

# The Department of Energy and Climate Change Welsh Language Scheme

Prepared under the Welsh  
Language Act 1993

March 2012



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# Introduction

This scheme sets out how we will provide services to the public in Wales in Welsh.

The Welsh Language Board approved DECC's Welsh Language scheme on 29<sup>th</sup> March 2012. This scheme describes how DECC 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. The scheme covers the services that we provide to the public in Wales.

In this scheme, the term public means individuals. It includes the public as a whole, or a section of the public who are acting in a private capacity. 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.

This scheme was prepared under Section 21 of the Welsh Language Act 1993 - and with regard to guidelines issued by the Welsh Language Board under Section 9 of the Act. It came into effect on 29<sup>th</sup> March 2012. Further information about the scope and purpose of Welsh language schemes can be found in the Welsh Language Board's guidelines shown at: [www.byig-wlb.org.uk](http://www.byig-wlb.org.uk)

## Background to the organisation

1. The Department of Energy and Climate Change (DECC) is responsible for UK energy policy and for tackling global climate change on behalf of the UK. Its goal is to help bring about the creation of a low carbon UK whilst at the same time delivering security in our energy supplies, fairness for energy customers, and new economic opportunities for the UK.
2. DECC ensures that Government acts as an effective and intelligent stakeholder on these important issues by providing a deep and effective engagement with the global climate change and energy agendas across critical policy areas and to help the UK move to a low-carbon economy across the business, public and civil society sectors.
3. DECC has adopted four priorities to help focus efforts towards a low carbon future:
  - Reduce energy use by households and businesses through the Green Deal, and help protect the fuel poor.
  - Deliver secure energy on the way to a low carbon energy future. Reform the energy market and work internationally to ensure the UK has a diverse, safe, secure and affordable energy system and incentivise low carbon investment and deployment.
  - Drive ambitious action on climate change at home and abroad. Work for international action to tackle climate change, and work with other government departments to ensure we meet UK carbon budgets efficiently and effectively.
  - Manage our energy legacy responsibly and cost-effectively. Ensure public safety and value for money in the way we manage our nuclear, coal and other energy liabilities.

## Coverage of the Scheme

4. The DECC Welsh Language Scheme applies to DECC headquarters functions and the department undertakes to cooperate closely with the Welsh Assembly Government (WAG) on matters relating to the Welsh Language Act.
5. DECC has a responsibility to have regard to Welsh language provision, particularly where a DECC policy or measure may have a substantial impact on Wales. DECC will ensure that sufficient time is allowed to enable provision of the necessary Welsh language dimension.
6. DECC will use its influence to promote awareness of the needs of Welsh speakers in Wales and will encourage the adoption by relevant Non-Departmental Public Bodies of the principles of the Act. DECC Non-Departmental Public Bodies at the time of publication are as follows:
  - Civil Nuclear Police Authority
  - Coal Authority
  - Nuclear Decommissioning Authority
  - Committee on Climate Change

- Committee on Radioactive Waste Management
- Fuel Poverty Advisory Group
- Nuclear Liabilities Financing Assurance Board
- Nuclear Liabilities Fund

Executive Agencies are omitted from this policy, as DECC has none to date.

## Service planning and delivery

### Policies, legislation and initiatives

7. Our policies, initiatives and services will be consistent with this scheme. They will support the use of Welsh and will, whenever appropriate, help the public in Wales use Welsh as part of their day to day lives.
8. 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 also ensure, whenever appropriate, that new primary and secondary legislation sponsored by the Department will support the use of Welsh. We will be following Cabinet Office Impact Assessment guidance when evaluating the impact of new policies and initiatives on the Welsh language. This general guidance is available on the [Cabinet Office website](#).

### Delivering services

9. We will ensure that where appropriate our services are available in Welsh and we will let the public know when they are available. This will enable Welsh speakers to access our services.

### Our regulatory functions and services undertaken on our behalf by third parties

10. 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 include services which are contracted out, granting licences and granting other permissions.

### Standards of quality

11. When services are provided in Welsh and English they will be of equally high quality and will be provided within the same timescale. This commitment will be stated publicly in the Departmental report, on the DECC Publications website and in other literature as appropriate. The commitment will also be stated on DECC's website. The DECC Publications website is searchable and instructions on how to identify Welsh language documents that are available will be placed on the Welsh language FAQ section of the site.

### Awarding grants and loans

12. When we award grants and loans for activities that affect the Welsh public we will

where appropriate include conditions with regard to the use of Welsh. In doing this, we will have regard to the Welsh Language Board's guidelines on awarding grants and loans.

