

DEPARTMENT FOR WORK AND PENSIONS (DWP)

WELSH LANGUAGE SCHEME: OCTOBER 2017

Welsh Language Scheme Policy Statement

The Department for Work and Pensions 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 Department for Work and Pensions will give effect to that principle when providing services to the public in Wales.

This Scheme was approved by the Welsh Language Commissioner on 31 October 2017.

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Foreword

I am delighted to present this revised version of our Welsh Language Scheme, which builds upon the foundations of the previous Department for Work and Pensions (DWP) and Child Maintenance Group language schemes.

We have taken the decision to modify and strengthen our original scheme in light of the Child Maintenance Group coming back into DWP and the need for us all to work consistently to the one Scheme. We have also taken the opportunity to enhance certain aspects, in light of 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 continuously seek ways to improve the bilingual services we offer, in order to reflect the changes that are taking place and the impact that has on the expectations of Welsh speakers, in Wales.

Robert Devereux

Permanent Secretary

Introduction

The Welsh Language Act 1993 gives the Welsh and English language equal status in public life in Wales. It places a duty on the public sector to treat both languages equally when providing services to the public.

The Act required every public body providing services to the public in Wales to prepare a Welsh Language Scheme, setting out how it will provide those services in Welsh.

As a result of the Welsh Language (Wales) Measure 2011, statutory standards will replace Welsh Language Schemes and some <u>organisations</u>* will be required to comply with one or more standards of conduct on the Welsh language. However as a Crown Body we will continue to implement a Welsh Language Scheme, revising our existing Scheme in order to strengthen it.

The commitments within this scheme will not hinder the implementation of or prevent our sponsored bodies to comply with the requirements of Welsh language standards in the future.

This is a revision to the second scheme prepared by the Department for Work and Pensions. Our first scheme was approved by the former Welsh Language Board on 13 July 2004.

The scheme describes how we will continue to 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 in Wales, the Welsh and English languages should be treated on a basis of equality.

"Public business" within the Department for Work and Pensions includes all services provided to individual members of the public in Wales by, or on behalf of, the Department. Principally this involves:

- delivering frontline services to pensioners and future pensioners;
- regulation of occupational and private pensions;
- helping people of working age to find work and to receive the benefits to which they are entitled (and employers to fill their vacancies);
- delivering extra-cost disability benefits to disabled people and benefits to carers;
- delivering a professional, efficient and sensitive child support service which plays its part in ensuring that children whose parents do not live together are financially supported and kept out of poverty
- delivering debt management and recovery services;
- the conduct of policy on Housing Benefit and Local Council Tax (both of which are devolved to Local Authorities).

The scheme covers the services that we provide to the public in Wales. It does not, however, include members of the public 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 do not come within the meaning of the word *public* when they are fulfilling those official functions.

This scheme was prepared in accordance with section 21 of the Welsh Language Act 1993 - and in accordance with guidelines issued by the former Welsh Language Board under section 9 of the Act.

^{*}Organisations or persons exercising on behalf of the Crown may be required to comply with Statutory Standards and receive notice by the Welsh Language Commissioner of their intention to carry out a standards investigation.

Our organisation

The Department for Work and Pensions (DWP) is a Ministerial Department, supported by 13 agencies and public bodies, responsible for welfare, pensions and child maintenance policy (see Annex A). As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to over 22 million claimants and customers.

DWP plays a vital role in making a difference to millions of people in Great Britain every day, helping them to lead safer, fairer and more rewarding lives, free from poverty.

The introduction of Universal Credit and other reforms are fundamental, once in a generation changes that will transform the way we deliver welfare over the next four to five years.

The Department is responsible for:

- Understanding and dealing with the causes of poverty rather than its symptoms
- Encouraging people to work and making work pay
- Encouraging disabled people and those with ill health to work and be independent
- Providing a decent income for people of pension age and promoting saving for retirement
- Providing value for money and reducing levels of fraud and error
- Reducing work-related death and serious injury in workplaces through the Health and Safety Executive.

As part of the transformation of DWP, we now have a much simpler structure in place. The organisation is designed so we can make the best decisions for the Department as a whole – as one, in support of the agenda that we have to deliver.

There is an Executive Team responsible for supporting the Permanent Secretary in the management of the Department and its business, in line with Ministers' aims and the business strategy set by the Departmental Board.

Our Priorities

Our priorities are:

- helping to reduce poverty and improve social justice
- helping people to find and stay in work
- enabling disabled people to fulfill their potential

- helping people save more for their retirement through workplace pensions and making the State Pension simpler and fairer
- recognising the importance of family in providing the foundation of every child's life
- improving services to the public by providing value for money and reducing fraud and error.

To support the Department in delivering these priorities and to ensure the customer is at the heart of all that we do, we have established the following key priorities for operational colleagues:

- People
- Quality
- Products
- Spending Wisely

Our Values

The DWP Values, which are shared by all its businesses, client groups and corporate team, are the guiding principles for how we deliver our service to customers in DWP. They underpin our commitment to putting customers first, whether internal or external, and focus not only on what we deliver but how we do it.

Our four core values are:

Achieving the best – by using all our resources efficiently so that high and consistent standards of service are provided;

Respecting people – by treating our customers and each other with respect, welcoming diversity and valuing other's ideas and responding fairly to individual needs:

Making a difference – by supporting, challenging and inspiring customers to improve their lives and helping each other to make a difference; and

Looking outwards – by working with others and learning how to get better at what we do.

Change Programme

Our portfolio of change programmes is dominated by several, huge programmes:

• Universal Credit – our flagship programme to get more people into work.

Universal Credit is designed to reduce poverty by making work pay. It provides a single system of means tested support for working age people, and

aims to reduce the financial and administrative barriers to work that exist in the current system of benefits and tax credits.

The Universal Credit system will improve work incentives in three ways, firstly ensuring that support is reduced at a consistent and predictable rate, and that people generally keep a higher proportion of their earnings, secondly ensuring that work pays, in particular, low-hours' work; reducing the complexity of the system, and removing the distinction between in-work and out-of-work support, thus making clear the potential gains to work and lastly reducing the risks associated with moves into employment.

The Department continues to develop partnerships with Local Authorities, landlords and employers to identify effective delivery plans for claimants with varying needs

The safe and secure delivery of Universal Credit remains the focus of the Department and to support the cultural transformation and ensure that everyone is prepared.

