



Remploy Welsh Language Scheme 2009

Prepared in accordance with the
Welsh Language Act 1993

Contents

Page

3	Foreword
3 – 5	Introduction, Vision & Mission
5 – 6	Service Planning & Delivery <ul style="list-style-type: none">▪ Policies, Legislation, Services & Initiatives▪ Delivery of Services▪ Our Regular Functions▪ Standards of Quality
6 – 9	Communications with the Welsh Speaking Public <ul style="list-style-type: none">▪ Written Correspondence▪ Telephone▪ Public Meetings▪ Other Meetings▪ Other Dealings
9 – 12	Public Image <ul style="list-style-type: none">▪ Exhibitions▪ Publications▪ Websites▪ Forms▪ Corporate Identity▪ Signs▪ Official Notices▪ Press Release
12 – 15	Implementing the Scheme <ul style="list-style-type: none">▪ Staffing▪ Recruitment▪ Language training▪ Information and Communication Technology▪ Partnership▪ Internal▪ Freedom of Information Act▪ Monitoring▪ Reviewing▪ Complaints & Contact Details
16	Appendix 1
17	Appendix 2
20	Appendix 3

Foreword

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.

This is our scheme.

It describes how we will give effect, so far as is both appropriate in the circumstances and reasonably practicable, to the principle established by the Welsh Language Act that, in the conduct of public business and the administration of justice in Wales, the Welsh and English languages should be treated on a basis of equality. In doing so, Remploy's services will become accessible to an even wider audience.

The scheme covers the services that we provide 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 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 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.

Further information about the scope and purpose of Welsh language schemes can be found in the Welsh Language Board's guidelines (www.Welsh-language-board.org.uk).

This scheme was prepared under Sections 12 to 14 of the Act - and in accordance with guidelines issued by the Welsh Language Board under Section 9 of the Act. It came into effect in 24th November 2009.

1 Introduction, Mission & Vision

- 1.1 Remploy is the market leading expert in the provision of specialist employment services for disabled people and those who experience complex barriers to employment. Our comprehensive range of services enables disabled people, people with a health condition and others to make the most of their skills and abilities, to gain or retain sustainable employment.

Remploy is committed to providing quality jobs and personal development for disabled people to enable them to fulfil their potential - Real Jobs for Real People.

Our aim is to maximise the number of disabled people employed, both within our own manufacturing and service sector businesses, and by other companies and organisations.

We recognise the fundamental importance of work in unlocking opportunities for disabled people, and understand the value, in terms of self-esteem and independence, that a real job can provide. Our purpose is to help ever-increasing numbers of people into economically effective, sustainable employment - real jobs.

Remploy is a major contributor to Government employment programmes for disabled people. We match the aspirations of disabled people to find real jobs, with government policies and programmes designed to create such opportunities, and with the demands of employers for reliable and committed workers. This is achieved through individual assessment and tailored training programmes. We are committed to providing quality work and personal development for all our employees to enable them to fulfil their potential. In Remploy skills training and personal development planning is available to everyone, to enable individuals to progress and succeed.

We are working hard to increase the numbers of disabled people in managerial, technical and supervisory roles and provide university-based management training for fast-tracking to first line management jobs.

The opportunities and training we provide fit the profile of contemporary business, including both the expanding service sector and manufacturing, where we are seeking to operate sustainable businesses.

Remploy's own businesses provide quality products and services to a wide range of companies and public authorities.

The company is constantly evolving in response to changing expectations and aspirations of the community we serve, and the changing economic landscape in which we work.

Remploy is committed to working in partnership with local communities and other disability organisations. We are an essential participant and source of expertise in debate and policy-making on the employment of disabled people.

1.2 **Our Mission**

To be the leader in supporting disabled people and people with long-term health conditions and complex or multiple barriers to work, into sustainable employment both with mainstream employers and in our own businesses.

1.3 **Our Vision**

To be recognised as the UK leaders in employing, developing and progressing disabled people toward sustainable quality employment.

