all work will continue to be processed at the Crown Court at Swansea.

Magistrates' Court hearings for Carmarthen with a Welsh language element are recorded under Llanelli/Carmarthen. In 2013/14 there were nine cases between both courts and in 2014/15 there were also nine. There was one case in the Crown Court at Carmarthen with a Welsh requirement in 2013/14 and none in 2014/15.

There is no hard wired translation system in Carmarthen to facilitate the use of Welsh language in court proceedings. In Crown Court hearings it is necessary to ensure that the translation from Welsh to English is recorded in case of any potential appeal. The lack of a proper translation infrastructure also means that the interpreter would have to sit in the well of the court to interpret and not therefore be able to benefit from an audio feed direct from the court microphone to a closed headset as is the recommended model for Welsh language interpretation. The Crown Courtroom 1 in Swansea has this infrastructure.

### **Swansea**

#### **Integration of the Guildhall, the Crown Court at Swansea**

According to the 2011 census the Welsh speaking population of Swansea local authority area was 11.4%. There are currently two Welsh speakers in the Crown Court at Swansea a percentage of 8%. This is slightly less than the 11.4% for Swansea Local Authority area.

This proposal will have no impact on the use of the Welsh language as any case that has a Welsh language requirement in Swansea is listed to be heard in Crown Courtroom 1 as a translation system is built in to this courtroom.

During 2013/14 there were five cases heard in the Crown Court at Swansea with a Welsh language requirement and six in 2014/15.

### **Neath and Port Talbot**

#### **Closure of Neath and Port Talbot Civil and Family Court**

According to the 2011 census, the number of Welsh speakers in Neath Port Talbot local authority area was 15.3%. There are currently two Welsh learners at Foundation level at the court. There have been no cases in 2013/14 or 2014/15 with a Welsh language requirement in this court. It is expected that the staff at Neath Civil and Family Court would relocate to Port Talbot, but we will be dependant on two members of staff who have limited Welsh language skills in this court. HM Courts & Tribunals Service Wales acknowledges that in the medium to longer term it would be sensible to increase the number of Welsh speaking staff at this court.

There is no translation system in Neath and any request for Welsh interpretation would require the use of mobile translation equipment deployed from within the HM Courts & Tribunals Service Wales estate.

### **Bridgend**

#### **Closure of Bridgend Law Courts**

As a local authority area, Bridgend has a Welsh speaking population of 9.7%. Currently there is one Welsh speaking member of staff. There is also one legal advisor learning Welsh at Intermediate level.

It is likely that magistrates' court staff will move to Cardiff Magistrates Court, thereby boosting the number of Welsh speakers at that court.

Moving civil and family work to Port Talbot will not have a detrimental affect on our ability to provide a Welsh service due to the fact that Neath Civil and Family Court's work will also relocate to Port Talbot Justice Centre. HM Courts & Tribunals Service Wales anticipate that both Welsh learners will also relocate to Port Talbot.

During 2013/14 and 2014/15 there were no recorded cases with a Welsh language requirement in either the civil and family or crime side of the business.

There were no cases with a Welsh requirement in either the magistrates or county court in Bridgend in 2013/14 or 2014/15.

There is only one Welsh speaking magistrate on the Newcastle and Ogmore Bench.

There is no translation system in Bridgend and any request for Welsh interpretation would require the use of mobile translation equipment deployed from other venues.

### **Rhondda Cynon Taff**

#### **Closure of Pontypridd Magistrates' Court**

In terms of Welsh speakers Rhondda Cynon Taff has a Welsh speaking population of 12.3%, marginally down from 12.5% in 2001. Within the magistrates court we have currently one Welsh speaking member of staff out of a total of 15 members of staff. The proposal includes transferring the work to Merthyr Tydfil and potentially the Welsh speaker will transfer with the work, thereby increasing the Welsh speakers in Merthyr to two.

There were no cases with a Welsh language requirement in Pontypridd Magistrates' Court during 2013/14 or 2014/15.

At the moment there are four Welsh speaking magistrates on the Glamorgan Valleys Bench.

There is no translation equipment at Pontypridd Magistrates' Court, but there is a hybrid system located within the Merthyr Tydfil Combined Court.