- Personal Independence Payment replaces Disability Living Allowance for people of working age. It introduces a fairer, more objective assessment for customers, ensuring support is targeted on those with greatest need, and awarded on a more consistent, transparent basis.
- State Pension Reform simplifying the pensions system, encouraging saving, promoting security in later life for all and provide a sustainable system in the long term.
- Enabling Retirement Savings Programme designed to transform the UK's long-term savings culture through the introduction of mandatory Automatic Enrolement into a workplace pension.
- Child Maintenance are undergoing an extensive program of closing all existing cases on the Child Support Agency's schemes following the introduction of a new Child Maintenance Service in 2012

Looking further ahead there will be other change, including change prompted by our experience of day to day operations. To manage all this change really well and to ensure we are an extraordinary Department we are:

- Creating and maintaining a single view of change across the Department;
- Continually evaluating these changes against our priorities, and stopping activity that doesn't help;
- Using our new Change Assessment process to make better decisions about new ideas (whether to change, what to change, how and when); and
- Using these skills and knowledge of Operations to shape the design and implementation of change.

As a Department we have identified five principles to focus our investment:

- 1. Put the claimant and customer at the centre of all our delivery
- 2. Be digital-by-default
- 3. Promote flexibility so local services are tailored to local needs
- 4. Champion excellence and continuous improvement
- 5. Harness the expertise of appropriate organisations best placed to deliver.

Service planning and delivery

Policies, legislation, services and initiatives

- 1. Our policies, initiatives and services will be consistent with this scheme. They will support the use of Welsh, which will help the public in Wales to use Welsh as part of their day to day lives.
- 2. When we contribute to the development or delivery of policies, initiatives, services or new legislation led by other organisations, we will do so in a way which is consistent with this scheme.
- 3. The importance of building in Welsh language compliance is reflected in the guidance and the tools we use for new projects and programmes.
- 4. The Devolved Administration Impact Assessment Guide includes an instruction to make early contact with the DWP Welsh Language Unit to ensure the Department takes account of, from the first stages of any work, the requirement to treat the Welsh language equally to English when delivering DWP policy to customers.
- 5. The DWP Welsh Language Unit Manager will be included as a stakeholder for all new projects, services and initiatives

Delivering services

6. Our normal practice is to ensure that all the services we provide for the public in Wales are available in Welsh, and that our customers are aware of this fact.

<u>Our regulatory functions – and services undertaken on our behalf by third parties</u>

- 7. To support the Department for Work and Pensions in achieving its objectives and deliver its services the support of a large 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.
- 8. Our procurement policies will ensure that Welsh language considerations are incorporated into the procurement processes, as appropriate and reference to our Welsh Language Scheme will be made within the invitations to tender.
- When agreeing any contract we will ensure that the language requirements are considered and agreed with the service provider to ensure compliance with the Scheme.

Our Sponsored Bodies

- 10. Our sponsored bodies that provide services to the public in Wales will operate in accordance with this scheme unless they have their own Welsh language schemes or are required to adhere to standards.
- 11. Details of the Department's businesses and sponsored bodies, and whether they currently have a Welsh language scheme, are contained in Annex A to this document.

Standards of quality

12. Services provided in Welsh and English will be of equal quality and will be delivered within the same timescale.

Dealing with the public

Language Choice

- 13. We offer the public in Wales the choice of dealing with the Department for Work and Pensions and its constituent businesses in either Welsh or English
- 14. The public can choose to undertake all of their business with us in Welsh, both written and verbal communications, verbal communications only or written communications only.
- 15. Written and verbal preferences will be captured and recorded on our systems, enabling the Department to deal with the public in Wales in their preferred language.
- 16. Our offices in Wales that are open to the public will display signs stating that a service is available in both Welsh and English

Written Correspondence

- 17. We welcome letters and electronic mail in Welsh. When someone writes to us in Welsh we will issue a reply in Welsh (if a reply is appropriate). 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.
- 18. Language preference will be established at the first point of contact (although this can change at any point in their dealings with us) and a record made of stated preference for future use, by ensuring files and computer records are clearly marked that the Welsh language is to be used for all dealings with the department, or specifically for written or verbal communications.
- 19. When we initiate correspondence with an individual or group, or send standard or circular correspondence to several members of the public in Wales, we will do so bilingually unless we know from our records that they would prefer to correspond in Welsh or English only.
- 20. If the Welsh and English versions of any correspondence have to be produced separately, our normal practice is to ensure that both versions are available at the same time.

- 21. Enclosures sent with bilingual letters will be bilingual, when applicable 1. Maps and other inserts that are borrowed or used under licence will be provided in the language in which they were originally published.
- 22. Similarly enclosures sent with Welsh letters will be Welsh or bilingual, when applicable.
- 23. The above will apply to e-mail correspondence as well as paper correspondence.
- 24. All hard-copy Welsh correspondence that we issue will be signed.
- 25. All e-mail external correspondence that we issue to the public in Wales will bear a bilingual electronic auto-signature, disclaimer and out of office replies and we will promote the use by staff of a by-line to convey the message that people are welcome to use Welsh in their dealings with us.
- If and when we use other methods of communicating e.g. SMS texting we will do so in the recipient's preferred language, Welsh or English, or in both languages if the language choice of the recipient is not known.

Telephone communications

- 27. We will ensure the public in Wales can speak to us in Welsh or English when contacting us by phone.
- Telephone calls to persons will be conducted in Welsh where the language 28. preference of the person has been recorded to show that they wish to undertake their verbal communications with the Department in Welsh.
- 29. In our offices in Wales we will answer the telephone with a bilingual greeting or answer in Welsh if the call is made to one of our dedicated Welsh language lines.
- 30. If the caller wishes to speak Welsh, and does not contact us using the dedicated Welsh numbers, or selects the Welsh language option on the national number, the person answering the phone will try to connect the call to a Welsh speaker qualified to deal with the enquiry.
- If no Welsh speaker qualified to deal with the enquiry is available, the caller will be given the choice, as appropriate, of having a Welsh speaker phone back as soon as possible, continuing the call in English, or submitting their query in Welsh, by letter or e-mail.
- Members of the public will hear a bilingual message on answer phones in 32. Wales.

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¹ If the material enclosed has either not been produced in Welsh, under the terms of the Welsh language scheme, or is only available in English, for example documents produced following a Freedom of Information request, or technical guidance and reports, it will be provided in English only.

