

Ministry of Defence
Revised Welsh Language Scheme prepared under
the Welsh Language Act 1993
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Welsh Language Scheme Policy Statement

The Ministry of Defence has adopted the principle that, in the conduct of public business in Wales, it will treat the Welsh and English languages on a basis of equality. This Scheme sets out how the Ministry of Defence will give effect to that principle when providing services to the public in Wales. This Scheme was approved by the Welsh Language Commissioner on **08/10/2021**.

This Scheme will only be altered with the agreement of both the Ministry of Defence and the Welsh Language Commissioner.

Foreword

I am pleased to present this revised version of our Welsh Language Scheme, which builds upon the foundations of the previous Ministry of Defence Scheme.

We have taken the opportunity to enhance the way we currently deliver our business with particular focus on the digital agenda.

As a Department, we continue to recognise the importance and value of the Welsh language. We take our commitments included in this Scheme seriously and will continue to work with the Welsh Government and the Office of the Secretary of State for Wales on Welsh language matters; seeking to become a benchmark for other Government Departments for the bilingual services we offer.

David Williams
Permanent Secretary

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Introduction

Under the Welsh Language Act 1993 (*the Act*) public bodies providing services to the public in Wales have a duty to prepare a Welsh Language Scheme setting out how they will provide services in Welsh. This is a revision to our Welsh Language Scheme, previously approved by the Welsh Language Commissioner in 2009. We have taken the opportunity to review and reflect current Welsh language legislation and to explore the ways in which we could enhance the service we offer the Welsh speaking public in Wales.

Background to our organisation

The Ministry of Defence (MOD) is a Department of State, employing approximately, 57,000 civilian personnel and 195,000 Service personnel.

Our vision is for a secure and prosperous United Kingdom (UK). Everything we do in the UK and around the world is driven by a determination to protect our people and our values, and ensure our nation prospers.

Our purpose is to define the strategy and maximise, within the resources allocated, the defence capability required to:

- deter any threat to, and if necessary, defend, the freedom and integrity of the UK and its dependent territories, including, by providing support as necessary, for the civilian authority in countering terrorism;
- contribute to the promotion of the UK's wider security interests, including the protection and enhancement of freedom and democratic institutions and the promotion of free trade
- and to thus promote peace and act as a force for good, to help maximise the UK's international prestige and influence.

We are also responsible for Veterans UK, which administers the Armed Forces Pension Schemes serving around 365,000 members. We administer compensation payments for those injured or bereaved through service and provide a package of welfare support for veterans via a national [Veterans Welfare Service \(VWS\)](#) and veteran's helpline facility.

We have a major presence, with a number of MOD Armed Forces Bases (MODAF Bases), MOD Business Units, central divisions and agencies based or represented in Wales.

The MOD Welsh Language Scheme (MODWLS)

The Act gives the Welsh and English languages equal status in the public life in Wales. It places a duty on public bodies to treat both languages equally, when providing services to the public.

As a result of the Welsh Language (Wales) Measure 2011, statutory standards will replace Welsh Language Schemes and some public organisations will be required to comply with Welsh Language Standards Regulations. However, as a Crown Body, we will continue to implement a MOD Welsh Language Scheme (*this Scheme*), revising our existing Scheme in order to update and strengthen it.

We have adopted the principle that, in the conduct of our business with the Welsh speaking public in Wales, we will treat the English and Welsh languages on a basis of equality.

This Scheme sets out how we will give effect to that principle, so far as is both appropriate in the circumstances and reasonably practicable.

Our Permanent Secretary will be responsible for ensuring we meet the provisions of the Act, as set out in this Scheme and has delegated responsibility of the day-to-day management and facilitation of this Scheme to the MODWLS team.

This Scheme will only be altered with the agreement of the MOD and the Welsh Language Commissioner.

Coverage of this Scheme

This Scheme applies to all MOD headquarters functions, the Armed Forces and a number of Arms-Length Bodies (ALBs), including Trading Funds and Executive Agencies, which operate within broad policy guidelines set by MOD Ministers.

Commanders and Directors will be responsible for this Scheme's implementation and operation within their spheres of command.

As well as those located in Wales, this Scheme is relevant for MOD personnel currently located outside Wales but who are involved in areas of work that are of particular interest to the people of Wales, for example low flying.

Where our Executive Agencies do not have their own Welsh Language Schemes, we will encourage and support them to adopt this Scheme.

We will use our influence to promote awareness of the needs of Welsh speakers and will encourage the adoption by relevant non-departmental public bodies of the principles of the Act.

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 term *public*.

It does not, however, include persons who are acting in a capacity which is representative of the Crown, Government or the State or where appropriate, contractor personnel providing a service on their behalf. 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 official functions.

The Welsh Language Champion for Defence (MODWLC)

We have recognised the importance of appointing a Welsh Language Champion for Defence (MOD WLC). The MOD WLC is a senior official, well placed not just to lead in encouraging engagement and compliance with this Scheme throughout the Department but also, through their relationships with senior stakeholders in Wales, to advise us on the impact our policies and projects may have on Wales and the Welsh Language. The Terms of Reference (TOR) for this role are set out at Appendix A.

1. Services, standards, planning and delivery

Standards of delivery

We will ensure that services delivered to the public in the Welsh language will be of an equally high standard to those delivered in English in accordance with this Scheme.

