



Home Office

Welsh Language Scheme

Version 6.0

His Majesty's Passport Office, guidance on services offered to Welsh speaking customers

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About: Welsh Language Scheme

This guidance is for His Majesty's Passport Office staff dealing with Welsh speaking customers.

Contacts

If you have any questions about the guidance and your line manager or senior caseworker cannot help you or you think that the guidance has factual errors then email Guidance & Quality, Operating Standards.

If you notice any formatting errors in this guidance (broken links, spelling mistakes and so on) or have any comments about the layout or navigability of the guidance then you can Guidance & Quality, Operating Standards.

Publication

Below is information on when this version of the guidance was published:

- version **6.0**
- published for Home Office staff on **28 September 2022**

Changes from last version of this guidance

This guidance has been updated to reflect the change in our sovereign from Her Majesty Queen Elizabeth II to His Majesty King Charles III.

Related content

[Contents](#)

The Welsh Language Scheme

This section tells His Majesty's Passport Office staff what to do when customers want to use the Welsh language in their dealings with us.

According to the [Welsh Language Act 1993](#), public services in Wales must provide services in both English and Welsh.

HM Passport Office in Newport offers a Welsh speaking service at their public counter. This is only available from Monday to Friday.

If there is no Welsh speaking advisor, the customer can:

- book an appointment for a Welsh speaking advisor
- agree to receive a call back in Welsh
- continue the conversation in English

Application packs in Welsh

Application packs in both English and Welsh are available from:

- Post Office Ltd
- Adviceline
- HM Passport Office customer service centre in Newport

Welsh on a passport

Staff must follow:

- the place and country of birth guidance when dealing with Welsh names
- the names guidance when applicants have a Welsh name that has a diacritical (mark or accent) character or have "Ap" before their surname

Correspondence in Welsh

Any customer communication received in Welsh must be replied to in Welsh.

Telephone calls in Welsh

When a customer calls the Adviceline, they must press the number 2 on their keypad for the call to continue in Welsh.

Customers who choose the Welsh service are transferred to a Welsh speaking advisor. If a Welsh speaking advisor is not available, the customer can:

- agree to receive a call back in Welsh

- continue the call in English

How the CSMT deal with Welsh speaking calls

When the Adviceline needs to transfer a call to the Customer Service Management team (CSMT), they will tell the customer the call will be translated using The Big Word.

When you, the CSMT agent, require a Welsh translator, you must follow:

- How to complete a conference call for Big Word using A365

Interpreters

We will arrange an interpreter for customers who tell us they need one to attend a passport interview appointment (and do not charge customers for using an interpreter). Teleperformance (TP) will book official interpreters through:

- The Big Word for:
 - sign language
 - Welsh interpreter

TP and counter staff are not able to arrange sign language or Welsh language for interpreters for customers who attend a counter appointment.

If a customer attending a passport interview needs an interpreter, they cannot:

- have members of their family acting as an interpreter
- arrange to book their own interpreter

Interpreters for UK interviews

Customers who need a sign language or Welsh interpreter must let us know when they make their appointment.

We will not pre-book interpreters before the customer attends a UK interview, unless the customer needs a sign language interpreter or a Welsh interpreter.

Complaints in Welsh

All complaints must be handled in line with the complaints handling guidance. If a complaint is received in Welsh, our complaints team will reply in Welsh.

How to translate a reply into Welsh

When the complaints handler has written a response in English, they will send it to their line manager for approval. You, the line manager, must:

1. Send the response in English by email to The Big Word, who will provide a quote to translate the response.
2. Email the quote to finance for approval.
3. Email The Big Word when the purchase order is confirmed, and ask them to prepare the translation.
4. Send the response, in Welsh, to the customer either by email or post, depending on the customer's request.

Related content

[Contents](#)