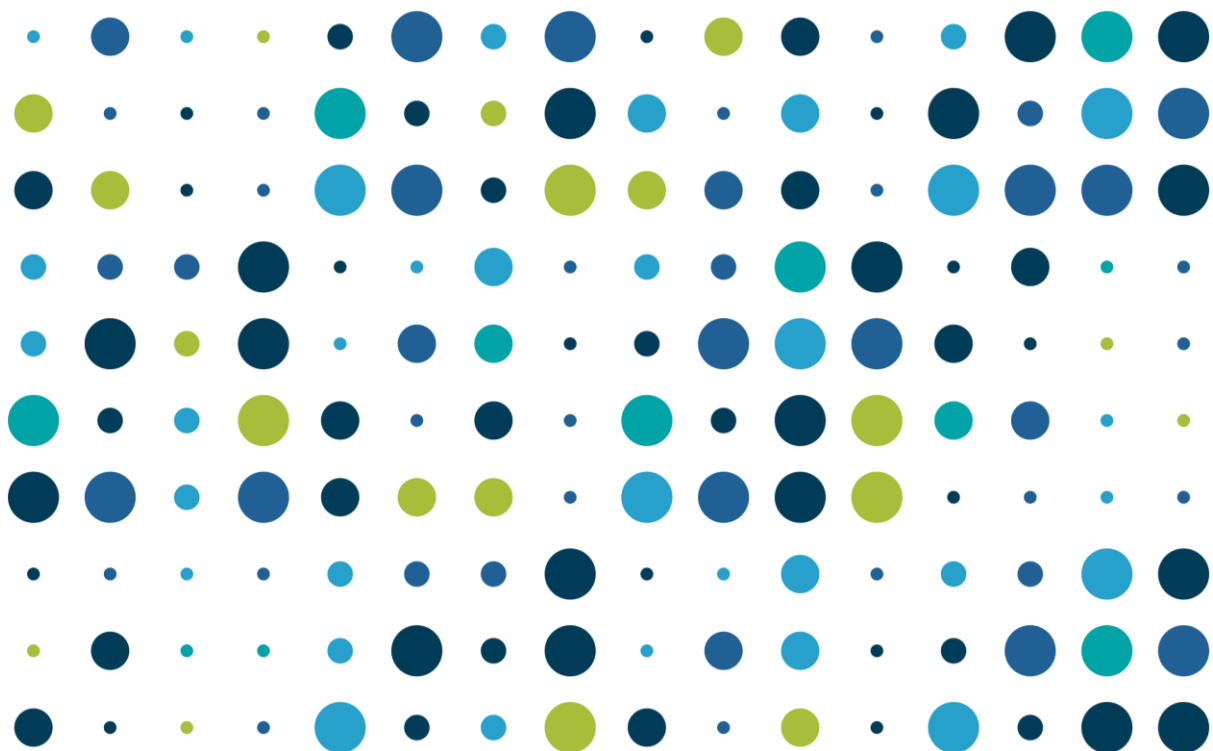


Welsh Language Scheme

October 2023



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Introduction

This Scheme describes how the UK Statistics Authority, including its executive arm, the Office for National Statistics (ONS) and regulatory arm to the Office for Statistics Regulation (OSR), will give effect, so far as is both appropriate in the circumstances and reasonably practicable, to the principle established by the Welsh Language Act 1993 that, in the conduct of public business and the administration of justice in Wales, the Welsh and English languages should be treated on a basis of equality.

All information provided in this scheme is relevant to services we provide to the public in Wales, regardless of the location of staff or teams carrying out the work.

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 within the meaning of the term 'public'. It does not, however, include persons who are acting in a capacity which is representative of the Crown, Government or 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.

Further information about the scope and purpose of Welsh language schemes can be found in the [Welsh Language Commissioner's guidelines](#).

