

UK Commission for Employment and Skills: Welsh Language Scheme

Commitment to the Welsh Language Act 1993

2014



UK COMMISSION FOR
EMPLOYMENT AND SKILLS

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1. Opening statement

The UK Commission for Employment and Skills (UKCES) has adopted the principle that in the conduct of public business in Wales it will treat Welsh and English on a basis of equality. This Scheme sets out how UKCES will implement that principle in the provision of services to the public in Wales. The Scheme received the Welsh Language Commissioner's approval under Section 14(1) of the Act on 10th November 2014.

UKCES recognises that individuals can express their views and needs better in their preferred language and that enabling them to use their preferred language is a matter of good practice rather than a concession and that the denial of that right could place them at a real disadvantage. UKCES will therefore offer the public the right to choose which language to use in all dealings with it and will also apply this principle to its expectations of the bodies with whom it deals.

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.

The Welsh Language (Wales) Measure 2011 transfers the functions of the Welsh Language Act 1993 which relate to Welsh Language Schemes to the Welsh Language Commissioner. The Measure also gives legal force to the official status of Welsh. Over a period of time, Welsh Language Schemes will be superseded by statutory standards which will place duties on institutions to promote and facilitate the use of the Welsh language and to ensure that Welsh is not treated less favourably than English. They will note how institutions are expected to provide services to the public and how they will treat and use the Welsh language. UKCES is committed to taking positive steps to implement functions under the new Measure.

2. Introduction to the UK Commission for Employment and Skills

The UK Commission for Employment and Skills is a publicly funded, industry-led organisation providing leadership on skills and employment issues across the UK. Together, our Commissioners comprise a social partnership of senior leaders of large and small employers from industry, trade unions, third sector, further and higher education and across all four UK nations.

Our Vision is to create with industry the best opportunities for the talents and skills of people to drive competitiveness, enterprise and growth in a global economy.

Over the next three years our Ambition is to see industry in the UK create "ladders of opportunity" for everyone to get in and on in work.

This means employers improving entry routes into the labour market for young people, ensuring the existing workforce has the skills businesses need to compete and individuals need to progress, and deploying those skills in a way that drives productivity and growth.

This is a collective agenda for employers working in partnership with government, trade unions, education providers, industry bodies and local organisations.

Our Ambition over the next three years is to:

- Create more opportunities for all young people to get in and on in work;
- Improve the skills, productivity and progression of those in work; and
- Build stronger vocational pathways into higher level skills and jobs.

We have four objectives which set out what our unique contribution will be over the next three years. Our objectives are to:

- Lead the debate with industry to drive better outcomes for skills, jobs and growth;
- Work with industrial partnerships and networks to push forward employer ownership of skills;
- Test out employer-led innovation to address persistent skills challenges;
- Help businesses realise the potential of their people through Investors in People.

3. Welsh context

The insights of our Commissioners are core to our remit to improve employment and skills policies and practice in areas that we know are restraining both business, and wider economic performance. Through our Commissioners, we can effect change in line with the priorities of each of the four nations.

Scott Waddington, Chief Executive, S.A. Brain & Company Ltd was appointed by the Welsh Government as the Wales Commissioner to the UK Commissioner for Employment and Skills. The appointment runs for a (renewable) 3 year term from 1st April 2012 to 31st March 2015.

UKCES faces outwards to employers but also works with government and ‘with the grain’ of different arrangements for employment and skills across the four nations of the UK.

Work undertaken specifically in Wales to drive up employer investment in and better use skills at all levels has included:

- Contribution of insights to the Review of Qualifications for 14 to 19-year-olds in Wales, and on-going support for the setting up of Qualifications Wales;
- Support for the design and development of Apprenticeships (based on National Occupational Standards) in Wales, as well as in Scotland, Northern Ireland and England, to ensure that they are designed by collaborations of employers to meet employment needs but also reflect the different skills systems. We have also commissioned the relevance-ratings of vocational qualifications in Wales. This work features in the Welsh Policy Statement on Skills;
- Contribution of UKCES’ findings to the Welsh Government’s Higher Apprenticeships Review;
- Provision of over-arching business intelligence across the four nations as a UK-wide body. We produce the largest employer skills survey of its kind (a UK-wide employer survey of 91,000 employers), the most detailed set of labour market projections available and strategic skills assessments across the UK and for individual sectors that could shape skills products such as the development of National Occupational Standards.