## Dealing with the Welsh speaking public

### Correspondence

13. Our normal practice will be as follows:
14. When the DECC Ministerial Correspondence Unit initiate correspondence with an individual, group or organisation based in Wales, we will do so bilingually unless we know that they would prefer to correspond in Welsh or English only. When a member of the public in Wales writes to us bilingually or in Welsh, we will issue a reply in Welsh (if a reply is required).
15. Our Ministerial Correspondence Unit will keep a record of those who wish to correspond with us in Welsh. Our target time for replying will be the same as for replying to letters written in English, which is 15 days for Ministerial correspondence and 20 working days for a Freedom of Information request.
16. If the Welsh and English versions of any correspondence have to be published separately, our normal practice will be to ensure that both versions are available at the same time. Enclosures sent with bilingual letters will be bilingual, where possible.
17. The above will apply to e-mail correspondence as well as all hard-copy Welsh correspondence.

### Decision letters

18. If a decision letter is intended to convey policy to a much wider audience than those directly involved with an inquiry, or other statutory procedure, we will consider whether it should be treated, under this scheme, as a publication.

### Telephone communications

19. It would not be practicable for us to conduct telephone conversations in Welsh because of our location. However, when we set up telephone help-lines, or similar facilities, to give information, services or support to the public in Wales we will consider providing a Welsh language service. This will be advertised alongside the English language service. Both services will share the same telephone number.

### Public meetings

20. DECC will ensure that members of the public attending public meetings in Wales (i.e. formal hearings, enquiries, legal proceedings and similar official events) are welcome and able to contribute in Welsh. Invitations and notices publicising an event in Wales will be bilingual and will normally invite those who wish to speak in Welsh to notify the arranger of the event in advance so that interpreting facilities can be arranged.
21. Our normal practice will be to provide papers and other information for these public



meetings in Welsh and English – and for reports or papers produced following public meetings to be published in Welsh and English, in line with the publication commitments in this scheme.

### **Other meetings with the public**

22. Because of our location it would not be practicable for us to conduct face-to-face meetings with the public through the medium of Welsh.

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

23. When we 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 asked if they wish to respond to the survey in Welsh or English.
24. When we arrange seminars, training courses or similar events for the public that are based in Wales, we will assess the need to provide them in Welsh.
25. Any audio-visual displays, audio tours or interactive media that we prepare for the Welsh public will be bilingual.

## **Our public face**

### **Publicity campaigns, exhibitions and advertising**

26. Where it is relevant for DECC to campaign in Wales, all our publicity, public information, exhibition and advertising material aimed at the Welsh public will be produced 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 - and both versions will be equally accessible and will be available simultaneously.
27. Any advertisements placed in English language newspapers (or similar media) 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 with regard to size, prominence and quality.
28. Television, cinema and radio advertising targeting Wales specifically will be conducted in Welsh and English. Television campaigns which appear on S4C during Welsh programming hours will be in Welsh. Radio campaigns broadcast on Radio Cymru or during Welsh language programmes on commercial radio stations will be in Welsh. Our normal practice will be to avoid using Welsh language subtitles or dubbing adverts into Welsh.
29. Telephone response lines and other ways of responding to campaigns targeting Wales will be bilingual or will include a separate Welsh response service.
30. Where a variety of different media are employed in a particular campaign DECC reserves the right to employ the medium or media that it considers will be most cost effective for delivering the campaign message in Welsh to the Welsh speaking

public.

## Publications

31. Publications which are of interest to the Welsh speaking general public will be made available wholly or partially in Welsh. Anything relating specifically to Wales or an area of Wales and of interest to the public will also be made available wholly or partially in Welsh. These will include:
  - Policy and consultation documents which relate to issues of interest to the general public
  - Pamphlets and leaflets targeting the general public
  - Forms and explanatory material aimed at the general public
32. DECC officials will decide on a case by case basis whether full translation into Welsh is required for publications, and where partial translation (e.g. of the executive summary) is more appropriate. Guidelines will be provided for DECC staff to objectively identify when material should be published in Welsh/bilingually and to ensure decisions are both fair and consistent.
33. Where we produce material for the public bilingually, the Welsh and English versions will usually be published and distributed together and will be comparable. On occasions, both versions would be included in the same document where this was appropriate. Reasons for not including both versions in one document would be that it would be too lengthy or bulky or for practical or environmental considerations. Each version will note clearly that the material is available in the other language and be equally accessible.
34. If not available free of charge, the price of a bilingual document will not be greater than that of a single language publication - and the price of separate, Welsh and English versions will be the same.
35. The above will also apply to material made available electronically on our website, on CD Rom or otherwise.