This scheme was prepared under Section 21 of the Welsh Language Act 1993 in accordance with guidelines issued by the Welsh Language Commissioner under Section 9 of the Act. Our previous scheme came into effect in December 2007. This amended scheme was approved by the Welsh Language Commissioner on **05/10/2023**.

Background to the organisation

The UK Statistics Authority is an independent statutory body operating at arm's length from government as a non-ministerial department and reports directly to the UK Parliament, the Scottish Parliament, the Welsh Parliament and the Northern Ireland Assembly. The Authority has a statutory objective of promoting and safeguarding the production and publication of official statistics that 'serve the public good'.

The Office for National Statistics is the UK's largest independent producer of official statistics and its recognised national statistical institute. It is responsible for collecting

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and publishing statistics related to the economy, population and society at national, regional and local levels.

The Office for Statistics Regulation is the Authority's independent regulatory function. With offices in England, Scotland and Wales, it provides independent regulation of all official statistics produced in the UK, and aims to enhance public confidence in the trustworthiness, quality and value of statistics produced by government as set out in the standards defined in the Code of Practice for Statistics.

Service Delivery

We will ensure that our services are normally available to the public in Wales in both Welsh and English.

We will let the public know when services are available in Welsh.

Public sector bodies in Wales have responsibility for the practical aspects of, and ensuring conformity with, local standards of public service delivery, including any set out in their respective Welsh Language Schemes or Welsh Language Standards. By following the provisions set out in this Welsh language Scheme, we will support the relevant Welsh language provision of other public sector bodies and not undermine their Welsh language schemes.

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

Any agreements or arrangements which we make with third parties will be consistent with the relevant parts of this scheme, when those agreements or arrangements relate to the provision of services to the public in Wales.

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

Standards of quality

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

Correspondence

This applies to email and written correspondence.

When someone writes to us in Welsh, we will issue a reply in Welsh (if a reply is required). The time taken to reply will be the same as for replying to correspondence written in English.

When we initiate correspondence with an individual, group or organisation, we will do so in Welsh when we know that they would prefer to correspond in Welsh.

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When we send standard or circular letters to several recipients in Wales, they will be bilingual unless we know that all recipients would prefer to receive it in Welsh or English only.

If the Welsh and English versions of any correspondence need to be produced separately, we will ensure that both versions are available at the same time.

Enclosures sent with bilingual letters will also be bilingual.

Enclosures sent with Welsh letters will be in Welsh.

All hard-copy Welsh correspondence we issue will be signed in the same way as the English version.

All Welsh email correspondence we issue will bear a Welsh (or bilingual) electronic signature in the same way as an English version.

Each business area will need to develop a system to record the language preference of those who wish to correspond with us in Welsh.

Telephone calls

We will ensure that the public can speak in Welsh or English when dealing with us by telephone. The below number allows users to speak in Welsh or English when contacting the organisation:

General and Statistical enquiries (Newport): 0345 601 3034

We will encourage our staff in Wales to answer the telephone with a bilingual greeting and use bilingual messages on their personal answerphones (if they have them).

Callers contacting the main enquiry number for the Newport office will receive a bilingual greeting.

Our main switchboard in Wales will use a bilingual message on its answerphone.

If the caller wishes to speak Welsh, our switchboard will try to connect the call to a Welsh speaker qualified to deal with the enquiry.

If a caller telephones a member of staff directly and wishes to speak Welsh, but the person taking the call cannot do so, they will try to transfer the call to a Welsh speaking colleague qualified to deal with the enquiry. If there is 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 telephone back as soon as possible, continuing the call in English or submitting their query in Welsh, by letter or email.

When we set up telephone helplines or similar facilities, to give information, services, or support to the public in Wales, we will provide a Welsh language service.

Meetings not open to the public

If we invite an external stakeholder to a meeting and they state beforehand that they would like to use the Welsh language at the meeting, then we will provide a simultaneous translation service from Welsh to English.