- 33. When we set up telephone help-lines, call centres, or similar facilities, to give information, services or support to the public, we will provide a Welsh language service. These will either be dedicated Welsh Language lines or a national number with the option to select Welsh when prompted. Dedicated Welsh language line numbers will be advertised alongside the English language service. See Annex E for information relating to helplines and numbers.
- 34. All existing Working Age telephone service lines have dedicated Welsh language numbers and callers are automatically directed to dedicated Welsh speaking teams.
- 35. These numbers are widely advertised in all of our marketing and information products and a poster is on display in all of our Jobcentres, advising customers of the numbers and that they can undertake their business with us in Welsh.
- 36. Within the Pension Service, new claims for state pension and change of circumstances have dedicated Welsh language lines. The Winter Fuel helpline, Future Pensions and Pension Tracing service offer a single national number with the option to speak to someone in Welsh.
- 37. The Personal Independence Payment new claims and enquiry line has one national number. A claimant from Wales is identified via the telephone STD code and if the landline is a Welsh code, they will be offered communication in Welsh as an option at that time.
- 38. Work is currently underway to resolve issues with our non-compliant telephony lines, namely for the Attendance Allowance helpline, Carers' Allowance helpline, Pension Credit Claim line and Disability Living Allowance helpline, to ensure these will be fully compliant and customers will not have to ask to speak to someone in Welsh.
- 39. The Child Maintenance Welsh Language Services Hub offers a Welsh language helpline, for all aspects of the Group's work either via a dedicated Welsh language number or by selecting the Welsh option on the telephony routing system IVR. The telephone line is open from 9am 5pm from Monday to Friday. Outside of these hours there is an answering service available to leave a message.
- 40. We will ensure that all organisations providing advice and services on our behalf in Wales are aware of the Welsh language telephone services and publicise them appropriately.
- 41. We will endeavour to include information relating to dedicated Welsh language line numbers on English correspondence issued to customers in Wales.

Face to face communication

- We will ensure that any person who wishes, or is required, to have a face to face interview knows they are able and welcome to do so in Welsh within any of our offices in Wales.
- 43. Jobcentre Plus represents the most visible face of DWP in Wales. Jobcentre offices operate on an appointment basis which means we know when customers are due to attend the office. If a customer has chosen to deal with us in Welsh, arrangements are then made to ensure Welsh speaking staff are available to deal with customers at the time of their interview.
- 44. We will ensure that a suitably qualified Welsh speaking member of staff deals with those whose preferred language is Welsh.
- If a centre, due to unforeseen circumstances does not at a given time have bilingual members of staff, we will offer the customer the option of speaking to a Welsh speaking member of staff at an alternative centre or over the phone.
- 46. A face to face service for vulnerable customers is provided by DWP Visiting Officers through home visits and in community locations.
- 47. We will display a 'Cymraeg' sign when a Welsh speaking member of staff is available.
- 'Cymraeg' badges denoting Welsh speakers will be worn to show which members of staff speak Welsh.

Public meetings

- 49. We will provide simultaneous or consecutive translation from Welsh into English at our public meetings² unless we have established that all participants are likely to use the same language.
- Invitations and advertisements for public meetings will be bilingual and either note that translation facilities will be available or invite the public to let us know in advance in which language they wish to speak.
- 51. We will let those attending public meetings know when translation facilities are available – and encourage contributions in Welsh.
- In accordance with our scoring system for DWP publications (Annex B) we will provide papers and other information for public meetings in Welsh and English - and ensure that reports and papers produced following public meetings will be published in Welsh and English.

² The Department holds very few public meetings. Briefing sessions for groups of advisors and similar events would not normally be classed as "public" meetings.

53. When selecting staff to attend public meetings, we will ensure that suitably qualified Welsh speakers attend, as necessary.

Meetings with the public in Wales

- 54. When we arrange or attend private meetings with the public, we will establish and record their language preference at the earliest opportunity and ensure that a suitably qualified Welsh speaking member of staff deals with those whose preferred language is Welsh.
- 55. If no suitably qualified Welsh speaker is available, we will offer the choice of continuing the meeting in English, or dealing with the subject by corresponding in Welsh.
- 56. The above will also apply to meetings held using video conferencing and similar equipment.

Other dealings with the public in Wales

- 57. When we undertake public surveys, whether gathering information or testing public opinion, we will ensure that all aspects of communication with the public will be bilingual.
- 58. We will establish language choice in advance for all our public surveys when an initial contact is made before the survey is conducted. In other cases a standard will be included in the survey asking respondents if they wish to respond to the survey in Welsh or English.
- 59. Respondents will be asked about the Welsh language aspects of any services or policies researched via a survey, where appropriate.
- 60. When we arrange seminars, training courses or similar events for the public in Wales, we will assess the need to provide them in Welsh. In conducting this assessment, we will consider the preferred language of those attending and the availability of Welsh speaking trainers.
- 61. We will ensure, whenever possible, that announcements made over public address systems in public areas, for which we are responsible, will be bilingual.
- 62. We recognise that engagement with the public increasingly occurs using social media. When we use alternative methods of communicating with the public in Wales e.g. Twitter, Facebook, The Daily Jobseeker, You Tube etc. we will do so in both Welsh and English.
- 63. A monolingual Welsh Jobcentre Plus (@JCPyngNghymru) and a generic DWP (@DWPynGymraeg) Twitter account have been established, that provide a

- bespoke Welsh service that caters for the needs of a specific audience, namely Welsh speakers, customers and employers throughout Wales.
- 64. The content may not be identical to English accounts but we will ensure the user's experience and messages from the Department will be consistent and be of the same quality.
- 65. Responses will be provided in the same language as the comment or message which initiated the response.
- 66. We will ensure the public are aware of the existence of these accounts, raising awareness of them via the English channels, leaflets etc., encouraging and welcoming them to contact us in either Welsh or English using this channel.
- 67. Information provided digitally in our offices will be in both Welsh and English.

Our public face

Publicity campaigns, exhibitions and advertising

- 68. All of the publicity, public information, exhibition and advertising material we use in Wales (in order to target the general public) will be produced fully bilingually, or as separate Welsh and English versions. Any proposal to produce separate Welsh and English versions would need to be discussed with the DWP Welsh Language Unit beforehand.
- 69. If the Welsh and English versions have to be published separately, both versions will be equal with regard to size, prominence and quality. Both versions will be available simultaneously and will be equally accessible.
- 70. Exceptions to the above will be material that is:
 - Aimed primarily at Welsh speakers, or for use at predominantly Welsh speaking establishments such as the National Eisteddfod, where Welsh only publicity, public information, exhibition and advertising may be used.
 - Aimed at a limited and specialised audience this will need to be considered on a case by case basis, bearing in mind the nature of the audience and the subject being dealt with.
 - Published in UK wide publications
 - Published primarily for audiences outside the UK.
- 71. Any advertisements placed in English language newspapers (or similar material) distributed mainly or wholly in Wales, will be bilingual, or will appear as separate Welsh and English versions (with both versions appearing simultaneously, and being equal with regard to size, prominence and quality).
- 72. In Welsh language publications advertisements will be in Welsh only.