## **5. Access to Justice**

It was noted within the consultation itself that there may well be other methods of accessing justice in the future that might not involve people having to physically attend court at all e.g. online divorce petitioning and 'Making a Plea' online. In relation to increasing digitalisation the Welsh Language Officers in the Welsh Language Unit work closely with HM Courts & Tribunals Service reform team to ensure that Welsh functionality is included in new digital platforms. The Welsh Language Unit are currently involved in ensuring Welsh functionality for the following initiatives:-

- The conversion of manual court files to digital and the noting of language choice;
- Welsh online tool for making a fine payment in Welsh;
- Increased Welsh content on .gov.uk;
- Welsh language functionality is included in divorce petitioning;
- Working with Police authorities to ensure language preferences are captured at the point of entry for criminal cases; and
- Welsh content within the use of new digital channels such as external blogs and tweets

A recent example of HM Courts & Tribunals Service's commitment to providing Welsh functionality within digital platforms is the availability of a Welsh platform for 'Making a Plea' online. The Welsh Language Unit also has experience of working with real time web applications such as Transifex in order to provide a fast Welsh translation service for rapidly changing IT platforms.

## **6. Conclusion**

In relation to the organisation's capacity to provide a Welsh language service HM Courts & Tribunals Service Wales believes that concentrating Welsh speakers and the magistracy in fewer courts will tend to improve its

ability to provide a Welsh language service rather than to inhibit it. Welsh language skills within the organisation are finite and the closures will allow the deployment of Welsh speaking staff with greater flexibility.

Having fewer courts will also enable HM Courts & Tribunals Service Wales to better utilise its translation provisions in terms of its equipment eg. a recent request to hold a trial with a Welsh requirement at the Crown Court at Carmarthen had to be listed at the Crown Court at Swansea due to the lack of translation infrastructure with the courtroom in Carmarthen.

In producing this impact assessment the question of 'Welshness' was considered in relation to the location of some of the courts in areas that are considered to be more 'Welsh' than others e.g. Dolgellau, Carmarthen. It could be argued that a Welsh language service is expected within those courts and that an 'active' offer would be provided to court users. However, courts/tribunals are only one piece within a broader justice jigsaw and the experience of a court user in terms of language is dependant on other factors as previously mentioned. In Crown Court cases there is no right to a bilingual jury and, even in areas like Caernarfon, this can prevent a Welsh speaker from using the language as it would bring in the added dimension of communicating through an interpreter.

HM Courts & Tribunals Service Wales acknowledges that closing courts in areas where the percentage of Welsh speakers is around 50% or more and where the use of Welsh in those courts is a regular occurrence (e.g. Dolgellau), may be perceived as having a bigger impact on Welsh speaking court users than on those whose first language is English. It is with this in mind that HM Courts & Tribunals Service Wales will further investigate alternative provisions in Anglesey, Dolgellau, Brecon and Bridgend.

HM Courts & Tribunals Service Wales acknowledges that some of its offices require greater Welsh language provision in terms of staff and it will either address this through Learning and Development or through deploying existing Welsh language speaking staff. These courts are as follows:-

- Port Talbot Justice Centre – no Welsh speakers and potentially relocation of two Welsh learners
- Merthyr Combined Court – one Welsh speaker and the potential relocation of one from Pontypridd Magistrates' Court
- Llandudno Magistrates' Court – one Welsh speaking administrative staff

Over the coming months HM Courts & Tribunals Service will seek to re-publish guidelines to its managers in relation to recruitment and the designation of posts where written and verbal Welsh language abilities are essential or desirable.

HM Courts & Tribunals Service Wales believes that the changes will benefit its partners in the justice sector by making it easier for example, for the Criminal Prosecution Service (CPS) to deploy Welsh speaking prosecutors to cases in Caernarfon, due to fewer court venues to serve.

## **7. Monitoring and Reviewing Arrangements**

HM Courts & Tribunals Service Wales will monitor impacts by:

- analysing information from any customer service surveys that may be conducted;
- customer feedback and the Café complaints system issues/impact;
- feedback from our own staff and Welsh Language Champions;
- monitoring the use of Welsh in court hearings on a monthly basis;
- regular meetings with the Welsh Language Liaison Judge; and
- timely reports on Welsh language provision to the Wales Management Team.

The Impact Assessment will be reviewed at regular intervals during implementation of proposals.