If we invite more than one external stakeholder to a meeting and at least 10% of them have stated that they would like to use the Welsh language at the meeting, then we will provide a simultaneous translation service from Welsh to English.

Meetings open to the public

When we arrange a meeting that is open to the public in Wales, we will state on all advertising materials and invitations that anyone attending is welcome to use the Welsh language.

All materials advertising a meeting that is open to the public in Wales will be produced in Welsh and English.

We should invite the public to let us know in advance which language they wish to use at the meeting, and if anyone would like to use Welsh then a simultaneous translation service from Welsh to English will be provided. If we have been told that any attendees wish to use Welsh at the meeting, those attending the meeting will be made aware that simultaneous translation from Welsh to English is available and that we welcome contributions in Welsh.

If we do not invite the public to let us know in advance of their language preference, then we will provide a simultaneous translation service from Welsh to English as a matter of course.

If we invite speakers to a meeting that is open to the public, we will ask each person invited to speak whether they wish to use the Welsh language. If at least one of those persons has informed us that they wish to use the Welsh language at the meeting, we will provide a simultaneous translation service from Welsh to English for that purpose.

We will provide papers and other information for meetings open to the public in Wales in Welsh and English unless we have established that all participants will be using the same language.

Reports or papers produced following meetings open to the public in Wales will be published in Welsh and English (unless all participants used the same language).

Public consultations

When we arrange a public consultation in Wales, or which is relevant to the public in Wales, we will state on all advertising material and invitations that anyone attending is welcome to contribute through the medium of Welsh. All material advertising a public consultation in Wales or intended for the public in Wales will be produced in Welsh and English.

We should invite the public to let us know in advance which language they wish to use during the consultation, and if anyone would like to use Welsh then a simultaneous translation service from Welsh to English will be provided. If we have been told that any attendees wish to use Welsh at the meeting, those attending the meeting will be made aware that simultaneous translation from Welsh to English is available and that we welcome contributions in Welsh.

If we do not invite the public to let us know in advance of their language preference, then we will provide a simultaneous translation service from Welsh to English as a matter of course.

We will provide papers and other information supporting a public consultation in Wales or intended for the public in Wales in both Welsh and English, and both versions will be provided at the same time.

Any digital resources that are provided as part of a public consultation in Wales or intended for the public in Wales will be made available in Welsh and English.

Reports or papers produced following a public consultation in Wales or intended for the public in Wales will be published in Welsh and English (unless all participants used the same language).

Public events

If we organise a public event in Wales, we will ensure that when promoting the event the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).

In any public event in Wales that we have organised, we will ensure that services offered to persons attending the event, as well as the signs displayed at the event

and announcements made over public address systems, will also be available in Welsh and English.

When staffing public exhibition stands and displays in Wales, we will ensure that suitably qualified Welsh speakers attend as necessary. Any audio-visual displays, audio tours or interactive media that we prepare for public use in Wales will be bilingual.

Publicity and advertising

This applies to undertaking any publicity or advertising campaign targeted at the public in Wales.

Any publicity or advertising material that we produce and use in Wales will be in Welsh and English, and may be produced bilingually, or as separate Welsh and English versions.

If the Welsh and English versions need to be published separately, both versions will be equal in format, prominence, and quality, and both versions will be available simultaneously and equally accessible.

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 regarding format, prominence, and quality).

In Welsh language publications, advertisements will be in Welsh only.

Television, cinema and radio advertising 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 BBC Radio Cymru or during Welsh language programmes on commercial radio stations will be in Welsh.

When producing video content as part of a public facing publicity campaign, if the subject is of relevance and interest to Wales or the public in Wales, a Welsh and English version will be produced. We will avoid using Welsh language subtitles on videos which are in English or dubbing adverts into Welsh (except voice-overs).

Telephone response lines and other ways of responding to campaigns in Wales will be bilingual or will include a separate Welsh response service.

Media

Press releases should be produced and disseminated in both Welsh and English if the subject is of relevance and interest to Wales or the public in Wales.