- 73. Television, cinema, web or radio advertising intended for reception in Wales 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 commercial radio stations will be in Welsh, as well as English. However there may be instances when it will be necessary to reflect the language of the channel.
- 74. Our normal practice will be to avoid using Welsh language subtitles, or dubbing adverts into Welsh (excepting voice-overs).
- 75. The use of Welsh will be considered from the outset, as publicity campaigns are developed, to ensure that any branding, strap lines and core messages work well in Welsh.
- 76. Outbound telemarketing conducted in Wales will be conducted bilingually unless the customer has previously indicated whether they want to communicate in English or Welsh.
- 77. Telephone response lines and other ways of responding to campaigns in Wales will be bilingual or will include a separate Welsh response service.
- 78. When staffing exhibitions stands and displays in Wales, we will ensure that suitably qualified Welsh speakers attend, as necessary.
- 79. Any audio-visual displays, audio tours or interactive media we prepare will be bilingual.

Publications

- 80. DWP will use a scoring system, (Annex B), to identify objectively when publications and material should be published in Welsh.
- 81. Publications and written material includes, but is not limited to, brochures and leaflets, cards, certificates, consultation documents, posters, guidance notes, public notices and circulars. Documents or items placed on websites or made available electronically are also included, irrespective of whether or not they exist in hard copy format.
- 82. As a rule all material which is aimed at the general public will be bilingual.
- 83. There will be a presumption in favour of single bilingual documents, rather than separate Welsh and English versions. This will be the Department's normal practice.
- 84. In some cases, the Welsh and English versions of DWP documents will have to be published separately. The usual criteria for such an exception will be:
 - the document would be very lengthy, bulky or unwieldy if published in a bilingual format;

- the document forms an integral part of a briefing or claim pack, issued on request and reflecting the person's preferred language choice (examples could include large claim packs produced for certain benefits, such as Attendance Allowance);
- the document is being specially produced in an alternative format, such as large print, in response to a specific request and the recipient's preferred language is known; and
- the document is being produced for use at a special event such as the National Eisteddfod, when a Welsh version alone might be appropriate.
- 85. If the Welsh and English versions have to be published separately, both versions will be in the same format and produced to the same quality and our normal practice will be to ensure that both versions are available at the same time and are equally accessible.
- 86. We will ensure that both versions are equally accessible to the public in Wales by:
 - publicising the availability in Wales of both versions;
 - including in the Welsh document the statement 'Mae'r Cyhoeddiad hwn ar gael yn y Saesneg' and in the English document, the statement 'This publication is available in Welsh.'
 - instructing telephone agents to offer a language choice whenever requests for publications are received from Wales;
 - requiring public outlets for which we are directly responsible to stock and display both versions, giving equal prominence to both languages; and
 - encouraging organisations in Wales, with which we do not have separate contractual or partnership arrangements, to hold adequate stocks of both versions and make this known to their clients.
- 87. These procedures will be monitored by the Department.
- 88. 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.
- 89. We will also produce documents in Braille in Welsh, when required.

Digital services and information

- 90. All Government Department websites have been merged into GOV.UK. The GOV.UK website, run by the Government Digital Service (GDS), collects together in a single place information and services from every UK government department, and hundreds of arms-length bodies.
- 91. Department and policy content on GOV.UK is the responsibility of the Department publishing the information. The home page of the <u>Department for Work and Pensions</u> area has the option to select a Welsh version of this content.

- 92. We will use the scoring matrix (Atodiad B) to identify whether there is a requirement to translate publications included in this area.
- 93. Whenever we post Welsh language versions of publications on the GOV.UK site, we will post them at the same time as English versions.
- 94. Content within the <u>service and information area of GOV.UK</u> is written and published by GDS, following a fact-check by specialists in departments and agencies. This content is aimed at the general public, and gives information about the most-used government services and schemes. DWP will ensure that we provide Welsh versions of the web pages relating to our benefits and other services to GDS and work with them to ensure this information is available.
- 95. All our transactional on-line services, being developed and implemented, hosted on the GOV.UK platform and aimed at the public, will be available in Welsh and English, and a language choice will be offered on both versions. Examples of our on-line services that have already been implemented include:
 - Making a claim for Jobseekers Allowance
 - Making a Claim for State Pension
 - Applying for a Budgeting Loan
 - Making an application for an Access to Work grant
 - Checking your State Pension
 - Notifying Benefit Fraud
 - Finding Pension contact details
 - Advertising a Job
 - Finding a Job
- 96. These services will be developed and delivered in accordance with Cabinet Office guidelines, using an agile, collaborative approach that puts the customer's needs first.
- 97. We will be guided by the principles included in the Welsh Language Commissioner's guide 'Technology, Websites and Software: Welsh Language Considerations' when implementing any new digital services.
- 98. Early engagement with the DWP Welsh Language Unit will be key to the successful and early implementation of a Welsh language version of these services.
- 99. Whilst the Welsh language version may not be implemented until the public Beta stage, the DWP Welsh Language Unit will be included as a stakeholder at the Discovery stage to outline requirements, establish support required for implementation and beyond, and will be kept informed of all developments and progress throughout.
- 100. Welsh language support and bilingual capabilities will be defined along with the main set of requirements for the service.

- 101. Any changes to the service with regards functionality, data gather or information provided will be performed in a controlled manner with due attention given to both Welsh and English.
- 102. Testing and acceptance of the services will be undertaken in Welsh as well as English to ensure the quality of language for the applications remain high and equal.

Forms and associated explanatory material

- 103. We will ensure that all forms and associated explanatory material for use by the public in Wales will be available in both Welsh and English
- 104. Forms are generally produced as separate Welsh and English versions and presented to the user in their preferred language. Both versions however will be in the same format and produced to the same quality and we will ensure that both versions are available at the same time and are equally accessible.
- 105. This will include interactive or digital forms available on GOV.UK.
- 106. When we enter information on Welsh versions of forms that are sent to the public, we will do so in Welsh.
- 107. When we enter information on bilingual forms that are sent to the public, we will do so bilingually unless we know that the recipient would prefer to receive the information in Welsh or English only.
- 108. When other organisations distribute forms on our behalf, we will ensure that they do so in accordance with the above.

Corporate identity

- 109. We will adopt a bilingual corporate identity in Wales. Our name, contact details, logo, slogans and other standard information will appear in Welsh and English on all material which displays our corporate identity. This includes our stationery and material such as business cards, acknowledgement cards, and compliment slips.
- 110. Logos on system generated notifications will be presented in the language that the notification is being generated Welsh or English, depending on the customer's preference.
- 111. All staff in Wales will wear identity badges which will display our bilingual logo. If a job title is also included this will be shown in both Welsh and English.