4. Service planning and delivery

New Policies and Initiatives

In devising new policies and initiatives, UKCES will:

- assess the linguistic effect of any new policies and initiatives and ensure that they are consistent with the Welsh Language Scheme;
- ensure that the measures contained in the Scheme are applied to new policies and initiatives when they are implemented;
- ensure that no new policy or initiative undermines UKCES’ Welsh Language Scheme or the Language Scheme of other providers;

- promote and facilitate the use of Welsh wherever possible and will move closer to implementing the principle of equality fully at every opportunity;
- consult with the Welsh Language Commissioner in advance regarding proposals that will affect the Scheme or the Scheme of any other public body. The Scheme will not be altered without the Commissioner’s agreement, and
- ensure that not only those involved in formulating policy (in and outside Wales) will be aware of the Scheme and of UKCES’ responsibilities under the Welsh Language Act 1993, but that all of UKCES’ necessary and relevant staff will be made aware of the Scheme.

UKCES has no members of staff in Wales at present but will raise awareness of the Scheme and of language sensitivity among the relevant staff by:

- announcing to all staff in Home Team meetings that the Scheme will be implemented;
- conducting an annual update and revision of the Scheme with the relevant personnel to ensure that they understand what is required and monitor effectiveness of the implementation of the Scheme (this will be done through the Business Services Team),
- devising an electronic briefing on the Scheme and disseminating it to all staff; and
- publishing the Scheme on the organisation’s intranet and UKCES pages on .GOV.UK.

Standards of quality

Services provided in English or Welsh will be of an equally high standard and equally prompt. When assessing and measuring the standards and effectiveness of its service in Welsh, UKCES will employ exactly the same “performance indicators” as those utilised with regard to its services in English.

The implementation of the Scheme and UKCES’ commitment to linguistic equality will be published on the organisation’s webpages on .GOV.UK.

Provision of bilingual services

UKCES believes that it is fair and reasonable for the public to expect to receive its services in Welsh or English according to the choice of the individual. Although currently unable to offer this fair and reasonable choice at all times to the public, UKCES is committed to putting in place arrangements which will eventually enable it to provide every service to the public equally, effectively, conveniently and comprehensively in Welsh and English.

To this end, UKCES will undertake an audit of the way in which each of its services to the public is organised, in order to determine how it may best proceed towards implementing the principle of equality. It will accord initial priority to the need to ensure that those staff who have the greatest degree of contact with the public, whether face to face, by telephone, by correspondence or by other means, are able to communicate bilingually.

5. Dealing with the public

Written Communication

UKCES will welcome correspondence in either English or Welsh. Our official headed paper to be used to communicate with the public in Wales will include a statement in both languages making it clear that correspondence is welcome in either Welsh or English.

The time target (set at 20 working days) will be the same when replying to Welsh letters as for replying to English letters. Correspondence through the medium of Welsh will not in itself lead to any delay.

Every letter received in Welsh will be given a signed reply in Welsh.

All correspondence following a telephone or face-to-face conversation in Welsh or a meeting where it was established that Welsh is the preferred language of the person, although the discussion may not have been held through the medium of Welsh, will be in Welsh.

All correspondence with a member of the public will be initiated in his/her preferred language if known. UKCES will compile a database of those wishing to receive correspondence through the medium of Welsh

All circular and standard letters distributed by UKCES to the public in Wales will be bilingual.

Arrangements will be made to translate correspondence as needed in order to respond to correspondence promptly and in the original language. Staff will be issued with detailed guidance of how this will be accomplished.

UKCES will send all material which will need to be translated to an approved external translator who will subsequently comply with the timescales agreed.