Policies and initiatives

Our policies, initiatives and services will be consistent with this Scheme. They will support the use of the Welsh language to help the public in Wales to use it, wherever possible, as part of their day-to-day lives.

All our policies are already required to conduct an [Equality Analysis](#), to consider any potential impact of any policy contained in a project or initiative on different groups protected from discrimination by the Equality Act 2010.

Although not a [protected characteristic under the Equality Act 2010](#), we recognise the importance of building in Welsh language compliance from the planning phase of any of our policies or initiatives and this is reflected in a new MODWLS Wales and Welsh Language Impact Assessment Pathway (*the MOD WWLIAP*). This forms part of the MODWLS Toolkit, which is currently under development.

Owners of MOD policies, initiatives and programmes will be required to complete the Devolved Assemblies Impact Assessment (DAIA), which is available in the MODWLS Toolkit. This will include an instruction to make early contact with the MODWLS team and the MODWLC once an impact on Wales and/or the Welsh language has been identified. This will ensure we take early account of the requirement to assess the impact on Wales and to treat the Welsh language equally to English when delivering our policies, initiatives and programmes.

The MOD WWLIAP will be included in the [Knowledge in Defence \(KiD\)](#) Assessment Tool which defines how we conduct, govern and control our acquisition process and is the primary bearer of all policy and guidance governing our projects and initiatives delivery and commercial functions.

An outline of the MOD WWLIAP is shown at Appendix B.

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.

We will ensure, whenever possible, that new primary and secondary legislation will support the use of the Welsh language in Wales through our membership of a cross-Government Welsh Language Scheme Working Group, headed by the Department for Digital, Culture, Media and Sports.

Delivery and standard of services

Service provision to the public in Wales, will be delivered in accordance with the principles set out in this Scheme and managed by the MODWLS team.

Our normal practice is to ensure that all the services we provide for the public in Wales are available in Welsh. We will make the public aware of this fact by updates to the bilingual MOD Welsh Language Scheme portal (the *Welsh Portal*) on the gov.uk site and via dedicated MOD official media channels.

The approach of each MODAF Base and MOD Business Unit will depend greatly on the nature of its impact on the public and the service being delivered. However, resources can be allocated flexibly between MODAF Bases and MOD Business Units in order to meet this Scheme's commitments.

Services delivered on behalf of MOD by third parties

To support us in achieving our objectives, the assistance of a number of external suppliers is required.

Any agreements or arrangements which we make with third parties based in or outside Wales 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.

Our procurement framework and processes, together with the awarding of any subsequent contracts, will come within the remit of the MOD WWLIAP.

If appropriate, reference to this Scheme will be made within the invitations to tender. When awarding any contract, we will ensure that those requirements are considered and agreed with the service provider to ensure continuing compliance with this Scheme.

Partnership and consortium working

When we are the strategic and financial leader within a partnership, we will ensure that any public service aspects comply with this Scheme.

When we join a partnership where any other organisation is leading, our input to the partnership will comply with this Scheme and we will encourage the other partners to comply.

When we are 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.

2. Engagement with the Welsh Public

Language choice

We offer the public in Wales the choice of engaging with us in either Welsh or English. The public can choose to undertake all or some of their business with us in Welsh, for both written and some verbal communications. During a period of correspondence with an individual, the language preference will be established at the first point of contact and held in secure repositories by local WLS Liaison Officers or the MODWLS team.

Once the correspondence has concluded it will be kept, in accordance with the MOD Retention Schedule, currently stipulated as being a period of 7 years.

Written Correspondence

MODAF Bases and MOD Business Units in Wales will adopt a bilingual corporate identity to members of the Welsh speaking public in Wales. The name, address and other standard information will be bilingual on letters and emails by those MODAF Bases and MOD Business Units to members of the Welsh speaking public in Wales, on business cards, identity badges and any other relevant goods and materials.

All external hard copy or email correspondence that we issue to the public in Wales will bear a bilingual signature block. We will promote the message that people are welcome to use Welsh when engaging with us by including the phrase “Ysgrifennwch ataf yn Gymraeg neu Saesneg /Please write to me in Welsh or English” in our signature blocks on group and individual correspondence, when aimed at the Welsh speaking public and on the Welsh Portal site on the gov.uk site.

We welcome letters and electronic mail (email) in Welsh. 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. Where it is not possible to issue a substantial reply in this time, a written acknowledgement and explanation in Welsh will be sent.

When corresponding, we will use the original version in Welsh received from our translation service to ensure that the Welsh version we send is correct and avoids translation and language protocol errors.

When handling sensitive-personal material, we will also send out the English copy of the correspondence.

Both language versions of all correspondence will be securely stored, in accordance with MOD Records Management principles as stated in the [Information, Knowledge, Digital and Data in Defence Policy](#).

Where a letter is directed at a particular group whose interests fall within the scope of this Scheme, or we send standard or circular correspondence to several members of the public in Wales, we will do so in both Welsh and English.

If the Welsh and English versions of any correspondence are to be produced separately, our normal practice is to ensure that both versions are available at the same time.

Correspondence received in Welsh will be responded to in Welsh where possible. However, recorded information, such as that provided under Information Rights legislation including Freedom of Information, legal or technical guidance and reports, will be supplied in the original language it is held in.

Material that is borrowed or used under licence will be provided in the language in which it was originally published.