1.4 **Diversity Vision**

To support the overall Employment Services vision by becoming the new force in sustainable employment for people in the UK with multiple barriers to employment, including disability / long term health conditions.

At the heart of this are inclusive practices for our people, products and services. Our commercial goal is achieving competitive advantage through exemplar diversity practices which deliver tangible added value to our business.

1.5 In Wales, there are currently two city centre branches open to the public; one in Cardiff and one in Swansea. There are further offices available in Newport, Bridgend, The Valleys and North Wales and all have direct contact with the general public.

By enabling our clients and customers to access our services through the medium of Welsh we will offer an improved service to its Welsh speakers,

For more information please visit: www.remploy.co.uk If you require a copy of the Welsh Language Scheme in an alternative format, please contact us on the details found at the end of the scheme.

2 **Service planning and delivery**

2.1 **Policies, legislation, services and initiatives**

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

Whenever possible, our consultation documents will discuss the relationship between the Welsh language and the policies, initiatives and services under development.

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.

We will take advantage of every opportunity to ensure that new primary and secondary legislation will support the use of Welsh.

2.2 **Delivering services**

Our normal practice in Wales will be to ensure that our services are available to the public in Welsh. We will take reasonable and proportionate steps to achieve this in our planning and service delivery.

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

2.3 **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 ensure that third parties provide those services in accordance with this scheme. We will include reference to our Welsh Language Scheme within partner contracts, where services are delivered to the public in Wales

2.4 **Standards of quality**

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

3. **Dealing with the Welsh speaking public**

3.1 **Correspondence**

Our normal practice will be as follows:

When someone writes to us in Welsh we will issue a reply in Welsh (if a reply is required). Our target time for replying will be the same as for replying to letters written in English.

When someone writes to us in English we will reply in English but also indicate that we are prepared to correspond in Welsh on future occasions.

When someone writes to us bilingually we will establish and reply in the preferred language. If this is not possible we will reply bilingually.

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

When we send standard or circular correspondence to several recipients in Wales, it will be bilingual unless we are made aware that all recipients prefer to receive it in Welsh or English only.

If the Welsh and English versions of any correspondence have to be published separately, our normal practice will be to ensure that both versions are available at the same time.

Enclosures sent with bilingual letters will be bilingual, when available. Enclosures sent with Welsh letters will be Welsh or bilingual, when available. The above will apply to e-mail correspondence as well as paper correspondence.

All hard-copy Welsh correspondence that we issue will be signed.

All Welsh e-mail correspondence that we issue from Wales will bear a Welsh (or bilingual) electronic signature.

3.1.1 **Telephone communications**

Remploy welcomes anyone to speak in Welsh or English when dealing with us by telephone and text phone in our offices in Wales.

Our Welsh speaking staff will answer the telephone with a bilingual greeting and use bilingual messages on their personal answer-phones. We will encourage the rest of our staff to answer the telephone with a bilingual greeting and use bilingual messages on their personal answer-phones.

On Remploy's main telephone answering machines in Wales, the recorded message will be bilingual. Callers are more than welcome to leave messages in either Welsh or English.

If a caller rings one of our direct lines in Wales 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 no Welsh speaker qualified to deal with the enquiry is available, the caller will be given the choice, as appropriate, of having a Welsh speaker phone back as soon as possible, continuing the call in English or submitting their query in Welsh, by letter or e-mail.

Because of their location it would not be practicable for staff in our offices outside Wales to conduct telephone conversations in Welsh.

3.1.2 **Public meetings**

We will provide simultaneous or consecutive translation from Welsh into English at public meetings organised by Remploy in Wales unless we have established that all participants are likely to use the same language.

Invitations and advertisements for our public meetings in Wales will be bilingual and either note that translation facilities will be available or invite the public to let us know in advance in which language they wish to speak.

We will let those attending our public meetings in Wales know when translation facilities are available – and encourage contributions in Welsh.

We will provide papers and other information for our public meetings in Wales in Welsh and English – and ensure that reports and papers produced following public meetings will be published in Welsh and English.