Signs in Wales

- 112. We will ensure that all of our permanent and temporary signs, which give information to the public, will be bilingual with the Welsh and English text being treated equally with regard to size, legibility and prominence.
- 113. We will adhere to this practice whenever signs are being installed for the first time, or whenever we are replacing signs.
- 114. If separate Welsh and English signs are provided, they will be equal in terms of format, size, quality and prominence.
- 115. The above will apply to all types of signs, including electronic signs.
- 116. An exception to the above will be signs used at events such as Wales' eisteddfods where Welsh only signs may be used.

Official notices, public notices and staff recruitment notices

- 117. Official notices, public notices and staff recruitment notices (for posts based in Wales) 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.
- 118. 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.
- 119. 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.
- 120. 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.
- 121. Vacancies for posts based in Wales will be advertised bilingually on web-based channels such as CS Jobs, Universal Jobmatch etc., unless Welsh is an essential skill requirement of the job, when in this instance it will be displayed in Welsh only.

Press releases and contact with the media

122. Press releases to media outlets in Wales will be bilingual where deadlines permit.

- 123. When we post such press releases on our website, our normal practice will be to post them in Welsh and English, if the press release is related specifically to Wales.
- 124. We will ensure that Welsh speakers are available to undertake interviews with the Welsh language press and broadcasting media.

Implementing the scheme

Staffing in Wales

- 125. We are committed to providing quality services to members of the public in both the Welsh and English languages, and will endeavour to recruit and retain sufficient numbers of staff who are competent in Welsh in order to do this.
- 126. All of our workplaces in Wales that have contact with the public living in Wales need access to sufficient and appropriately skilled Welsh speaking staff to enable those workplaces to deliver a full service in Welsh. The following procedures will be implemented accordingly:
 - We will assess the Welsh language requirements of the public in each part of Wales and then identify those workplaces and jobs where the ability to speak Welsh is desirable or essential. This requirement may be defined as a component of a workplace or team, or it may be attached to a particular job.
 - We will undertake an audit of our staff to establish the number, ability level and location of staff who can speak, read and write Welsh (including staff who are learning Welsh). We will also identify staff who wish to learn Welsh.
 - The results of these exercises will be compared to identify workplaces where there is a shortage of Welsh speaking staff. (We may take into account the services offered by any help-line, call centre or similar facilities as we do so).
 - We will respond to any shortages through deploying staff, recruitment and training activities, as far as is reasonably possible within current staffing constraints.
 - Where new posts are created or posts become vacant and advertised they will be reviewed to establish whether there is a need for the post holder to have oral Welsh and/or written Welsh skills.
 - We will also consider the possibility of offering existing Welsh speaking staff the
 opportunity to fill those posts where the ability to speak Welsh is desirable or
 essential.
 - We will ensure that each office will have access to the names and contact arrangements of persons available to provide a Welsh language service.

Recruitment

- 127. When recruiting staff we will be guided by the information gathered by following the procedures described under *Staffing* above and the Welsh Language Commissioner's 'Guidance on Recruitment and the Welsh Language.'
- 128. When fluency in Welsh is considered to be essential this will be stated in job competencies and advertisements. We will target Welsh speakers when Welsh essential posts are difficult to fill. All vacancies in Wales will have Welsh as a desirable skill.
- 129. As part of the recruitment process, the language of the interview will reflect the linguistic needs specified in the requirements of the post.
- 130. When no suitable Welsh speaking candidates can be found for a post where Welsh is essential we will make temporary arrangements under which the Welsh language service can be provided (by using, for example, Welsh speaking staff from elsewhere in our organisation to deliver parts of the service).
- 131. Job descriptions for any DWP jobs in Wales will be advertised bilingually on CS Jobs. Applications for vacancies in Welsh will be welcomed, however currently the CS Online application process is presented in English only. This is outside of the Department's control.

Language and Awareness training

- 132. DWP is committed to encouraging members of staff to learn Welsh and to improve their ability to speak and write in Welsh if there is a business need to do so— and we will support them in this. Priority will be given to those who have extensive and regular contact with the public, who are in frontline services, who have some knowledge of Welsh or who regularly deal with Welsh speakers as part of their work.
- 133. Subject to business needs and budgetary considerations we will fund this training and allow staff to attend courses during working hours.
- 134. Staff participating in language training through the Department will be required to document this in their Personal Development Plans and have specific steps noted that whey will undertake to enable them to become proficient in using Welsh in the Workplace..
- 135. Support will also be provided in the form of mentoring and a buddy system.
- 136. Progress will be monitored and regular discussions encouraged between the 'learner' and their line manager.

- 137. We will provide training and guidance for staff to facilitate the implementation of and compliance with this Scheme utilising available resources such as the Advisors Welsh Language toolkit, provision of awareness sessions etc.
- 138. We will ensure that all staff know how to refer individuals to Welsh language services.

<u>Information and Communications Technology (ICT)</u>

- 139. 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. In particular when replacement or upgrade of those of our legacy mainframe computer systems that do not issue output in Welsh is being considered and as we develop or procure other ICT systems we will take into account the Welsh Language Commissioner's guidelines:' technology, websites and software: Welsh Language considerations.'
- 140. As technology and applications advances, we will ensure that the principles of this scheme will be extended to any new technologies to ensure equal treatment of the Welsh and English languages.
- 141. We will ensure that any new IT systems developed that have an impact on the way we do business in Wales will have the capability to produce bilingual documentation automatically.
- 142. In order to support staff working through the medium of Welsh, IT software such as the Cysgliad dictionary and spellchecker will be available.

Partnership working

- 143. If we are the strategic and financial leader within a formal partnership, we will ensure that any public service aspects comply with this scheme.
- 144. If we join a formal partnership which another organisation is leading, our input to the partnership will comply with this scheme and we will encourage the other partners to comply.
- 145. If 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.

Timetable

146. This is a revised scheme developed by the Department and the measures described in this document to ensure that the Welsh and English languages are

treated on the basis of equality, are already in place. The emphasis has therefore moved from implementation to on-going compliance with the scheme. In addition, as new services are being developed or major changes made to our current public business, we will ensure that appropriate Welsh language provision is built in from the outset. We will do this by continuing to require all new projects to specifically address the way in which services for the Welsh-speaking public in Wales will be delivered

147. Compliance with the scheme is formally monitored by the **DWP Welsh**Language Contact Group. This Group, chaired by the DWP Welsh Language
Unit manager, meets shortly after the end of each quarter and consists of
members drawn from each of the Department's main businesses and
associates. In addition to discussing the results of members' monitoring over
the preceding quarter, noting lessons learned from the past quarter's
performance, sharing experiences and looking ahead to new challenges,
members have a key role in encouraging general Welsh language awareness
throughout the Department, including, most importantly, amongst those
colleagues who work outside Wales.