Electronic Communication

The principles outlined in section 5 will also be employed when communicating electronically. When new communication and storage methods are being set up on UKCES's computers, the ability of software to deal with more than one language in commands and entries will be a factor considered when purchasing new software, particularly so if such systems are to provide a bilingual output/service.

Telephone Calls

At present, UKCES does not have an office nor any staff based in Wales. However, the organisation will accommodate those wishing to speak Welsh by offering the individual the choice of:

- submitting their enquiry in written form in Welsh in order that they can receive a written response in Welsh;
- explaining the enquiry fully in English and receiving a written reply in Welsh;
- continuing the call in English.

It will be the duty of those who respond to telephone calls on behalf of UKCES to ensure that they do not cause telephone callers to feel that they are a nuisance or causing inconvenience because of their wish to communicate in Welsh.

The time target will be the same when replying to Welsh telephone enquiries as for replying to English telephone enquiries (currently set at 20 days).

Public Meetings

UKCES does not currently conduct any public meetings. However, should we begin to conduct any such meetings in Wales in the future, we will welcome contributions in Welsh or English. This will be stated clearly on all notices that inform or publicise the meeting and attendees will also be informed of this language choice at the beginning of the meeting.

The only exception to the above provision will be meetings at which it is known beforehand that there will be no need for a translator, either:

- because everyone present understands Welsh;
- because everyone present is a non-Welsh speaker; or
- it is known that English is the preferred language of everyone who will be present.

All literature (invitation, summons, advertisement, emails) publicising the meeting will be bilingual.

When publicising the meeting, all literature will include a footnote stating that UKCES welcomes contributions in Welsh or English. But those proposing to attend will be asked to inform UKCES beforehand in which language they wish to speak as simultaneous translation facilities will then be organised if necessary.

If it is not known beforehand who will be attending the meeting and whether or not anyone will wish to speak Welsh, the organiser of the meeting will decide according to his/her discretion whether a simultaneous translation service should be provided or not. That decision will be based on the nature of the meeting, geographical location, likely attendees and previous experience of similar meetings. If there is still substantial uncertainty, then the decision will be in favour of providing a simultaneous translation service.

Any written materials such as leaflets, agendas, presentations or acetates that are used in the Commission's public meetings will be bilingual. This will also include any PowerPoint presentations.

All requests for information in relation to meetings will be responded to in the preferred language of the individual.

Non-public Meetings

Any person who wishes to conduct private or one-to-one meetings with UKCES are welcome to do so in either Welsh or English. UKCES will ensure that when arranging the meeting and offering a language choice, the attendee will be offered:

- the opportunity to discuss the matter in English;
- to send in their query in written form in Welsh in order that they can receive a written response in Welsh; or
- the use of a simultaneous translator.

By offering a language choice, UKCES recognises:

- that individuals can express their views and needs better in their preferred language;
- that enabling individuals to use their preferred language is a matter of good practice, not a concession; and
- that denying them the right to use their preferred language could place individuals at a real disadvantage.

The above measures are applicable to all kinds of non-public meetings.

6. Public face of UKCES

Corporate Identity

UKCES will adopt a fully bilingual corporate identity in Wales.

This includes UKCES' logo, visual identity, corporate slogan and any other standard information which is to be used in Wales. All promotional / advertising material (i.e. flyers, posters, leaflets etc) in the public domain in Wales will also be bilingual.

Webpages

Our webpages on .GOV.UK will include pages in both Welsh and English.

We will include, where appropriate, Welsh versions of some interactive pages on .GOV.UK.

When designing new websites, or redeveloping our existing pages on .GOV.UK, we will take into account the Welsh Language Commissioner's guidelines on website design.

Where possible, we will post publications on our pages on .GOV.UK that are available in both English and Welsh at the same time.

We will prepare a programme, to be agreed with the Welsh Language Commissioner, setting out how we will increase the Welsh language content of our webpages over time.