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

3.1.3 **Other meetings with the public in Wales**

When we arrange or attend private meetings with the public, we will establish their language preference at the earliest opportunity and ensure that a suitably qualified Welsh speaking member of staff deals with those whose preferred language is Welsh.

If no suitably qualified Welsh speaker is available, we will offer the choice of continuing the meeting in English, or dealing with the subject by corresponding in Welsh.

The above will also apply to meetings held using videoconferencing and similar equipment.

Because of their location it would not be practicable for staff in our offices outside Wales to conduct face-to-face meetings with the public through the medium of Welsh.

3.1.4 **Other dealings with the public in Wales**

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

Respondents will be asked if they wish to respond to the survey in Welsh or English.

When we arrange **seminars, training courses** or similar events for the public in Wales, we will assess the need to provide them in Welsh. In conducting this assessment, we will consider the preferred language of those attending and the availability of Welsh speaking trainers.

4. **Our public face**

4.1 **Publicity campaigns, exhibitions and advertising**

All of the publicity, public information, exhibition and advertising material we use in Wales (in order to target the general public) will be produced fully bilingually, or as separate Welsh and English versions. If the Welsh and English versions have to be published separately, both versions will be equal with regard to size, prominence and quality. Both versions will be available simultaneously and will be equally accessible.

Exceptions to the above will be:

- material used at events such as Wales' eisteddfods where Welsh only publicity, public information, exhibition and advertising material may be used

- material aimed at a limited and specialised audience. We will consider the need to produce this bilingually in each case, whilst bearing in mind the nature of the audience and the subject being dealt with.

Any advertisements placed in English language newspapers (or similar material) distributed mainly or wholly in Wales, will be bilingual, or will appear as separate Welsh and English versions (with both versions appearing simultaneously, and being equal with regard to size, prominence and quality).

In Welsh language publications advertisements will be in Welsh only.

When staffing exhibitions stands and displays, we will ensure that suitably qualified Welsh speakers attend, as necessary.

4.1.1 **Publications**

We will publish material made available to the public bilingually, subject to the scoring system in Appendix 3, with the Welsh and English versions together in one document.

If the Welsh and English versions have to be published separately (for instance, where a single document would be too lengthy or bulky), both versions will be of equal size and quality - and our normal practice will be to 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 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, on CD Rom or otherwise.

4.1.2 **Websites**

Our website will include pages in both Welsh and English.

We will provide Welsh versions of any interactive pages on our websites. (This will include CHH Recruitment vacancies via their website & Remploy's website.)

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

When designing new websites, or redeveloping our existing websites, we will take into account the Welsh Language Board's *Bilingual Software Guidelines and Standards* and any other guidance issued by the Board with regard to developing websites.

Whenever we post English language publications on our websites, the Welsh versions will be posted at the same time, if available.

4.1.3 **Forms and associated explanatory material**

We will ensure that all forms for use by the public in Wales will be fully bilingual, subject to the scoring system in Appendix 2, with the Welsh and English versions together in one document. This will include interactive forms published on our websites. Associated explanatory material will be fully bilingual subject to our scoring system for publications.

If the Welsh and English versions have to be published separately (for instance, where a single document would be too lengthy or bulky), both versions will be of equal size and quality - 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.

We have agreed a scoring system with the Board, to identify objectively when forms and associated explanatory material should be published as separate Welsh and English versions or as bilingual documents.

When we enter information on Welsh versions of forms that are sent to the public, we will do so in Welsh.

When we enter information on bilingual forms 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.

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

We will prepare a programme, to be agreed with the Welsh Language Board, to increase the number of forms available bilingually, or as separate Welsh and English versions.

4.1.4 **Corporate identity**

We will adopt a bilingual corporate identity in Wales. Our name, contact details, logo, slogans and other standard information will appear in Welsh and English on all material which displays our corporate identity. This includes our stationery - and material such as business cards, identity badges, passes, tickets, acknowledgement cards, compliment slips, invitations and vehicles.

