

The Cabinet Office Welsh Language Scheme

Prepared in accordance with the Welsh Language Act 1993

Under the Welsh Language Act 1993 every public body providing services to the public in Wales has to prepare a scheme setting out how it will provide those services in Welsh.

The Cabinet Office has adopted the principle that in the conduct of public business in Wales, it will treat the English and Welsh languages on a basis of equality. This scheme sets out how the Cabinet Office will give effect to that principle when providing services to the public in Wales.

In this scheme, the term 'public' means individuals, legal persons and corporate bodies. It includes the public as a whole, or a section of the public, as well as individual members of the public. The term includes voluntary organisations and charities. Directors and others representing limited companies are also included within the meaning of the term 'public'. It does not, however, include persons who are acting in a capacity that is representative of the Crown, the government or the state. Consequently, people who fulfil official functions of a public nature, even though they are legal persons, are not included within the meaning of the word 'public' when they are fulfilling those official functions.

The scheme was prepared in accordance with Section 21(3) of the Welsh Language Act 1993. It was approved by the Welsh Language Commissioner on 12 April 2019 and it will be reviewed again within five years of its coming into effect or by 31 March 2024, whichever comes earlier.

Section 1: Introduction

Purpose

1. The Cabinet Office is the centre of Government. Its purpose is:
 - to maintain the integrity of the Union, co-ordinate the security of the realm and sustain a flourishing democracy;
 - to support the design and implementation of HM Government's policies and the Prime Minister's priorities; and
 - to ensure the delivery of the finest public services by attracting and developing the best public servants and improving the efficiency of Government.

Coverage of this Scheme

2. The Cabinet Office works with 20 agencies and public bodies¹. This scheme applies to the core Cabinet Office, and the public bodies we are responsible for who do not have their own scheme.
3. The Cabinet Office undertakes to cooperate closely with the Welsh Government on Welsh Language Act matters. Our policies, initiatives and services will be consistent with this scheme. 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.

Implications for Legislation and Policy Work

4. As well as giving consideration to Welsh Language issues in Cabinet Office's own policy formulation and legislation, we will work closely with other government departments to advise them to give early consideration to Welsh Language issues, in line with their own Welsh Language Schemes.

¹<https://www.gov.uk/government/organisations>

Section 2: Communicating with the Welsh Speaking Public

Written Correspondence

5. Under the principle of equality, the Cabinet Office welcomes correspondence equally in both English and Welsh. When someone writes to us in Welsh or requests a reply in Welsh, we will issue a reply in Welsh. All subsequent correspondence will be in Welsh, unless the person or organisation concerned indicates to the contrary.
6. The Cabinet Office will write in Welsh:
 - to an individual, group or organisation which we know works mainly in Welsh, or which has already notified us that it prefers to receive letters in Welsh; and
 - following a face-to-face meeting or telephone call conducted in Welsh where follow-up correspondence is required (unless they have indicated they would prefer a response in English).
7. The Cabinet Office will write bilingually:
 - when providing invitations and notices publicising public events in Wales
 - when producing papers & reports following public meetings in Wales
 - when conducting public surveys in Wales.
 - when the same correspondence is sent to a large number of people in Wales
8. Our target time for responding to written correspondence in Welsh will be the same as for replying to letters written in English.
9. If the Welsh and English versions of any correspondence have to be published separately, we will ensure that both versions are available at the same time. Enclosures sent with bilingual letters will be bilingual. All hard-copy Welsh correspondence that we issue will be signed.
10. Any written translation service used by the Cabinet Office will provide a high-quality and cost-effective service. We will expect those translators to be members of the Association of Welsh Translators or a similar organisation.
11. Invitations and notices publicising an event in Wales will be bilingual and will invite those who wish to speak in Welsh to notify the arranger of the event in advance so that interpreting facilities can be arranged. We will provide papers and other information for these public meetings in Welsh and English – and for reports or papers produced following public meetings to be published in Welsh and English, in line with the publication commitments in this scheme.

Verbal Correspondence

12. When the Cabinet Office communicates directly with the Welsh public (i.e. holding public meetings in Wales), or is establishing a channel of verbal communication with the public (i.e. establishes telephone help-lines), we will provide a Welsh language service where possible.

Other communication with the public in Wales

13. When the Cabinet Office undertakes public surveys in Wales, all communication with the public will be bilingual. We will ask respondents whether they wish to respond to the survey in Welsh or English and will facilitate that.
14. When we arrange seminars, training courses or similar events for the public that are based in Wales, we will assess the need to provide them in Welsh. Any audio-visual displays, audio tours or interactive media that we prepare for the Welsh public will be bilingual.

Section 3: The Department's public face

Public documents

15. All of our publicity, public documents (including exhibitions, advertising material, forms, public notices, press notices, etc.) aimed at the Welsh public will be produced bilingually, according to a point-based system.
16. When publishing printed documents bilingually the Cabinet Office will endeavour to have both versions in one document. However, if (having regard to the length of the document) the Welsh and English versions have to be published separately, both versions will be equal with regard to size, prominence and quality – and both versions will be available simultaneously, will be distributed together and will be equally accessible.
17. 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. The above will also apply to material made available electronically on our website.