This will apply to electronic correspondence as well as paper correspondence.

If not available free of charge, the price of a bilingual version will not be greater than that of a single language publication and the price of separate Welsh and English versions will be the same. This will also apply to material made available electronically on the Welsh Portal on the gov.uk site or in another format.

Telephone correspondence

We will ensure the public in Wales can speak to us in Welsh or English when contacting us using our Welsh telephone helpline. The dedicated number is 01554 821 413. All calls are charged at the standard rate.

All calls to this helpline will be answered in Welsh and will be passed across to the MODWLS team, who will, if possible, transfer the enquiry to one of our Welsh speakers in the MODAF Base or MOD Business Unit most able to help. A register of our Welsh speakers will be held on our systems, together with their areas of expertise, so that responses can be handled in a timely manner.

Any change to the telephone helpline will be discussed with the Welsh Language Commissioner and published on the Welsh Portal on the gov.uk site.

Welsh speaking callers who call direct to a MODAF Base or a MOD Business Unit in Wales and wish to have a conversation in Welsh, will be transferred to a Welsh speaker in that unit.

If no Welsh speakers in the MODAF Base or MOD Business Unit in Wales have the expertise to answer the enquiry directly, the caller will be given the option of continuing the call in English or writing to the MODAF Base or MOD Business Unit in Wales (to which a written reply in Welsh will be provided).

The Welsh language helpline number will be advertised alongside the English language service on the Welsh Portal on the gov.uk site. We will ensure that all third-party organisations providing advice and services on our behalf in Wales are aware of the Welsh language telephone helpline and publicise it appropriately.

Meetings with Individuals in Wales

When we, or a third party on our behalf, conduct meetings with individual members of the public in Wales, their language preference will be established at the earliest opportunity and whenever possible, we will ensure that a suitably competent Welsh speaking member of our staff engages with those whose preferred language is Welsh. If no suitably competent Welsh speaker is available, we will offer the choice of continuing the meeting in English or dealing with the subject by letter or email in Welsh.

The same will apply to meetings held using video conferencing and similar formats, where this is practicable, provided that all those participating have the same level of fluency in Welsh and are content to conduct the meeting in the Welsh language.

Recruitment for the MOD Armed Forces, including Reservists and Civil Servants

MOD Armed Forces, including Reservists recruitment

MOD Armed Forces recruitment will be brought together under a new single contract, covering all three MOD Armed Forces, including Reservists. The contract will include the requirement to have Welsh speaking recruitment officers available, if required, to conduct initial discussions when recruiting in Wales.

The formal selection elements of the recruitment process (interviews, written assessments, and security clearance applications) will be conducted in English to meet the language requirements of military training and employment.

Information on how to apply to join the MOD Armed Forces will be provided in both Welsh and English.

Civil Service Recruitment

For Civil Service recruitment interviews in Wales, where both the recruiter and the applicant are able and content to conduct all or some of the interview in Welsh, they may do so. We will ensure that any third party contracted on our behalf to carry out these interviews will follow the measures in this Scheme.

Those sectors of our organisation which provide services to the public in Wales, need access to sufficient and appropriately skilled Welsh speaking staff to enable us to deliver a full service in Welsh. All posts based in Wales and those having extensive and/or regular contact with the public in Wales, will be assessed for the level of fluency required.

When fluency in Welsh is essential, this will be stated in the skill competencies and advertisements for the job.

As part of the recruitment process, the language of the interview will reflect the linguistic needs specified in the requirements of the post.

A candidate who is unable to speak Welsh may be appointed to a post for which Welsh is considered essential but where time can be allowed to learn the language. In these cases, learning the language

to the required level of competence, within a reasonable agreed time period, will be a condition of employment.

When no suitable Welsh speaking candidates can be found for a post where Welsh is essential, we will make temporary arrangements under which the use of Welsh can still be provided; by using, for example, Welsh speaking staff from elsewhere in our organisation to deliver parts of the service.

Recruitment Notices

Recruitment notices for personnel placed, by us or a contracted third party, in English language journals and other publications, with a UK-wide distribution, may be in English, unless the post is one where the ability to speak Welsh is essential, in which case, the notice may be fully bilingual or in Welsh with a brief explanation in English.

All recruitment advertising or recruitment events will follow the measures as laid out in this Scheme.

Visits to schools, Outreach, Armed Forces STEM in Wales and Cadets

We undertake a range of Outreach activities in Wales; in particular, presentations to schools and participation in the Armed Forces Science, Technology, Engineering, Maths (STEM) in Wales programme. Building on the bilingual material supplied by STEM, we will expand our provision to include more of our presentations in Welsh and will encourage our Welsh speakers to participate in the Outreach programmes.

Formal Public Meetings and Official Notices in Wales

As a Department, we hold very few public meetings. Briefing sessions for groups of advisors and similar events would not normally be classed as “public” meetings. For the purposes of this Scheme, formal meetings include formal hearings, inquiries, legal proceedings and other similar events.

Invitations and advertisements for formal public meetings in Wales will be bilingual and we will invite the public to let us know in advance which language they would like to use at the meeting, using a voting option, made available for that public meeting, on the Welsh Portal.

We will then consider the demand for Welsh language in deciding the level of translation facilities to be provided and let those attending know in advance when translation facilities are available via the Welsh Portal on gov.uk.