## Websites

36. Our public-facing DECC website will include pages in both Welsh and English. When designing new websites, or redeveloping our existing website, we will take into account the Welsh Language Board's guidelines on website design. We have not previously used the Board's bilingual software accreditation e.g. for the current DECC website. The current external-facing DECC website is based on a platform with bilingual capacity, which we may activate if there is perceived to be a need for it in the future.
37. We will take the Board's bilingual software accreditation scheme into consideration in the future when procuring or developing new public-facing IT systems.
38. Where we make publications available in both English and Welsh we will publish them on the DECC website, thereby gradually increasing the available Welsh

language content. In determining whether web content should be made available in the Welsh language we will apply the same guidelines as we do with publications.

### **Forms and associated explanatory material**

39. Our normal practice will be to ensure that all forms and associated explanatory material for use by the public in Wales will be bilingual, with the Welsh and English versions together in one document. This will include consultation response forms published on our website. If the Welsh and English versions have to be published separately, each version will clearly note that the material is available in the other language.
40. We will send bilingual forms to the public, where appropriate, unless we know that the recipients would prefer to receive the information in Welsh or English only. When other organisations distribute forms on our behalf, we will ensure that they do so in accordance with the above.

### **Corporate identity**

41. Welsh headed letters will be produced for correspondence in Welsh with members of the public in Wales.
42. Where documents are produced bilingually or in Welsh the name of DECC: Department of Energy and Climate Change will remain to ensure the Department's brand identity but it will have a descriptor in Welsh.

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

43. Official notices, public notices and staff recruitment notices placed in English language newspapers (or similar media) distributed mainly or wholly in Wales, will be bilingual, or appear as separate Welsh and English versions. Notices will be in Welsh in Welsh language publications.
44. The Welsh and English versions will be equal in terms of format, size, quality and prominence – whether produced as a single bilingual version, or as separate Welsh and English notices.
45. In the English language media, posts where the ability to speak Welsh is essential may be advertised in Welsh, with a brief description in English.
46. Recruitment notices placed 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.
47. Any official notices, public notices or staff recruitment notices placed elsewhere in Wales will be bilingual.

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

48. Press releases to the media in Wales will be issued in Welsh and English where deadlines permit and if the issue would affect the Welsh public.

## Implementing the scheme

### Staffing and language training

49. DECC have no offices in Wales, and to date no DECC staff have received Welsh language awareness training. We will consider supporting and funding vocational training in Welsh for staff who, as part of their duties, have extensive and regular contact with the public in Wales, and who wish to learn or improve their Welsh. We will allow staff to attend courses during work where necessary.

### Recruitment

50. For any posts having extensive and regular contact with the public in Wales we will consider whether fluency in Welsh should be a desirable or essential skill –this will be stated in job competencies and advertisements. We will seek information about the Welsh language skills of job applicants, where the job requires close contact with the Welsh speaking public.

### Information and Communications Technology (ICT)

51. 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.

52. As we develop or procure ICT systems we will take into account the Welsh Language Board's ICT standards.

### Partnership working

53. When we are the strategic and financial leader within a partnership, we will ensure that any public service aspects comply with this scheme except where the partner delivering the service has a Welsh language scheme. In these circumstances, our service will comply with the delivery partner's scheme.

54. When we join a 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, unless the lead organisation has a Welsh Language scheme. In these circumstances, we will encourage the partnership to comply with the lead organisation's scheme.

55. 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. Where we act in consortium with other organisations that also have Welsh Language Schemes, we will encourage the consortium to decide to abide with one scheme in all its work.

56. The above refers only to partnerships dealing with services available to the public in Wales.

## Internal arrangements

57. The measures in this scheme carry the full authority, support and approval of our organisation.
58. Managers will have the responsibility for implementing those aspects of the scheme relevant to their work. A senior member of DECC's Stakeholder Engagement Team will coordinate the work required to deliver, monitor and review this scheme.
59. We will prepare a detailed action plan (see Appendix A) showing how we will operate the scheme. The action plan will come into effect on the date on which the scheme comes into effect.
60. The scheme will be publicised to our staff, and to the public in Wales. It will be published on our website and be available on demand from our DECC Publications order line. It will also be publicised in the Departmental Report and a press notice will be issued notifying media organisations of the scheme.
61. Existing guidance used by our staff will be amended to reflect the measures contained in this scheme.
62. We will arrange briefing and training sessions for staff whose work is significantly impacted by the revision of the scheme. This will increase awareness of this scheme and explain how it will affect their day to day work.
63. We will ensure that we use only qualified translators or interpreters to help with the delivery of this scheme.
64. 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.

## Monitoring

65. We will monitor our progress in delivering this scheme against the targets set out in the accompanying action plan. Every June we will send monitoring reports to the Welsh Language Board for the previous financial year, outlining progress in delivering the scheme against the targets set out in the accompanying action plan. DECC will collect and report on the following performance indicators requested by the Welsh Language Board:
  - Number and % of staff who have received Welsh language awareness training
  - Number of IT systems assessed using the Board's bilingual software accreditation scheme
  - Number of improvement plans prepared following assessments using the Board's bilingual software accreditation scheme
  - The number of complaints received about lack of Welsh language service provision and steps taken to resolve complaints

66. Where available, DECC will provide examples of policy documents, legislation or new initiatives which mainstream the Welsh language.