News releases specific to the press and broadcasting media in Wales will be issued in Welsh and English, or according to the language preference of the recipient media organisation or publication.

When we post press or news releases on our website, we will post them in Welsh and English when they are of relevance and interest to Wales or the public in Wales.

All press notices issued to solely Welsh language media will be issued in Welsh. Where possible, we will ensure that Welsh speakers are available to undertake interviews with the Welsh language press and broadcasting media.

Websites and digital services

Our websites will include pages in both Welsh and English.

Where we have Welsh language web pages that correspond to an English language web page, we will ensure that it is made clear on the English language web page that the page is also available in Welsh, along with a direct link to the Welsh page.

We will provide the user interface and menus on every page of our website in both Welsh and English.

All static content in support of our operations that are of relevance and interest to the public in Wales should be available bilingually. We will provide Welsh versions of the interactive pages on our websites.

Whenever we post publications on our websites, Welsh and English versions will be posted at the same time, where relevant.

When designing new websites, or redeveloping our existing websites, we will ensure that the Welsh language is considered in the planning process to ensure bilingual provision.

Social media

Our social media activity regarding Wales-specific topics or considered of relevance and interest to Wales or the public in Wales, will be produced in Welsh and English.

When we use social media, we will ensure that the Welsh language is not treated less favourably than the English language.

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Digital content that is produced for social media will be made available in Welsh and English if it is regarding Wales-specific topics or considered relevant to an audience located in Wales.

Publications

This applies to physical documents as well as electronically published documents.

We will produce bilingual publications in Welsh and English on topics that are relevant and of interest to the public in Wales. This includes UK-wide topics which include breakdowns of relevance and interest to Wales or the public in Wales, as well as Wales-only topics (e.g., the Welsh language). Topics that are relevant to England only will not need to be translated.

The UK Statistics Authority's Welsh Language Team has produced a flowchart, which has been agreed with the Welsh Language Commissioner's Office, to identify clearly and objectively which materials should be published in Welsh and English for an audience in Wales. The UK Statistics Authority's Welsh Language Team will provide business areas with guidance and support on matters relating to translation.

If the Welsh and English version needs to be published separately, both versions will be of equal quality and format, and we will ensure that both versions are available at the same time and are equally accessible. Each version will note clearly that the material is available in the other language.

If a charge is made for a publication, the price of a Welsh version will be no higher than that of an English version, and the price of a bilingual version will be no higher than that of a single-language version.

Technical content

In some cases, content that is deemed statistically technical, or otherwise analytically specialist may not need to be produced in Welsh. This is because these types of documents or data are usually only accessed by a very limited number of technical users and/or expert analysts.

This could include a methodological article or datasets targeted at technical users. It could also refer to content targeted at analytical professionals that would be difficult to understand without special knowledge of a subject, or heavily comprised of terms relating to the knowledge, system, or methods used in specific science and industry.

We will make it clear that members of the public are welcome to request any specific technical documentation or datasets in Welsh, which will be done in a timely manner.

Forms and questionnaires, and associated explanatory material

We will ensure that all forms and questionnaires, and associated explanatory material for use by the public in Wales will be fully bilingual, with the Welsh and English versions together in one document, unless we have established the language preference of individuals beforehand. This will include interactive forms available on our websites.

If the Welsh and English versions of forms or questionnaires need to be published separately, both versions will be of equal quality and format, and we will ensure that both versions are available at the same time and are equally accessible. Each version will note clearly that the material is available in the other language.

When we enter information on bilingual forms and questionnaires that are sent to the public, we will do so bilingually unless we know that the recipients would prefer to receive the information in Welsh or English only. Correspondingly, when we enter information on Welsh versions of forms and questionnaires that are sent to the public, we will do so in Welsh.

When other organisations distribute forms and questionnaires on our behalf, we will ensure that they do so in accordance with the above.