Internal arrangements

- 148. The measures in this scheme carry the full authority, support and approval of our organisation.
- 149. Managers will have the responsibility of implementing those aspects of the scheme relevant to their work.
- 150. The DWP Welsh Language Unit Manager is responsible for coordinating the work required to deliver, monitor and review this scheme.
- 151. The scheme will be publicised to our staff, and to the public in Wales. It will be published on the Departmental site on gov.uk
- 152. We will place guidance on our Intranet for our staff to ensure that they know how to implement the measures contained in this scheme.
- 153. Existing guidance used by our staff, will be amended as necessary to reflect the measures contained in this scheme.
- 154. Lines to Take will be provided in Welsh to support staff delivering Welsh language services.
- 155. We will continue to provide briefing and training sessions for our staff to increase awareness of this scheme and to explain how it will affect their day to day work.
- 156. We undertake the majority of translation work in-house but also use the services of approved suppliers who have been contracted to deliver Welsh translation services, if the demand for translation exceeds the capacity of our

- internal translators. We will ensure that our contractors use only qualified translators or interpreters for translation of electronic and printed material and for simultaneous translation.
- 157. 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.
- 158. We will look at ways of continuously improving our services, consulting with users to ask them about the service provided by means of a local customer satisfaction survey and a mystery shopper exercise.

Freedom of Information Act

159. The Department produces Welsh language documents in accordance with the commitments made in this scheme. Information consisting of copies of records or internal guidance will be provided in the language in which they are written and will not be translated.

Monitoring

- 160. We will monitor and report to our Senior Managers on our progress in delivering this scheme.
- 161. Our existing monitoring and reporting procedures will include reference to progress in delivering this scheme, as appropriate.
- 162. We will report to the Welsh Language Commissioner on our progress in delivering this scheme annually by submitting an Annual Monitoring Report, when requested by them.

Reviewing and amending the scheme

- 163. From time to time, we may need to review this scheme, or propose amendments to this scheme, because of changes to our functions, or to the circumstances in which we undertake those functions, or for any other reason.
- 164. No changes will be made to this scheme without the Welsh Language Commissioner's approval.

Complaints and suggestions for improvement

165. Complaints relating to the level of service provided by the Department for Work and Pensions should in the first instance be made to the office whose actions or inaction gave rise to the complaint. The Department encourages staff to

- identify and resolve most issues of concern to customers at the first point of contact.
- 166. Where it is not possible to do so, the department has a well-developed, two stage complaint resolution process.
- 167. Information relating to the Department's complaint process can be found at https://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure
- 168. If the response to the complaint is still not satisfactory complaints can be referred to the Welsh Language Commissioner's Office.
- 169. 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.
- 170. Complaints related to this scheme, or suggestions for improvement, should be directed to the senior member of staff with responsibility for the scheme, at the following address:

Alison Dods
Department for Work and Pensions
Welsh Language Unit
2nd Floor, Oldway House
Pontypridd
CF37 4SP

Or by email to : alison.dods@dwp.gsi.gov.uk

ABOUT THE DEPARTMENT FOR WORK AND PENSIONS

- 1. The Department for Work and Pensions (DWP) is here to promote opportunity and independence for all through modern, customer- focused services.
- 2. We help people to achieve their potential through employment, so that they are able to provide for their children and to work and save for secure retirement. Almost everyone in Great Britain will deal with the Department or one of its businesses at some point in their lifetime. The Departmental Framework sets out how the DWP is organised and managed.

OUR AIMS

- 3. We want children to have the best possible start in life, growing up in secure homes and developing skills for the future. One of our objectives is to end child poverty by 2020 and we are working with other government departments to make this happen.
- 4. We are promoting work as the best form of welfare, helping more people into work and supporting those who can't work.
- 5. Another key target for us is to help people plan for retirement and, when in retirement, to access their entitlement.
- We are also working to improve rights and opportunities for disabled people. The Office for Disability Issues is the focal point within government to coordinate disability policy across all departments.

HOW WE ARE ORGANISED

- 7. To deliver its aims and objectives, the Department is organised into three areas:
 - policy
 - customer service delivery
 - corporate functions.

OUR BUSINESSES

8. Jobcentre Plus

Jobcentre Plus helps people move from benefits into work and helps employers fill vacancies. It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.

9. The Pension Service

The Pension Service provides pensions, benefits and retirement information for current and future pensioners in the UK and abroad. This includes:

- State Pension
- Pension Credit
- Winter Fuel Payment
- Cold Weather Payment

10. The Child Maintenance Group

The Child Maintenance group is tasked with delivering the Government's vision for a new child maintenance scheme as well as currently administering previous schemes. To do this, the group has three delivery arms: Child Maintenance Options, which provides the information and support service; the Child Maintenance Service which administers the new statutory maintenance service and; the Child Support Agency which administers the two previous schemes introduced.

11. Carers and Disability Benefits

Carers and Disability Benefits include:

- Carers Allowance
- Attendance Allowance
- Disability Living Allowance
- Personal Independence Payment

12. Debt Management

Debt Management provides a debt management service to the Department, from overpayment calculation through to recovery of debt.

Our Products

- 13. The list below covers just a fraction of the products which are successfully being delivered through Operations to millions of claimants and customers.
 - Attendance Allowance (AA)
 - Carer's Allowance (CA)
 - Child Disability Living Allowance (Child DLA)
 - Child Maintenance Group (CMG) 2012
 - CMG 1993 and 2003 schemes
 - Disability Living Allowance (DLA)
 - Employment and Support Allowance (ESA)
 - Income Support (IS)
 - Jobseekers Allowance (JSA)
 - Pension Credit (PC)
 - Personal Independence Payment (PIP)
 - State Pension (SP)
 - Universal Credit (UC)
 - Universal Jobmatch (UJ)

SPONSORED PUBLIC BODIES

14. The Department works with a number of bodies to achieve its objectives. These include executive, advisory and tribunal Non-Departmental Public Bodies (NDPBs), public corporations and other short-term bodies. A number of these bodies have their own Welsh Language Schemes.

15. Health and Safety Executive

The Health and Safety Executive (HSE) is the national independent watchdog for work-related health, safety and illness. It acts in the public interest to reduce work-related death and serious injury across Great Britain's workplaces. The Health and Safety Executive is an executive non-departmental public body, sponsored by DWP.