The same will apply to any formal public meetings held in Wales using video conferencing and similar formats. Where this is practicable, provided that all those participating have the same level of fluency in Welsh and are content to conduct the meeting in the Welsh language, they may do so.

When selecting staff to attend formal public meetings in Wales, our standard practice will be to ensure that suitably competent Welsh speakers attend, where this is possible.

Any audio-visual display or interactive media that we prepare for the Welsh speaking public at these formal meetings in Wales will be bilingual.

In all cases, if we assess that it would be appropriate for a simultaneous translation service to be made available, it will be provided. Full transcripts in Welsh and English, will be published as soon as is practicable, on the Welsh Portal on gov.uk.

Our standard practice will be to provide papers and other information for public meetings and for reports or papers produced as a result of the meeting in Wales, to be published in Welsh and English in accordance with this Scheme.

Any official or public notices placed elsewhere in Wales will be bilingual.

Exhibitions and Conferences, including remote and video conferencing

When we arrange exhibitions and conferences or similar events for the public that are based in Wales we will assess the need to provide them in Welsh; by offering in advance a voting option on the Welsh Portal, looking at the anticipated audience demographics and taking into account the form the event will take.

We will consider the demand for Welsh language in deciding the level of translation facilities to be provided and let those attending know in advance when translation facilities are available via the Welsh Portal on gov.uk.

This will also apply to any exhibition and conference held in Wales using video conferencing and similar formats.

When staffing exhibitions stands and displays in Wales, we will ensure that suitably competent Welsh speakers attend, as necessary.

Any audio-visual displays, audio tours or interactive media that we prepare for the Welsh speaking public at these exhibitions or conferences in Wales will be, where reasonable or practicable, available in either Welsh or have Welsh subtitles. Material that is borrowed or used under licence will be displayed in the original language.

Any material available to the public on display stands, either by us or invited exhibitors, will be provided to the public in Wales, where reasonable and practicable, in either bilingual format or as separate Welsh and English versions, which will be of equal quality.

Invitations and advertisements for exhibitions and conferences in Wales will be bilingual.

Museums in Wales, for which we provide financial assistance, will be encouraged to cater for Welsh speakers.

Public Surveys conducted by us or on behalf of ourselves in Wales

When we, or a contracted third party, undertake public surveys in Wales, our normal practice will be to ensure that all aspects of communication with the public will be bilingual. Whenever practicable, respondents will be given the opportunity to respond to the survey in Welsh or English.

Events open to the public in Wales including MODAF Bases Open Days and Airshows also known as “Open Events”

All publicity, public information, exhibition and advertising material for open events in Wales will be produced bilingually or as separate Welsh and English versions.

This will include posters, hoardings, temporary “pop-up” banners and other forms of public display, mainstream media advertisements, social media and online campaigns, television and radio advertising.

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 will be equal in size, prominence and quality.

When staffing stands and displays at open events in Wales, we will ensure that suitably competent Welsh speakers attend, as necessary.

If the Welsh and English versions of printed material need to be published separately, both versions will be the same size, prominence and quality. Both versions will be available simultaneously and will be equally accessible.

Any live or recorded video streaming, audio-visual displays, audio tours or interactive media or material that we prepare for the Welsh speaking public at these open events in Wales will be, where reasonable or practicable, available in Welsh or have Welsh subtitles.

Any material available to the public on display stands either by us or invited exhibitors, will be provided to the public in Wales, where reasonable and practicable, in either bilingual format or as separate Welsh and English versions. These will be of equal quality.

Material that is borrowed or used under licence will be displayed in the original language.

We will ensure, whenever possible, that announcements made over public address systems in public areas, for which we are responsible, will be bilingual. However, in high risk, time-critical or emergency situations, it may not be possible to communicate bilingually.

Online Engagement

Material Published Online

When deciding if any material is covered under this Scheme, owners and authors of information will use, when available, the MOD WWLIAP and MODWLS Published Material Scoring System (MOD PMSS), available in the MODWLS Toolkit.

Priority will be given to material which is aimed at those interested in joining the Armed Services; aimed at the families of potential recruits and information that relates to services provided by us to the public in Wales e.g. the Veterans Welfare Services support package.

MOD Welsh Portal hosted on gov.uk

All government department websites have been merged into gov.uk. The gov.uk website, run by the Government Digital Service (GDS), collates in a single place, information and services from every UK government department, including the MOD site and hundreds of arms-length bodies.

When material is assessed as being covered by this Scheme, the Welsh Portal will include information in both Welsh and English and our normal practice will be to provide Welsh versions of interactive pages.

Whenever we post Welsh language versions of publications on the Welsh Portal on the gov.uk site, we will post them at the same time as English versions, wherever practicable. We will be working with the GDS to provide translation of our web pages.

We will ensure that the information posted on the Welsh Portal on the gov.uk site has clear navigation to Welsh language pages comprising; Welsh language versions of pages provided by us, the MOD Welsh Language Scheme (in Welsh and English) and Welsh language versions of published materials.

We will be further developing the Welsh Portal on the gov.uk site to centralise that information.

Some information on the Welsh Portal will be interactive, large print and/or conform to the accessibility standard. All can be printed off directly or the public can ask for a written copy or printed copy, when available.