Corporate identity

Our corporate identity in Wales will always be bilingual.

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, identity badges for survey staff, passes, tickets, acknowledgement cards, compliment slips and invitations.

We may use Welsh-only branding for some initiatives.

When we form, revise, or present our corporate identity in Wales, we will ensure that the Welsh language is treated no less favourably than the English language.

Signs

When we erect a new sign or renew a sign (including temporary signs) in Wales, they will be in both Welsh and English, with both languages being presented equally. We will ensure that signs treat Welsh and English equally, with both languages being presented in the same format, size, quality, and prominence.

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If separate Welsh and English signs are provided, they will be equal in format, size, quality, and prominence.

Our best practice for bilingual signs is to have both texts parallel (side-by-side), if possible, with Welsh on the left and English on the right. If this isn't possible then the Welsh text should come first, then English.

The above will apply to all types of signs, including electronic signs.

Official notices

Official notices, public notices and staff recruitment notices placed in English language newspapers (or similar media) distributed mainly or wholly in Wales, will be bilingual, or appear as separate Welsh and English versions. Notices will be in Welsh in Welsh language publications.

The Welsh and English versions will be equal in format, size, quality, and prominence whether produced as a single bilingual version, or as separate Welsh and English notices.

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.

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.

Any official notices, public notices or staff recruitment notices placed elsewhere in Wales will be bilingual.

Online recruitment notices for jobs will be bilingual according to the relevant Welsh language requirements for the job.

Raising awareness about Welsh language services provided

We will ensure that we are proactively advertising the Welsh language services that we provide and will do so in both Welsh and English.

This will include our website, social media, written correspondence, and any advertising or promotional material in Wales.

Surveys

Household and individual surveys

When we undertake public surveys, we will ensure that all aspects of communication with the public in Wales will be bilingual.

Many of the surveys of households and individuals conducted by the Department are through face-to-face interviews. Where interviewees specify that they wish the interview to be conducted in Welsh, we will provide Welsh speaking interviewers.

We will send out bilingual advance letters to prospective interviewees in Wales inviting them to let us know whether they wish for the interview to be carried out in English or Welsh. Forms and questionnaires for self-completion surveys will also be available bilingually.

Any correspondence with interviewees in Wales, including letters, emails and text messages, will be sent in Welsh and English, unless the individual has specified in which language they would prefer we correspond.

Surveys involving the keeping of diaries are administered by field staff, and respondents may provide their contributions in Welsh or English. Any updates to respondent-facing operations will include the need for bilingual service provision.

Any plans to renew or update software relating to the collection of data via surveys will consider bilingual requirements and compatibility.

Business surveys

All business survey forms distributed in Wales will be provided bilingually, unless we already know the language preference of those receiving the forms.

We may also invite businesses to inform us of their language preference before distributing survey forms, and then they will receive the survey forms in their preferred language.

We will keep an up-to-date record of the language preferences of businesses with whom we correspond.

This is relevant to business surveys that are digital and in a paper format.

Any plans to renew or update software relating to the collection of data via surveys will consider bilingual requirements and compatibility.

Operational

Awarding grants, loans and contracts

When we publish invitations to tender for a contract, we will state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.

We will ensure that a tender for a contract submitted in Welsh will not be treated less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).

When we inform a tenderer of a decision in relation to a tender, we will do so in Welsh if the tender was submitted in Welsh.

When we invite applications for a grant or loan, we will state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.

We will ensure that applications for a grant or loan submitted in Welsh will not be treated less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the timescale for informing applicants of decisions).

When we inform an applicant of a decision in relation to an application for a grant or loan, we will do so in Welsh if the application was submitted in Welsh.

IT services

Computer software for checking spelling and grammar in Welsh will be provided to all staff with the provision of software such as *Cysgliad* across business areas, and the ability to use Microsoft office programmes through the medium of Welsh.

Whenever possible, we will modify our existing information and communications technology systems to ensure that they enable us to provide information and services in Welsh and operate in accordance with this scheme.