Note: HSE currently has a separate Welsh Language Scheme. A Standards Investigation is currently being undertaken

16. National Employment Savings Trust (NEST)

The National Employment Savings Trust (NEST) Corporation is the trustee of the NEST occupational pension scheme. The scheme, which is run on a not-for-profit basis, ensures that all employers have access to suitable, low-charge pension provision to meet their new duty to enrol all eligible workers into a workplace pension automatically. NEST Corporation is an executive non-departmental public body, sponsored by the Department for Work and Pensions.

17. The Pensions Advisory Service (TPAS)

The service provides information and guidance to members of the public on state, company and personal pensions. It helps any member of the public who has a problem with their occupational or private pension arrangement. TPAS is an executive non-departmental public body, sponsored by the Department for Work and Pensions.

Note: The Pensions Advisory Service has a separate Welsh Language Scheme

18. The Pensions Regulator (TPR)

The Pensions Regulator (TPR) is the UK regulator of work-based pension schemes. It works with trustees, employers, pension specialists and business advisers, giving guidance on what is expected of them.

The Pensions Act 2004 gives the Pensions Regulator a set of specific objectives:

- to protect the benefits of members of work-based pension schemes:
- to promote good administration of work-based pension schemes; and
- to reduce the risk of situations arising that may lead to claims for compensation from the Pension Protection Fund.

TPR is an executive non-departmental public body, sponsored by the Department for Work and Pensions.

Note: The Pensions Regulator has a separate Welsh language Scheme

19. Disabled People's Employment Corporation (GB) Ltd (DPEC)

Following the exit of Remploy Employment Services to the private sector, the Disabled People's Employment Corporation manages its residual assets and liabilities. DPEC is an executive non-departmental public body, sponsored by the department for Work and Pensions.

20. Industrial Injuries Advisory Council

The Industrial Injuries Advisory Council (IIAC) is an independent scientific advisory body that looks at industrial injuries benefit and how it is administered. The IIAC is an advisory non-departmental public body sponsored by DWP.

21. Social Security Advisory Committee (SSAC)

The Social Security Advisory Committee is an independent statutory body that provides impartial advice on social security and related matters. It scrutinises most of the complex secondary legislation that underpins the social security system. The Secretary of State for Work and Pensions must publish their formal advice and respond to their recommendations.

22. Pension Protection Fund Ombudsman

The Ombudsman investigates and decides on complaints about the way cases have been handled by the Pension Protection Fund Board. The PPFO is a tribunal non-departmental public body, sponsored by DWP.

23. Pensions Ombudsman

The Pensions Ombudsman impartially investigates complaints from members of pension schemes (including personal pensions) or their beneficiaries, employers or trustees. The Pensions Ombudsman is a tribunal non-departmental public body, sponsored by the Department for Work and Pensions.

Note: The Pensions Ombudsman has a separate Welsh Language Scheme

24. The Office for Nuclear Regulation (ONR)

The Office for Nuclear Regulation is responsible for regulation of nuclear safety and security across the UK. Its mission is to provide efficient and effective regulation of the nuclear industry, holding it to account on behalf of the public. The ONR is a public corporation of the Department for Work and Pensions.

25. The Pension Protection Fund

The Pension Protection Fund (PPF) pays compensation to members of eligible defined benefit pension schemes, when there is a qualifying insolvency event in relation to the employer and where there are insufficient assets in the pension scheme to cover Pension Protection Fund levels of compensation. The PPF is a public corporation of the DWP.

26. The Independent Case Examiner

The Independent Case Examiner reviews complaints about certain government organisations that deal with benefits, work and financial support. They act as an impartial referee for people who:

• Feel they have been treated unfairly

• Are unhappy with the way their complaint has been dealt with by the business or agency.

27. Social Mobility Commission (SMC)

The Social Mobility Commission (SMC) monitors progress towards improving social mobility in the UK, and promotes social mobility in England. The Social Mobility Commission is an advisory non-departmental public body, sponsored by the Cabinet Office, the Department for Education and the Department for Work and Pensions.

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DWP WELSH LANGUAGE SCHEME 2017

SCORING SYSTEM FOR ALL DWP PUBLICATIONS

Note: The following guidance refers to <u>all</u> material published by DWP, including items that appear only on the Internet or other digital media.

- 1. This document sets out the general points to be considered when deciding whether or not to publish material in Welsh, either as bilingual documents or as separate Welsh and English versions.
- 2.A key factor that has to be established in all cases is whether or not the publication is meant for the **general public** and what we in DWP mean by the "public". Remember that many official documents refer to the Department's customers, and are freely available to all on the DWP departmental site on GOV.UK, but are not actually directed at the general public.
- 3. This is the definition contained in the <u>guidance</u> on the preparation of Welsh Language Schemes:

"Welsh language schemes relate to the provision of services to the public in Wales. The term "public" extends to 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 whether or not they have been incorporated with limited liability since they, too, will form a section of the public. Directors and others representing limited companies are also within the meaning of the term "the public". For the purposes of sections 5 and 21 of the Act, therefore, the public means those persons with whom an organisation has dealings in the course of discharging its functions."

4. Importantly, however, it goes on to say:

"It does not, however, include dealings with 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."

5.For the most part it will be relatively easy to decide who our customers are in DWP; they are the people who claim benefits or use our services and they are always entitled to receive our full Welsh language service for as long as they live in Wales. However, some of the people we deal with on an official basis, such as contractors employed by us, do not fall within the definition of a member of the public and are not, therefore, covered by our Scheme.

6. Some groups, most notably **employers**, can fall into both categories. When accessing our **services** they will be classed as members of the public, and entitled to receive a Welsh language service in Wales. In other circumstances, however, such as when helping to <u>provide</u> our services or being consulted about private pension reform and other technical matters, they would be fulfilling "official functions of a public nature" and would **not** be so entitled.

The service that employers and other third parties **deliver** on our behalf to the public in Wales must, of course, comply with this scheme – see "Our regulatory functions – and services undertaken on our behalf by third parties."

7. The following paragraphs set out the general principles governing the question of whether or not DWP publications should be translated into Welsh. These are followed by a simple tool (Annex C) to enable DWP staff responsible for publishing documents to "score" the document as an aid to decision-making. It should be emphasised, however, that there will always remain scope for individual judgement, provided this can be objectively justified.

Forms and leaflets

- 8. The principle to be adopted is that **all** forms and leaflets and other material meant for the **general public** in Wales should be readily and simultaneously available in both Welsh and English. Items found in this category include:
- Advertisements and other forms of paid publicity;
- booklets and brochures;
- forms for the public;
- items for public display e.g. stickers, posters, warning notices;
- benefit claim forms and packs;
- questionnaires/surveys for the public; and
- standard letters and decision notifications.
- 9. In these cases it will generally be unnecessary to use the score card. As there is a general presumption that **all** forms and leaflets and other material directed at the general public (including those prescribed by legislation) will be translated into Welsh, a record of the scoring system will only be needed to explain why, exceptionally, it is decided <u>not</u> to translate a form or leaflet (unless the reason is that the document in question is not intended for use in Wales).