Signage

UKCES has no offices in Wales. However, it will ensure that where UKCES will use any external/rented/private accommodation in Wales, all information signs will be bilingual. This will include bilingual signs in reception informing the public of their right to use Welsh or English.

UKCES will ensure that both languages are treated equally in terms of size, quality, legibility and prominence.

Although bilingual signs are the preferred option, separate Welsh and English signs will, if issued, be equal in terms of size, quality, legibility and prominence.

If UKCES will acquire property in Wales in the near future, it will continue to adhere to the principles outlined in section 6.

All bilingual and separate Welsh version signage will be proofread by an approved translator in order to ensure consistency in the standard of Welsh.

These measures are applicable to both permanent and temporary signage.

Publishing and Printing Material to be distributed to the public in Wales

Publications which are of interest to the general public will be made available in Welsh.

Anything relating to Wales or an area of Wales will also be made available in Welsh. This will include:

- Policy and consultation documents which relate to issues which are of interest to the general public;
- Pamphlets and leaflets targeting the general public;
- Forms and explanatory material aimed at the general public;
- Circulars and standard letters.

Where we produce material for the public bilingually, the Welsh and English versions will usually be published 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.

UKCES' publications are free of charge. If we were to levy a charge on any future publications, the cost of the Welsh version would be the same as that of the English equivalent.

All staff, consultants, designers and publishers will be provided with written guidance (e.g. *A Guide to Bilingual Design*) for dealing with bilingual publications.

All bilingual and separate Welsh version publications will be proofread by an approved translator in order to ensure consistency in the standard of Welsh.

Forms and Associated Explanatory Material

At present, UKCES does not publish all its forms and associated explanatory material documents aimed at the public in Wales bilingually. However, our aim, within the next 3 years, is to ensure

that all the publications distributed to the public in Wales will be issued bilingually in a single document. The versions will be printed side-by-side where possible to facilitate easy cross-reference, distribution and offer language choice.

Press Releases

The majority of UKCES' press releases are of a professional nature and are not aimed at members of the public. These will not be available bilingually. However, where press activity is aimed specifically at members of the public in Wales, press releases will be produced bilingually

Arrangements to facilitate the above provision will be organised by the Governance Manager, under guidance from the Assistant Directors (Governance and Communications).

Advertising and Publicity Activities

UKCES is currently subject to the government's marketing and advertising freeze, which was implemented in June 2010. This means that we are not routinely producing publicity material aimed at the general public.

However, if the freeze is lifted and UKCES starts to undertake any advertising and publicity activities aimed at the general public in Wales, it will conduct these activities in Wales bilingually in a manner that treats the two languages on a basis of equality. UKCES will adhere to the commitments given within this Scheme with regard to such publications.

The following will be produced bilingually in Wales:

- all publicity literature aimed at the general public;
- direct mailing including promotional material and surveys;
- media/press advertising;
- public surveys;
- direct marketing campaigns;
- exhibition and information stands, and
- poster advertising.

Public Notices and Staff recruitment advertising

UKCES will ensure that public notices will appear in Wales with Welsh and English versions shown together and be equal in terms of format, size, quality, legibility and prominence: be that 'in the press', on notice boards or otherwise.

The following will be exempt from the above arrangements:

- public notices appearing in Welsh language publications. These will appear in Welsh only; and
- public notices appearing in publications circulating throughout the UK or beyond. These will be in English only.

At present, UKCES has no posts in which specific linguistic requirements have been identified to enable the organisation to deliver its objectives. However, UKCES will seek to regularly reflect on its linguistic requirements and, when preparing and publishing advertisements for staff recruitment in Wales, will adhere to the following arrangements:

- (a) Advertisements for posts in which fluency in Welsh is an *essential* qualification will appear in:
- Welsh only in Welsh language publications; and
 - Welsh only in English language publications circulating primarily in Wales but supplemented with a short explanatory note in English.