Official Social Media Accounts

We recognise that engagement with the public is enhanced and often expected to occur using social media. We will take a pragmatic approach and commit to communicate in both Welsh and English where content is targeted at a Welsh audience, e.g. low flying.

When appropriate and in accordance with this Scheme, video clips will be posted in both English and Welsh. Our normal practice will be to use Welsh speaking actors and avoid using Welsh language subtitles or over dubbing into Welsh, excepting voice-overs.

All communications will be provided in the same language as the message which initiated the response. We will ensure that the public is aware of the existence of these accounts, raising awareness of them via the Welsh Portal on the gov.uk site; encouraging the public to contact us in either Welsh or English using this channel.

When deciding which material is covered under this Scheme, owners and authors of information will comply with the measures outlined in this Scheme. Authorised users of official social media are required to do so in accordance with this Scheme, alongside the relevant MOD social media guide.

Individual websites covering MODAF Bases and MOD Business Units based in Wales

Individual MODAF Bases and MOD Business Units based in Wales, will retain their own official online sites and official social media accounts which will include a separate Welsh version developed and maintained in line with this Scheme.

It is expected that the Home Page of these individual websites will be either bilingual or have separate Welsh and English versions. When deciding if any material is covered under this Scheme, owners and authors of information will comply with the measures outlined in this Scheme.

Website archive information and postings will only be available in the language in which it was first published.

Published material, forms and other explanatory material

When we enter information on Welsh versions of forms, that are sent to the public in Wales, we will do so in Welsh. When we enter information on bilingual forms, that are sent to the public in Wales, we will do so bilingually unless it is known that the recipient would prefer to receive the information in Welsh or English only.

If the Welsh and English versions are published separately, e.g. where a single document would be too lengthy or bulky, both versions will be of equal prominence, quality, accessibility and available where reasonable and practicable, at the same time. Each single language version will note that the material is available in the other language.

When other organisations distribute material on our behalf, we will ensure that they do so in accordance with this Scheme.

Advertising and Publicity Campaigns, including mainstream media, television and radio

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 will be equal in size, prominence and quality.

We will, when appropriate and to reflect the language of the channel, provide material for broadcast in Welsh. Examples of this could include television campaigns which appear on SC4 during Welsh programming hours; radio campaigns broadcast on Radio Cymru or during Welsh language programmes on commercial radio. Our normal practice will be to use Welsh speaking actors and avoid using Welsh language subtitles or dubbing adverts into Welsh, excepting voice-overs.

The use of Welsh, by ourselves or a third party providing the service for us, will be considered from the outset, as publicity campaigns are developed, to ensure that any branding, strap lines, core messages and social media messages work well in Welsh.

Press notices and contact with the media in Wales

Press releases relating to our activity in Wales will be issued in Welsh and English where deadlines permit. We will publish any press releases available in Welsh on the Welsh Portal and the Wales Office on the gov.uk platform in the same way as the English versions.

Where possible, we will ensure that Welsh speakers are available to undertake interviews with the Welsh language press and broadcasting media.

Corporate identity

MODAF Bases and MOD Business Units in Wales will adopt a bilingual corporate identity to members of the Welsh speaking public in Wales. The name, address and other standard information will be bilingual on letters and emails by those units to members of the Welsh speaking public in Wales, on business cards, identity badges and any other relevant goods and materials.

It should be noted that the “Ministry of Defence”, “Royal Navy”, “British Army” and the “Royal Air Force” are names and world-famous brands; so the Ministry of Defence Badge, the Royal Navy logo, the British Army “Crossed Swords” badge or the RAF roundel and the names “Royal Navy”, “British Army” and “Royal Air Force” will not be produced bilingually. This is because we use the term “logo” to mean “visual identity”.

The Ministry of Defence, Royal Navy, Army and RAF visual identities are all made up of two elements, a badge and the textural descriptor. In the case of the Royal Navy, Army and RAF, these trademarked textural descriptors are integral to the logo, subject to Heraldic law.

Consequently, it is only where these terms are used as textural identifiers i.e. as part of the logo, which is a graphic device that they will not be translated. The text of bilingual publications and advertisements will be given in both Welsh and English.

Signs and notices on the boundary of or within the perimeter of MODAF Bases and MOD Business Units in Wales

Signs and notices in public access areas on the boundary of and within the perimeter of MODAF Bases and MOD Business Units in Wales for which we are responsible, will either be bilingual, with the Welsh version above the English version and, if applicable, a Welsh version of the logo or with separate Welsh and English versions.

This includes the permanent external signs at the entrance to, and on the perimeters of MODAF Bases and MOD Business Units and other areas where there is regular public access. This will also apply to both temporary and official advertising pop-up banners.

Where separate Welsh and English or bilingual signs are provided, they will be equal in terms of format, size, quality, legibility and prominence.

All new signs and notices in Wales will conform to these principles as soon as is practically possible within budgetary and resource limits.

3. Implementing this Scheme

Staffing

We will seek to establish information about the Welsh language skills of existing staff, which will be stored in our systems.

The Welsh Wiki, language, vocational and awareness training

We will provide a central repository for all the information, rules and guidance connected to carrying out the provisions in this Scheme. This will be a bilingual site in the style of Wikipedia™, hosted on the Defence Wiki Platform and will be known as the MODWLS Welsh Wiki (*the Welsh Wiki*).