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

67. We will review this scheme within four years of its coming into effect.

68. This scheme may be reviewed or amended at any time because of changes to our functions, or to the circumstances in which we undertake those functions, or for any other reason. We will send a draft of any amendments to the Welsh Language Board. No amendments will be made to this scheme without the Welsh Language Board's approval.

### **Complaints and suggestions for improvement**

69. Complaints related to this scheme, or suggestions for its improvement, should be directed to the senior member of staff with responsibility for the scheme (Head of Corporate Communications), at the following address:

Department of Energy and Climate Change  
Correspondence Team  
3, Whitehall Place  
London SW1A 2HH

Tel: 0300 060 4000

Or by e-mail to: [correspondence@decc.gsi.gov.uk](mailto:correspondence@decc.gsi.gov.uk)

70. Complaints relating to lack of Welsh language service provision will be captured and logged by the DECC Correspondence Unit as part of the standard DECC complaints scheme.

71. We will co-operate with the Board in order to resolve any complaints – and during any investigations held under Section 17 of the Welsh Language Act.

## Appendix A

### ACTION PLAN

#### Main targets for delivery of DECC Welsh Language Scheme

<p><b>1. Policies, legislation and initiatives</b></p> <p>We will include in general guidance the policies, initiatives and services to be consistent with scheme.</p> <p>We will include the Welsh Language Scheme in the Departmental Report.</p> <p>DECC legislation will support the use of Welsh wherever appropriate.</p>	Launch of Scheme
<p><b>2. Correspondence</b></p> <p>We will include in general and internal staff guidance our commitments on handling correspondence received in Welsh, and guidance on how to contact a suitably qualified translation/ interpretation service. We will keep a record of those who wish to correspond with us in Welsh.</p> <p>We will procure headed letters in Welsh to be used in correspondence with the Welsh speaking public in Wales.</p>	Launch of Scheme
<p><b>3. Publications</b></p> <p>We will include in general and internal staff guidance our commitments related to publications of interest to the general public in Wales or an area of Wales, in order to ensure decisions are both fair and consistent.</p>	Launch of Scheme
<p><b>4. Language training</b></p> <p>We will monitor the demand for training among staff that, as part of their duties, have extensive and regular contact with public in Wales.</p> <p>We will monitor information about the Welsh language skills of job applicants, where the job requires close contact with the Welsh speaking public.</p>	Ongoing – start with launch of Scheme
<p><b>5. Partnership working</b></p> <p>We will encourage and monitor adoption by non-departmental public bodies of the principles of the Scheme. We will include in general and internal staff guidance our commitments when working in partnership with others.</p>	Launch of Scheme
<p><b>6. Internal promotion</b></p> <p>We will provide internal guidance to DECC staff about the commitments in the Scheme and how to implement its principles.</p> <p>We will create and update DECC Intranet Welsh language pages.</p> <p>We will publish the Scheme on the DECC intranet site and publicise the Scheme internally, asking staff to adhere to the scheme regarding any activity in Wales. We will update our correspondence and publications guidance on the intranet to include instructions on correspondence and publications in Welsh.</p>	Launch of Scheme

<p><b>7. Monitoring</b></p> <p>We have agreed with the Welsh Language Board that we will monitor and annually report the figures for the previous financial year on:</p> <ul style="list-style-type: none"> <li>• Number and % of staff who have received Welsh language awareness training</li> <li>• Number of IT systems assessed using the Board's bilingual software scheme and improvement plans prepared following these assessments</li> <li>• Number of complaints received about lack of Welsh language service provision and steps taken to resolve complaints.</li> </ul>	<p>Ongoing – start with March 2013 and repeat every following year</p>
<p><b>8. Website</b></p> <p>Where we make publications available in both English and Welsh we will publish them on the DECC website.</p> <p>When designing new websites, or redeveloping our existing website, we will take into account the Welsh Language Board's guidelines on website design.</p>	<p>Ongoing – start with launch of Scheme</p>
<p><b>9. Public meetings</b></p> <p>We will offer interpreting facilities at public meetings in Wales.</p>	<p>Ongoing – start with launch of Scheme</p>
<p><b>10. Publicity and advertising</b></p> <p>We will ensure awareness in the early stages of planning a campaign in Wales to factor in time for simultaneous development of publicity, public information, exhibition and advertising materials in Welsh. This may include telephone response lines or advertising aimed at the Welsh public on television, radio or other media.</p>	<p>From the planning stages of a campaign.</p>



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