- (b) Advertisements for posts in which fluency in Welsh is a *desirable* qualification shall be published:
- bilingually in English language publications primarily circulating within Wales;
 - in English only in publications circulating mainly through the UK; and
 - in Welsh only in Welsh language publications.
- (c) Advertisements for posts in which no linguistic requirements have been identified to enable UKCES to meet its objectives shall be published:
- bilingually in English language publications primarily circulating within Wales;
 - in Welsh only in Welsh language publications; and
 - in English only in English language publications circulating mainly outside Wales.

7. Implementing the Scheme

Staffing

At present, UKCES does not have an office or any staff in Wales or elsewhere with bilingual skills. The implementation and monitoring of the Scheme will be conducted through the Business Administration team. However, at every available opportunity, UKCES will conform with guidance detailed above in order to ensure it will facilitate the provision of a bilingual service to the public in Wales.

Learning Welsh

The ability to communicate in Welsh according to various degrees of capability and in various service situations is essential to the success of this Scheme. UKCES also recognises that the ability to understand and use the Welsh language in the workplace on a daily basis is a very valuable skill which can assist its staff in providing a comprehensive service for the Welsh speaking public.

UKCES will support the implementation of this Scheme by encouraging and supporting members of staff who wish to learn Welsh or improve their ability to speak Welsh.

UKCES will arrange learning and training programmes that focus on workplaces and posts which are important to the implementation of the Scheme. Such courses will be available for beginners and for those who wish to improve their oral and written proficiency in the language and any costs will be borne by UKCES.

At present, UKCES's offices are based in London and in South Yorkshire. But in the event that an office was established in Wales, the organisation is committed to the above principles and (if necessary/requested) to their implementation as they facilitate the organisation's bilingual provision.

Recruitment

When recruiting staff based in Wales we will be guided by the information gathered by following the procedures described under 'Staffing' above. No English or Welsh speaking members of the public will be discriminated against during any recruitment phase.

UKCES will seek access to sufficient and appropriately skilled Welsh speakers in order to facilitate the implementation of this Scheme. All recruitment advertisements for any future post requiring Welsh language skills, together with the relevant job descriptions or details, will be drafted in such a way as to identify clearly the linguistic requirements of each post.

It may on occasion be necessary, where difficulty has been experienced in recruiting staff with the necessary skills, to appoint a non-Welsh speaker to a post where the ability to speak Welsh is *essential*. However, such posts will be advertised and offered on the understanding that non-Welsh

speakers will need, as condition of employment, to learn Welsh and attain a satisfactory level of fluency within a specified reasonable timescale. The level of fluency specified will be that which is required to fulfil the responsibilities of the post, and this will be made clear to applicants in the job details, as will UKCES's support for learning the language.

In all arrangements of this nature, UKCES will provide the time and support necessary to enable the member of staff to meet the condition and will ensure that the member of staff is not disadvantaged in other ways as a result of meeting this condition. The learning programme will be structured and regularly monitored to ensure that both employer and employee are honouring the commitment. This will be part of ensuring that UKCES has an adequate number of Welsh speakers in post to deliver the services outlined in this Scheme.

As a result, UKCES will treat linguistic skills in exactly the same manner as any other professional skill required to fulfil the responsibilities of a post and subject to review within an agreed period. The condition of employment must therefore be respected and implemented as strictly as any other condition of employment for the post, and UKCES will review the standard of achievement at the end of the specified period following the appointment.

Vocational Training

UKCES is committed to developing the ability of its staff to operate through the medium of Welsh so that they may become accustomed to dealing with their professional areas of activity with the public in Welsh.

In order to realise this commitment, UKCES will assess the need for vocational training through the medium of Welsh before providing vocational training to facilitate the implementation of the Scheme.

Given the nature of UKCES's work, it will implement these commitments by assessing the requirements to provide vocational training in conversational skills, telephone skills and word processing skills.

8. Administrative arrangements

Authority: UKCES confirms that the Welsh Language Scheme and all the measures herein have been approved at the highest level and will carry the full central and regional authority of the organisation as they are implemented.

Responsibility: UKCES's Assistant Director (Governance) to have the overall responsibility for the implementation and monitoring of the Scheme.