We will provide the opportunity for all members of the MODWLS team and MODWLS Local Liaison Officers to undertake an awareness programme on the Devolved Assemblies; to better understand the impact of policies, initiatives and services on Wales, the Welsh language and the Welsh speaking public in Wales.

Upon employment, employees in MODAF Bases or MOD Business Units located in Wales will have information about the Scheme in their MODAF Bases' starter pack or MOD Business Units' Induction Pack, which will include a link to the Welsh Wiki and will cover the main aspects of this Scheme and who to contact.

We are committed to encouraging our staff, especially those based in Wales, to learn Welsh and to improve their ability to speak and write in Welsh, to enable us to provide our services in Welsh.

To support this commitment, the "Work Welsh" programme has been added to the Defence Engagement School, Defence Centre for Language and Culture Authorised Languages List and is available to everyone across the MOD.

When a member of staff has contracted with us to learn Welsh, as a condition of their continuing employment, in a post where fluency is officially considered as "essential"; language training will be added to their Personal Development Plan and they will be given time to undertake this learning.

We will encourage our Welsh speakers to join our Welsh Speakers Network, headed by our Welsh Language Champion for Defence, with the aim of extending the use of the Welsh language.

Specialist training for specific roles and duties, with the exception of those outlined in this Scheme, will continue to be delivered by our trainers or a contracted third party in English.

The measures, guidance and internal processes of this Scheme that all our staff and any onsite authorised contractors are expected to follow will be publicised on our intranet via the Welsh Wiki.

Information Communications Technology

The need to provide information and services in Welsh and operate in accordance with this Scheme, will be considered as we develop, design and procure information and communications technology (ICT) products and services.

At present, we have chosen to adopt a central service to undertake all our corporate translation work.

Internal arrangements

The measures in this Scheme carry the full authority, support and approval of the MOD Audit Board.

Managers will have the responsibility of implementing those aspects of this Scheme relevant to their work.

The Head of Information Stewardship within the MOD is responsible for coordinating the work required to deliver, monitor and review this Scheme.

We will prepare and continuously update, a detailed action plan, setting out how we will ensure that it operates in accordance with this Scheme.

This action plan (Appendix C), will come into effect on the date this Scheme is approved by Welsh Language Commissioner or as soon as is practicable thereafter. The plan will include targets, deadlines and a report on progress against each target.

We regard continuity of adoption of this Scheme, across all our MODAF Bases and MOD Business Units, as an important factor in maintaining our effective provision of services to the public in Wales. We will do this by the inclusion of a link to this Scheme in the formal Handover Note which is used at the changeover of Command.

We will arrange briefing and training sessions for staff whose work is significantly impacted by the revision contained in this Scheme. This will increase awareness of this Scheme and explain how it will affect their day-to-day work.

The MODWLS team will co-ordinate all our corporate translation work with our authorised translation service.

We will require that only competent translators or interpreters are used to help in the delivery of this Scheme.

We will require that any contracted third parties use only competent translators or interpreters for translation of electronic and printed material.

Any form of contact with the Welsh speaking public in Wales, e.g. correspondence and telephone calls, will be undertaken in a manner which is consistent with the measures as outlined in this Scheme.

Monitoring, public surveys and audits

We will look at ways of continuously improving our services, consulting with the Welsh speaking public to ask them about the service provided by means of a customer satisfaction survey, initially a year after this Scheme is approved and then every three years thereafter.

The operation and implementation of this Scheme will be monitored and reviewed centrally by the MOD Head of Information Stewardship. This will be a structured and continuing activity.

In addition, an outside third party will be invited to conduct an audit, initially 18 months after the date of approval of this Scheme by the Welsh Language Commissioner and then every 3 years thereafter, to include:

- a review of our latest Annual Report;
- monitoring compliance of our delivery of services to the public;
- the results of the latest customer satisfaction survey;
- investigating complaints and carrying forward suggestions made to us;
- general awareness and uptake of the Welsh language provision by our staff;
- performance of our contracted third parties;
- monitoring our overall performance against the ongoing targets set out in this Scheme and the latest Commissioner's Annual Report.

We will produce a periodic monitoring report (*the Annual Report*) and send it to the Welsh Language Commissioner when requested, containing a statement on continuing legal compliance, any relevant audit reporting and outlining our progress in implementing and delivering this Scheme.

Reviewing and amending this Scheme

This Scheme will be reviewed by the MOD Head of Information Stewardship before each Annual Report or at any other time, when a change to our functions or to the circumstances in which we undertake those functions, makes it appropriate.

No changes will be made to this Scheme without the Welsh Language Commissioner's approval.

Complaints and suggestions for improvement

If the public is not satisfied or wishes to complain about the level of Welsh language service provided in line with our Welsh Language Scheme, they can contact us in the first instance at this address:

Email: MOD-WelshLanguageScheme@mod.gov.uk

Postal Address:

MOD Welsh Language Scheme
United Kingdom Strategic Command
Room HG4
Hackett Building
Defence Academy of the United Kingdom
Shrivenham
SN5 8LA

We will endeavour to identify and resolve most issues of concern at this first point of contact. If the member of the public is not satisfied and wishes to make a formal complaint, they may do so via our complaints process which can be found at:

<https://www.gov.uk/government/organisations/ministry-of-defence/about/complaints-procedure>

If the response to the complaint is still not satisfactory, complaints can be referred to the Welsh Language Commissioner's Office. Details of how to complain can be found at:

<http://www.comisiynyddygybraeg.cymru/English/Organisations/Complain/Pages/Complaints-form.aspx>

We will co-operate with the Welsh Language Commissioner in order to resolve complaints and during any investigations held under section 17 (as applied by section 21(s)) of the Welsh Language Act.