Digital services and websites operated by Cabinet Office

18. The Cabinet Office provides many digital platforms and websites for the whole of government.
19. GOV.UK, run by the Government Digital Service (GDS), brings together information and services from every UK government department and hundreds of agencies and arm's length bodies. GDS is responsible for controlling [GOV.UK](https://www.gov.uk) cross-governmental digital content. GOV.UK was built to meet the needs of all users, including Welsh-language speakers. GDS prioritises translation of GOV.UK content into Welsh based on the strength of Welsh-language users' needs. GDS provide consistent translating of Welsh-language content where a full end to end user journey is completed in Welsh-language. A full end to end user journey includes all mainstream and departmental content required for a user journey being available in Welsh-language. GOV.UK supports publishing Welsh versions of any official publication, allowing government organisations to comply with their Welsh language schemes and / or Welsh language standards. The different responsibilities of GDS and other Government organisations are set out below.
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21. Cabinet Office departmental content on GOV.UK will be published in Welsh in accordance with the scoring system, as approved by the Commissioner.

GDS' Welsh Language Responsibilities

22. GDS is responsible for:
 - understanding the government's statutory obligation to support the Welsh language, by working with the Wales Office, Cabinet Office and Welsh-language specialists in departments and agencies;

- understanding users' need for Welsh-language content and ensuring that GOV.UK responds to that need; and
 - developing and maintaining a consistent approach to translating Welsh-language content on GOV.UK.
23. GDS allows and supports other organisations and agencies to publish Welsh language content on their individual pages on GOV.UK

Government Organisations' Welsh Language Responsibilities

24. Government organisations are responsible for content provided on their individual pages on GOV.UK. Government organisations are responsible for:
- deciding which departments and policy content on GOV.UK needs translating
 - arranging high-quality translation
 - keeping Welsh content accurate and up to date
25. When publishing on GOV.UK, government organisations should publish content in accordance with their individual Welsh language scheme and / or requirements of Welsh language standards.

Corporate identity

26. Welsh headed letters will be produced for correspondence in Welsh. Where documents are produced bilingually or in Welsh we will display our bilingual corporate identity i.e. *Swyddfa'r Cabinet/Cabinet Office*.

Staff recruitment

27. Staff recruitment notices placed in English language newspapers (or similar media) distributed mainly or wholly in Wales, will be bilingual, or appear as separate Welsh and English versions. Notices in Welsh language publications will be in Welsh. 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.
28. Recruitment notices placed in English language platforms, such as through the Civil Service Jobs website, will only be in English. Unless the post is one where the ability to speak Welsh is essential, in which case the notice will be either fully bilingual or in Welsh with a brief explanation in English.
29. For any posts having extensive and regular contact with the public in Wales we will consider whether fluency in Welsh should be a desirable or essential skill- and this will be stated in job competencies and advertisements.
30. Any official notices, public notices or staff recruitment notices placed elsewhere in Wales will be bilingual.

Section 4: Cabinet Office's Commitment to this Scheme

Cabinet Office endorsement

31. The Cabinet Office is committed to the implementation of the scheme, which has been issued with the support of Cabinet Office Ministers. The key milestones for its implementation are set out in the Appendix.

Awareness of the scheme

32. This scheme will be brought to the attention of all staff, and guidance will be issued to them on its implications for their work and the steps they need to take. This will be done:

- By making a copy of the Scheme available to all staff
- By issuing guidance to, and making staff aware of Welsh language requirements on:
 - Handling correspondence in the Welsh language
 - When to consider issuing bilingual or both Welsh and English language documents, publications and publicity material.
- The implications of the Scheme for those procuring services from third parties
- By ensuring that third parties providing services on behalf of the Cabinet Office are made aware of the scheme, and are provided with a copy of the scheme, and relevant guidance as necessary.

33. Managers will have the responsibility for implementing those aspects of the scheme relevant to their work.

34. The Cabinet Office will also publicise the scheme by publishing it on the intranet, for staff members, and for the general public, by publishing it in an easily accessible place on the Cabinet Office's section on gov.uk .

Language training for staff

35. We will offer support and offer training for staff that, as part of their duties, have extensive and regular contact specifically with the public in Wales.

Reviewing and amending the scheme

36. We will review this scheme within five years of its coming into effect or by 31 March 2024, whichever comes earlier.

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

Monitoring

38. The Cabinet Office will measure and report on the performance of the scheme, and will review these targets annually.

Contacting the Cabinet Office regarding the Scheme

39. The Welsh Language Coordinator at the Cabinet Office will be responsible for the overall coordination and monitoring of this scheme. The Welsh Language Coordinator will report to the Cabinet Office's Chief Operating Officer. General enquiries regarding the scheme, complaints or suggestions for improvement should be addressed to the staff member in this position.
40. We will cooperate with the Commissioner in order to resolve any complaints – and during any investigations held under Section 17 of the Welsh Language Act.