Legislation, Green Papers and White Papers

10. DWP legislation is published in English only. This principle also applies to supporting documents such as explanatory memoranda, notes and impact assessments. Green Papers and White Papers form part of the legislative process, and like many other specialist publications are unlikely to be of widespread interest to the general public and will not, therefore, normally be considered for translation into Welsh. If, very exceptionally, it is thought that a particular Green or White paper might attract a great deal of public interest

within Wales, advice on translation should be sought from the Department's contact at the Welsh Language Commissioner's office. The document should also be "scored" using the DWP Welsh Language Score Card.

Research papers and reports and other specialist publications

- 11. As a general rule, documents that are not specifically intended for the general public are published only in English. Included in this category are:
 - research papers;
 - research reports;
 - business plans;
 - codes of practice;
 - guidance documents for advisers and professionals;
 - newsletters such as *Touchbase*, (our quarterly newsletter for advisers, intermediaries and other professionals); and
 - advice and instructions to contractors and third parties delivering services on behalf of DWP.

Other Publications and use of the scoring system

12. Translation of any documents not included in the items listed above should always be considered using the more detailed scoring system set out below. This scoring card system is not intended to be completely prescriptive or inflexible, but should be used to *help* with the task of deciding the way forward in each case. Even so, if a decision is taken **not** to act in accordance with the scoring system, we must be able to explain why and a record of the score should, therefore, be forwarded to the DWP Welsh Language Unit and kept for future reference.

THE DWP WELSH LANGUAGE SCORE CARD

	POINTS SCORED		
CONSIDERATIONS	2 points	1 point	0 points
Number of printed copies (if electronic version only this would always score at least 2 points)	In excess of 750 (add an extra point if more than 2,500)	Between 150- 750	Under 150
2. Length (number of words)	Under 5,000 (add an extra point if fewer than 500)	5,000-20,000	Over 20,000
3. Technical (i.e. would it be largely incomprehensible to a lay reader)	No	To some extent	Yes
4. Target audience	Members of public or sectors, such as small and medium enterprises (SMEs) in Wales where there is a well-known and established demand for Welsh language material	Specific sectors e.g. SMEs but with indirect interest for some members of the public	Specialists within sectors or specific sectors where demand for Welsh language material is minimal
5. Will document affect subsequent material e.g. will it be widely quoted in future material?	Yes	To some extent	No
6. Demand/likely interest - based on objective assessment and/or past exercises - or preponderance of Welsh speakers amongst those interested	High (interest amongst general public or particular interest for Welsh speakers)	Medium (specific groups only)	Low (specialist groups)
7. Longevity (how long will the document be operational?) 8. Status/profile	Over 2 years High (media; or	6 months – 2 years Medium (some	Temporary (less than 6 months) Low (little
9. Nature of document – is there	lead doc.) Yes	external profile) To some extent	external profile) No
an obvious Welsh language angle?		(indirectly)	

Staff should circle the relevant response for each consideration and then add the points value as shown at the top of each column to obtain the document's priority rating or "score".

Total score	Translation decision
13 and over	These documents should always be translated into Welsh
Between 12 and 8	These documents will generally be bilingual but this will finally depend on the document sponsor's careful judgement
7 and under	These documents will normally be published in English only.

NOTE: The formula will provide an accurate reflection of the need for bilingual documents in the majority of cases. Nevertheless, there will always be exceptions and document sponsors will need to use careful judgement in ensuring that the correct decision is taken. Advice can be sought from the DWP Welsh Language Unit. Sponsors should keep a record of this score and decision for monitoring purposes.

Welsh Language Commissioner guidance on preparation of "bilingual" documents

The Welsh Language Commisioner recommends that the starting point should be a presumption in favour of bilingual documents rather than separate Welsh and English versions. Providing bilingual material is easier administratively (in terms of stock management and distribution) than providing separate English and Welsh documents. It also has advantages in terms of meeting the needs of mixed-language families, other mixed audiences and learners. It also ensures that both versions of a document are equally accessible in any location – avoiding the need for Welsh speakers to choose between having to use the English version, or requesting the Welsh version and suffering delays as a consequence.

This is also true where a document is published by an organisation based outside Wales, for distribution in Wales and England. Again, the Commissioner recommends that a bilingual version should be published for use in Wales (rather than publishing a separate supply of the document in Welsh).

Decisions may be taken, however, to publish a document as separate Welsh and English versions if cost and practicality make the issue of separate versions unavoidable. This could reflect the number of pages in the document (if preparing a bilingual version would make it too bulky and unwieldy).

For documents published as separate Welsh and English versions, which are distributed 'on demand' (in response to an advertising campaign, for instance) and where the predicted use of the document is low, it may be possible to justify publishing the Welsh language version on an organisation's website only. In these cases, the organisation should be prepared to arrange printing of a hard copy document, if requested by the public. This can be done in house, or arranged through professional printers specialising in small print runs.

This advice on publishing a document bilingually, or as separate Welsh and English versions, does not apply to documents published on an organisation's website. By its very nature, an electronic Welsh document will be as equally accessible as its English counterpart, whether published as a bilingual pdf document, or as separate Welsh and English versions.

Apart from the above, the Welsh Language Commissioner has published a *Guide to Bilingual Design* which can be found on its website.

: 0800 169 0238

: 0345 7138091

Welsh Language Telephone Services

First Contact – new claims for all working age benefits : 0800 0121 888

(including Universal Credit)

Working Age Benefit and Universal Credit Enquiry Line : 0800 0121 888

Benefit Cap Enquiry : 0800 328 1744

Jobcentre Enquiry Line

: 0800 169 0207

Social Fund Enquiries

: 0800 169 0240

Maternity Allowance Enquiries

: 0800 169 0296

Child Maintenance

Access to Work* : 0800 121 7479

PIP New Claims*

: 0800 917 2222

PIP Enquiries*

: **0800 121 4433**

Pension Service Enquiries & Change of Circumstances : 0345 606 0275

Winter Fuel* : 0345 915 1515

Workplace Pensions : 0345 600 8187

State Pension Claim line : 0800 731 7936

Bereavement Benefits : 0345 608 8772

Reporting Benefit Fraud : 0800 678 3722

Future Pensions* : 0345 300 0168

^{*}National Line with IVR option to select Welsh if calling using Welsh STD code