We welcome suggestions for improvements in this Scheme. All suggestions will be recorded and considered positively. We will adhere to the principles of this Scheme when administering a written reply which will state what action we have taken or will be taken.

When any action would not be appropriate in the circumstances or reasonably practicable; we will provide a written explanation of that decision. Suggestions regarding this Scheme should be addressed to the MOD Welsh Language Scheme at the addresses above.

Appendix A – Welsh Language Champion for Defence Terms of Reference November 2020

Purpose

The Welsh Language Champion for Defence (WLC) will champion Welsh language across the MOD, helping the Department to operate and engage more effectively with the nation and people of Wales.

This will aid the MOD to fulfil its commitments under the Welsh Language Act 1993 and Welsh Language (Wales) Measure 2011, as reflected in the MOD's Revised Welsh Language Scheme (WLS).

The Welsh Language Champion for Defence is responsible for:

- Promoting the MOD Welsh Language Scheme (MODWLS), encouraging compliance from the top down and aiding the understanding of the Department's commitments under the WLS and consequences of non-compliance;
- Supporting approaches and initiatives to enhance the Department's understanding of the WLS, highlighting any systemic barriers to compliance;
- Provide support and challenge to all areas of the MOD that either deliver services in Wales or engage with the Welsh public, particularly all MOD units in Wales, to promote and support the effective operation and delivery of the MODWLS, highlighting any issues relevant to the Department's legal requirements and being an exemplar UK Government bilingual organisation within Wales.

The Welsh Language Champion for Defence will:

- Be a role model and be recognised as both a supporter and champion of the Welsh language, providing leadership of the MOD's WLS and our corporate responsibility to comply;
- Influence and mobilise other senior members of MOD staff to champion the WLS and its requirements;
- Help to ensure the Welsh language is considered upfront in MOD policy making and service delivery;
- Liaise with key Departmental areas regarding the WLS, highlighting any issues or barriers, together with areas of good practice, and helping colleagues to bring about any necessary improvements;
- Build a community of interest amongst MOD Welsh language speakers, to raise awareness of the WLS, also helping to promote its effective delivery and identifying potential areas for improvement;
- Provide leadership and support in the communication of key messages and priorities regarding the WLS and progress made to MOD staff, through methods such as; SMT, communications, articles in newsletters/blogs etc;
- Engage with members of the Office of the Welsh Language Commissioner, the Office of the Secretary of State for Wales and the Welsh Government, to provide regular updates on MOD and its Welsh Language Scheme;
- Liaise with fellow Welsh Language Champions from other UK government departments to share best practice and draw on lessons learned;
- Write the WLC Annual Statement for inclusion in the MOD WLS Annual Report.

Requirement

The Welsh Language Champion needs to be fluent in Welsh.

The appointee must be SCS grade or MOD Armed Forces rank equivalent.

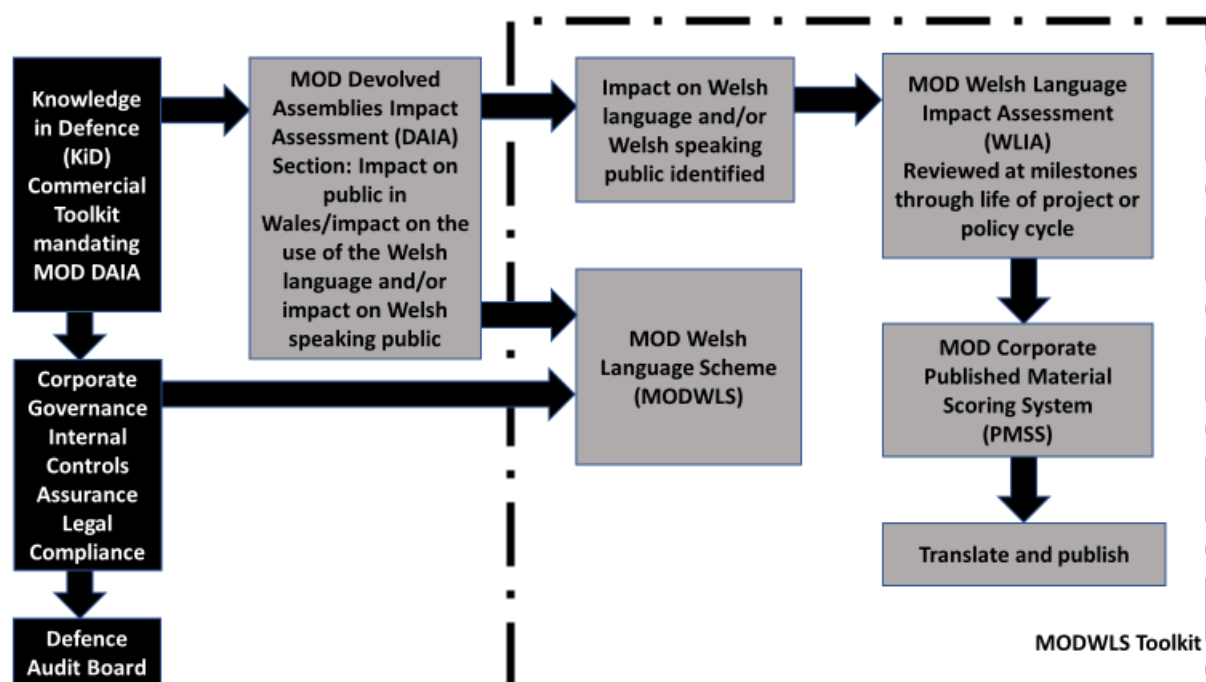
Appointment

By formal letter of appointment from Perm Sec.