Intranet and internal communications

The interface of the department's intranet is in English as we are a UK-wide organisation. However, Welsh language content on the Intranet should be produced

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bilingually for staff in Wales where relevant. When Welsh text is used on the intranet, it will be fully functional and treated no less favourably than its English language counterpart. Our standard practice is that the Welsh text will come first, followed by the English version.

The UK Statistics Authority's Welsh Language Team will maintain a designated page which provides services and supporting material to promote the Welsh language and to assist staff in using the Welsh language in the workplace. This page will be updated at regular intervals.

Receiving visitors to offices and sites in Wales

We will ensure that materials displayed at our reception areas in Wales are fully bilingual.

We will ensure that staff at the reception who are able to provide a Welsh language reception service wear a Work Welsh badge to convey that.

Staffing

All of our workplaces that have contact with the public in Wales need access to sufficient and appropriately skilled Welsh speakers to enable those workplaces to deliver a full service in Welsh. Where the ability to speak Welsh is essential or desirable for a post, this will be specified in the job description and advertisement for the post.

Staff will be encouraged to learn Welsh or improve their ability to use Welsh in the workplace.

We will identify and assess the areas where Welsh language skills are necessary.

We will undertake audits annually to establish the number, ability level and location of staff that can speak, read and write in Welsh (including staff that are learning Welsh).

The results of these two exercises will be compared to identify business areas where there is a shortage of Welsh speaking staff.

We will respond to any shortages through our recruitment and training activities.

We will consider the possibility of transferring staff able to speak Welsh to fill those posts where the ability to speak Welsh is desirable or essential.

For our offices outside Wales, we will seek information on the Welsh language skills of job applicants and existing staff.

Recruitment

Where Welsh language skills are considered necessary for job vacancies, this will be stated clearly in the job requirements and advertisements.

Posts that require skills in the Welsh language will be identified in a way that is easy, effective and accurate. The UK Statistics Authority's Welsh Language Team will support the Recruitment Team in creating a framework to help managers plan their teams and determine whether they require staff with certain Welsh language skills, and to which proficiency levels those skills should be.

Information packs and application forms will be provided in Welsh and English for all our jobs where Welsh language skills are necessary.

Skills in the Welsh language may range from a courtesy level, where the postholder can pronounce Welsh names and recognise basic greetings, to those of a high proficiency.

We will ensure that we have Welsh-speaking staff in attendance at any recruitment fairs in which we participate in Wales.

Courses offered to staff

Our staff in Wales will be encouraged to learn or improve their ability to speak Welsh and we will support those who wish to do so. Priority will be given to those who have extensive and regular contact with the public, or who regularly deal with Welsh speakers as part of their work.

We will fund this training and allow staff to attend courses during work hours.

For our offices outside Wales, we will support and fund training for staff who, as part of their duties, have extensive and regular contact with the public in Wales and who wish to learn Welsh, or improve their Welsh.

We will develop the ability of our Welsh speaking staff to operate in Welsh by providing vocational training in Welsh.

Considering the effects of the department's policy decisions on the Welsh language

The UK Statistics Authority's Welsh Language Team will ensure that all business areas are made aware of the Welsh language requirements set out in this scheme when it comes to forming internal policy decisions that will be relevant to our work in Wales and use of the Welsh language within the organisation.

Corporate

Policies, legislation and initiatives

Our policies, initiatives and services will be consistent with this scheme. They will support the use of Welsh and will help the public in Wales use Welsh as part of their day to day lives.

If 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.

Where relevant, we will ensure that our contribution to new primary and secondary legislation will support the use of Welsh.

Partnership working

When we are the strategic and financial leader within a partnership, we will ensure that any public service aspects comply with this scheme.

When we join a partnership which another organisation is leading, our input to the partnership will comply with this scheme and we will encourage the other partners to comply.