The day-to-day management of the Scheme and responsibility for integrating the Welsh elements of the service wherever that is possible within its usual administrative processes will then be the responsibility of the Business Administration Team.

Instruction and Guidance: UKCES will ensure that staff who have dealings with Wales will receive guidance on the Scheme and advice on what is expected of them (See section 4)

All external translators used by UKCES will be approved and suitably qualified and able to provide a high quality service. [A current and comprehensive list of approved translators is to be found on the Welsh Language Commissioner's website:

<http://www.comisiynyddygydraeg.org/Cymraeg/Cymorth/Pages/cyfieithu.aspx>].

9. Services delivered on behalf of UKCES by Third Parties

UKCES will ensure that any agreements or arrangements made with third parties which relate to the provision of services to the public in Wales are consistent with the terms of this Language Scheme. This includes any new or existing services which are contracted out.

UKCES will also ensure through contracting arrangements that the agent, contractor or subcontractor can, will and does implement any applicable elements of UKCES's own Scheme when providing services to the public on its behalf or under its supervision.

UKCES will work with providers to encourage the implementation of their own Welsh Language Schemes.

The third party will need to confirm that it has complied with the relevant measures of UKCES's Welsh Language Scheme by letter.

UKCES will issue written guidance to staff for dealing with agents and contractors and devise processes for ensuring that staff adhere to them.

10. Partnerships

UKCES works in partnership with a range of bodies: large and small employers from industry, trade unions, third sector, further and higher education and across all four UK nations. When working with other, UKCES works on many levels:

1. When UKCES is the strategic and financial leader within a partnership it will ensure that the public service provision is compliant with the Welsh Language Scheme.
 2. When UKCES joins a partnership in which another body is leading, UKCES's input to the partnership will comply with the Welsh Language Scheme and the organisation will encourage other parties to comply.
 3. When UKCES is a partner in a consortium, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, the organisation will act in accordance with its Welsh Language Scheme.
 4. When UKCES joins or forms a partnership, it will ask prospective partners about their Welsh Language Scheme, Language policies or the means by which they will operate bilingually. Within any partnership, UKCES will offer advice and support to the other partner organisations.
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11. Monitoring the Scheme

The Assistant Director (Governance) is nominated by UKCES to be primarily responsible for monitoring the Scheme and for constantly reviewing it as outlined in section 7.

UKCES will structure the monitoring process and will prepare an internal progress report on the Scheme's implementation to be presented to the management team. This will be conducted on a bi-annual basis.

UKCES's Board will receive an annual compliance report that will enable them to answer the two following basic questions:

- Is UKCES complying with the Scheme?
- How well is it achieving this?

In doing this, the report will deal with:

- UKCES’s administrative Welsh medium services;
- assessing key themes in implementing the Scheme, including UKCES’s contribution to the development of Welsh medium/bilingual provisions;
- the sufficiency of UKCES’s linguistic skills capacity to deliver the requirements of the Welsh Language Scheme.

The views of Welsh speakers will also be sought periodically about the range and quality of services provided by the organisation.

Monitoring of the Scheme will be a structured and continuing activity and if the report finds any weaknesses, UKCES will prepare an action plan that will remedy the situation.

A copy of the above mentioned report will then be sent to the Welsh Language Commissioner.

In the third year of Scheme Implementation, UKCES will prepare a comprehensive evaluation report which will evaluate performance in implementing the Scheme over the first three years. In order to review and update its Welsh Language Scheme and thus receive approval for the second period of implementation, this report will:

- provide an overview and thematic analysis of performance and compliance with the Scheme over the three years, both in terms of Service Delivery and Scheme management;
- outline UKCES’s priorities for the following three years along with a revised timetable for the implementation of the measures in the Scheme;
- as part of this evaluation, UKCES will conduct a satisfaction survey with the general public to ascertain their views on the scope and quality of its bilingual services.

The annual report provided by UKCES to the Welsh Language Commissioner will be in a form approved by the Commissioner, which describes progress in implementing the measures in the Scheme against the approved timetable and standards; it will also analyse the number and nature of any complaints and suggestions for improvements received from the public.