Length of Tenure

Appointment to the WLC role will be set for a term of minimum 2-4 years. The first appointee will be in post until December 2023.

Appendix B Wales and Welsh Language Impact Assessment Pathway Processes



This process applies to MOD projects and initiatives; all of which are subject to audit by the Defence Audit Board, as stated in the MOD policy on Corporate Governance.

Controls start at the planning stage and continue through-life at key stages or during policy reviews in line with:

- The [MOD Government Quality Assurance \(GCA\) Framework](#) and
- The [Knowledge in Defence \(KiD\)](#), which will mandate the completion of
 - The **MOD Devolved Assemblies Impact Assessment MOD DAIA**

If the **MOD DAIA** identifies a possible impact on Wales or the Welsh language, it will:

- mandate the completion of the **MOD Welsh Language Impact Assessment** to be
- scrutinised by the MODWLC and MODWLS Team to ensure the correct impact level has been anticipated and an appropriate Action Plan is put in place.

The Action Plan will stipulate that:

- all future corporate material, associated with that project, service or policy which is relevant to the Welsh speaking public in Wales, will be assessed using the **MOD Published Material Scoring System (MOD PMSS)** and
- if any corporate material reaches the threshold for publication including, commercial, legal and security considerations, it will be passed across to the MODWLS team for translation and be published either directly on the Welsh Portal on the gov.uk site or the Welsh Wiki on the intranet, or both.

Appendix C - Action Plan including main targets for this Scheme's Implementation

TARGET	ACTION	DATE of IMPLEMENTATION	STATUS
Welsh Language Champion for Defence	Formal appointment by Permanent Secretary	November 2020	COMPLETE
	Commencement of duties in line with the TOR	November 2020	COMPLETE
1. Policies and initiatives			
Policies, initiatives and services to be consistent with this Scheme	MODWLS team will make available a link to the Defence and Devolved Assemblies Awareness page on the Welsh Wiki.	By end of October 2021	
	WLS Local Liaison Officers to undergo Defence and Devolution Awareness development.	On appointment	
	Development of MODWLS Toolkit including 1. MOD Devolved Assembly Impact Assessment (MODWLS DAIA) and 2. MODWLS Welsh Language Impact Assessment (MODWLS WLIA) and 3. MODWLS Published Material Scoring System (MODWLS PMSS)	By end of October 2021	
	Introduction of the MODWLS Toolkit	By end of November 2021	
2. Correspondence and Communications			

TARGET	ACTION	DATE of IMPLEMENTATION	STATUS
Meeting commitments on handling correspondence received in Welsh and telecommunications in Welsh and MOD Welsh speakers at public events	Create a Welsh Speakers' Network	By end-2021	
3. Internet			
Centralise all MOD information pertaining to Wales or the Welsh public	Update current gov.uk site with Revised Scheme	Launch of Scheme	
	Create the Welsh Portal on gov.uk	By end of November 2021	
	All single MODAF Base websites for units based in Wales to have Welsh and English versions of their Home Page	By end of 2023	
4. Internal Awareness and Promotion			
Create a single source for all matters pertaining to MODWLS material	Create new style intranet site (the Welsh Wiki) which will hold a copy of this Scheme, legal obligations, material for briefings and links to the Devolved Assemblies and the MOD WLS Awareness module and translation service	By end of November 2021	
Introduction to WLS for all new starters in MODAF Bases and MOD Business Units located in Wales	Induction/Starter packs to include a link to the Welsh Wiki	By end of April 2023	
Continuity of provision of services to the Welsh speaking public in Wales	Arrange for a link to the Welsh Wiki to be added to the Legal Obligations	By end of October 2021	

TARGET	ACTION	DATE of IMPLEMENTATION	STATUS
	section of the Handover Notes page of Information, Knowledge, Digital and Data in Defence Policy and Command Handbook		
5. Monitoring			
Establish an effective Customer feedback mechanism	Conduct a customer satisfaction survey	1 year after launch of Scheme and every 3 years thereafter	
Evaluate ongoing compliance with this Scheme	MOD Internal Audit to conduct compliance audit	18 months after launch of Scheme and every 3 years thereafter	
Conduct MODWLS Annual Review and Annual Report for the Welsh Language Commissioner	1. MODWLS Team to review Scheme and compile Annual Report 2. Formal submission of the Annual Report by Perm Sec	Annually after launch of Scheme Ongoing	
Effective engagement with the cross HMG WLS Working Group (x-HMG WLS WG)	Attend Quarterly WG to share best practice Advocate for and encourage improvements in Welsh language provisions provided by Government Departments and Public Bodies.	Ongoing Ongoing	