When we are a partner in a consortium, we will encourage the consortium to comply with this scheme. When acting in the name of the consortium, we will operate in accordance with this scheme.

Internal arrangements

The measures in this scheme carry the full authority, support and approval of our organisation.

Directors will be responsible for implementing those aspects of the scheme relevant to their divisions, supported by the UK Statistics Authority's Welsh Language Team.

We have established *Y Gweithgor Cymraeg*, which is a cross-departmental forum chaired by our Welsh Language Champion and made up of senior members of staff. This forum will meet three times annually to deliver, monitor and review this scheme.

The UK Statistics Authority's Welsh Language Team will prepare, and continuously update, a detailed action plan to be agreed with the Welsh Language Commissioner, setting out how we will ensure that we will operate in accordance with this scheme.

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The action plan will come into effect on the date on which the scheme comes into effect, or as soon as possible thereafter. The plan will include targets, deadlines and a report on progress against each target.

The scheme will be available to staff on the department's intranet and published on our website.

The UK Statistics Authority's Welsh Language Team will produce desk instructions, or similar guidance, where appropriate, for our staff to ensure that they know how to implement the measures contained in this scheme.

Existing desk instructions, or similar guidance used by our staff, will be amended to reflect the measures contained in this scheme.

The UK Statistics Authority's Welsh Language Team will arrange 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.

When we use external translators, we will ensure they are qualified translators accredited by [Cymdeithas Cyfieithwyr Cymru](#).

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.

Complaints made by staff

We will ensure that members of staff are able to make complaints in Welsh, and we will respond in Welsh to any complaint made about them by another member of staff should they choose.

Any decisions or information relating to a complaint will be provided in Welsh should the member of staff choose so.

Should there be no appropriate Welsh speaking members of staff available to conduct the complaint procedure in Welsh, we will ensure a simultaneous translation service from Welsh to English is provided.

Disciplinary procedures

Staff may request disciplinary procedures to be undertaken in Welsh.

Any decisions or information relating to a disciplinary procedure will be provided in Welsh should the member of staff choose so.

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Should there be no appropriate Welsh speaking members of staff available to conduct the disciplinary procedure in Welsh, we will ensure a simultaneous translation service from Welsh to English is provided.

Freedom of Information Act

When a Freedom of Information request is received in Welsh, the covering letter to any response will also be in Welsh.

If the documents requested are already available in Welsh, they will be provided to the applicant in Welsh.

If, according to this scheme, the documents requested should be available in Welsh they will be provided in Welsh. If this requires a translation from English, it will be done within the 20-working day statutory time limit, and at no cost to the applicant.

If, according to this scheme, the documents requested do not have to be available in Welsh, then they will be provided in the original language.

Applicants are entitled to ask for a summary instead of a copy of a document. As with all Freedom of Information requests, we will consider producing a short summary where this has been requested or is deemed necessary. Summaries are typically no longer than a few hundred words. In instances where the request for a summary has been made in Welsh we will produce the summary in Welsh, whether the original information is in Welsh, English, or another language.

Complaints and suggestions for improvement

Any complaints about the UK Statistics Authority's Welsh language services or suggestions for improvements, should be addressed to:

The Welsh Language Team

Central Policy Secretariat

Office for National Statistics

Government Buildings

Cardiff Road

Newport

NP10 8XG

Or by email to: cymraeg@ons.gov.uk

Monitoring

The UK Statistics Authority's Welsh Language Team will monitor our progress in delivering this scheme against the targets set out in its accompanying action plan.

Our existing monitoring and reporting procedures will include reference to progress in delivering this scheme, as appropriate.

We will send monitoring reports to the Welsh Language Commissioner annually, outlining progress in delivering this scheme.

Reviewing and amending the Scheme

The UK Statistics Authority's Welsh Language Team will review this scheme within four years of its coming into effect, and thereafter every four years.

Also, 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.

No changes will be made to this scheme without the approval of the Welsh Language Commissioner.