12. Publishing information

UKCES is committed to regularly publishing information comparing performance with standards and targets set out in the Scheme.

UKCES will realise this commitment by:

- publishing a periodic report as outlined in section 11 and;
- placing the information in the Annual Report ;
- placing a synopsis of this information in other documents where performance is reviewed; posters in public places within offices; newsletters; .GOV.UK and so on.

Where targets have not been met, reasons for this will be given together with an indication of when and how revised targets will be realised.

13. Publicity (Section 12(2)(b) of the Act)

UKCES is committed to ensuring initial and continuing publicity for the Scheme. This will ensure that on the one hand, the public and all those who come into contact with UKCES are aware of its Welsh language services and provisions, and that on the other hand, UKCES employees, agents, contractors are also aware of the needs and requirements to operate in accordance with this Scheme.

UKCES will publicise its Welsh Language Scheme by making copies of the Scheme available on request to any relevant organisations/ bodies, employees or member of the public. UKCES will also be producing a page on its .GOV.UK pages explaining the main elements of the Scheme and detailing the nature, location and availabilities of bilingual services. Such materials will also be available to all

relevant organisations / bodies, employees and general public.

Any enquiries about the Scheme should be directed to: the Assistant Director (Governance), UKCES, Renaissance House, Adwick Park, Wath-upon-Deerne, South Yorkshire S63 5NB.

14. Complaints, Suggestions and Contact Points

UKCES will adopt a complaints procedure to deal with grievances regarding the Scheme as part of UKCES's general complaints procedure. Contact the Business Administration team: UKCES, Renaissance House, Adwick Park, Wath-upon-Deerne, South Yorkshire S63 5NB.

UKCES will welcome and record any complaints or suggestions for improving the bilingual service to the public. Please write to us at: Business Administration team, UKCES, Renaissance House, Adwick Park, Wath-upon-Deerne, South Yorkshire S63 5NB.

15. Targets

Definite targets for the implementation of the measures outlined in the Scheme will be set. These targets will note the steps that have already been taken, those which can be put into effect immediately, those identified as short-term targets, medium-term targets and long-term targets. All such targets will be clear, unambiguous and relevant.

16. Timetable (Section 12(2)(a) of the Act)

Unless otherwise stated, the commitments outlined in this Scheme will become operational on the date the Scheme is approved. The monitoring process will then follow the steps outlined in section 11.

Commitment	Timescale	Officer Responsible
Provision of written guidance and training to staff on implementing the Scheme.	Within 3 months of implementation of the Scheme	Business Administration function
Provide a response to Welsh language correspondence in Welsh.	Aim within 20 days of receipt of letter/email/phone call	Business Administration function
Our webpages on .GOV.UK will include pages in both Welsh and English. Where appropriate, Welsh versions of some interactive pages on our webpages will be available.	Within 3 months of implementation of the scheme	Business Administration function / Communications function
Our aim, within the next 3 years, is to ensure that any publications distributed to the public in Wales will be issued bilingually in a single document. The versions will be printed side-by-side where possible to facilitate easy cross-reference, distribution and offer language choice.	Within 3 years of implementation of the scheme	Communications function
UKCES will conduct an annual update and revision of the scheme.	Annually from implementation of the scheme	Business Administration function
UKCES will compile a database of those wishing to receive correspondence through the medium of Welsh.	Throughout the lifetime of the scheme	Business Administration function
UKCES will prepare an internal progress report on the Scheme's implementation to be presented to the Management Team.	Annually from implementation of the scheme	Business Administration function
UKCES's Board will receive an annual compliance report. This report will then be sent to the Welsh Language Commissioner.	Annually from implementation of the scheme	Business Administration function
In the third year of the scheme, UKCES will prepare a comprehensive evaluation report which will evaluate performance in implementing the scheme which will be provided to the Welsh Language Commissioner.	3 years from the date of implementation of the scheme	Business Administration function