4.1.5 **Signs in Wales**

We will ensure that all of our permanent and temporary signs, which give information to the public, will be bilingual with the Welsh and English text being treated equally with regard to size, legibility and prominence.

We will adhere to this practice whenever signs are being installed for the first time, or whenever we are replacing signs.

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

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

An exception to the above will be signs used at events such as Wales' eisteddfods where Welsh only signs may be used.

4.1.6 **Official notices, public notices and staff recruitment 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 terms of 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.

4.1.7 **Press releases and contact with the media**

Press releases to the Welsh language press and broadcasting media in Wales will be issued in Welsh where deadlines permit.

When we post press releases on our website, our normal practice will be to post them in Welsh and English.

We will ensure that Welsh speakers are available to undertake interviews, which Remploy have agreed to, with the Welsh language press and broadcasting media.

5. **Implementing the scheme**

5.1 **Staffing**

All of our workplaces that have contact with the public in Wales need access to sufficient and appropriately skilled Welsh speaking staff to enable those workplaces to deliver a full service in Welsh. The following procedures will be implemented accordingly:

We will identify those workplaces and jobs where the ability to speak Welsh is desirable or essential. This requirement may be defined as a component of a workplace or team, or it may be attached to a particular job.

From time to time, we will undertake audits to establish the number, ability level and location of staff that can speak, read and write Welsh (including staff that are learning Welsh). We will also identify staff who wish to learn Welsh in order to carry out their role and examine ways in which we can positively encourage new learners.

The results of these two exercises will be compared to identify workplaces where there is a shortage of Welsh speaking staff. (We may take into account the services offered by any help-line, call centre or similar facilities as we do so).

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

We will also consider the possibility of offering existing Welsh speaking staff the opportunity to fill those posts where the ability to speak Welsh is desirable or essential. We will ensure our job adverts are fully inclusive and promote opportunities for Welsh language speakers.

For our offices outside Wales, we will seek information about the Welsh language skills of job applicants and existing staff. This is discussed under *Recruitment*, below.

5.2 **Recruitment**

When recruiting staff we will be guided by the information gathered by following the procedures described under *Staffing* above.

When fluency in Welsh is considered to be desirable or essential this will be stated in job competencies and advertisements.

When no suitable Welsh speaking candidates can be found for a post where Welsh is *essential* we will make temporary arrangements under which the Welsh language service can be provided by using, for example, Welsh speaking staff from elsewhere in our organisation to deliver parts of the service or by offering Welsh language training to existing staff.

Job profiles and application forms will be provided in Welsh and English for all of our jobs where fluency in Welsh is considered to be essential. For all other jobs, job profiles and application forms in Wales, applications forms will be provided in Welsh when requested by a job applicant.

For our offices outside Wales, 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 profiles and advertisements.

5.3 **Language training**

We will encourage our staff to learn or improve their Welsh – and we will support them in this. 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.

5.4 **Information and Communications Technology**

The need to provide information and services in Welsh, and operate in accordance with this scheme, will be catered for as we develop, design and purchase information and communications technology products and services.

As we develop or procure ICT systems we will take into account the Board's *Bilingual Software Guidelines and Standards*.

5.5 **Partnership working**

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

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

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.

5.6 **Internal arrangements**

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

Operating in accordance with the scheme will be a **compliance** issue.

Managers will have the **responsibility** of implementing those aspects of the scheme relevant to their work within agreed timescales for development and delivery of our Welsh Language Scheme.

We will appoint a senior member of staff to **coordinate** the work required to deliver, monitor and review this scheme. This will include making staff aware of their job responsibilities for compliance with the scheme.

We have prepared a detailed **action plan** which has been agreed with the Board, setting out how we will ensure that we will operate in accordance with this scheme. The action plan will come into effect on the date on which the scheme comes into effect. The plan will include targets, deadlines and a report on progress against each target. The overall aim of the action plan will be to ensure that we monitor delivery of the commitments set out in this scheme as soon as possible.

The scheme will be **publicised** to our staff, and to the public in Wales. It will be published on our website in a prominent place.

We will place guidance on our Intranet for our staff to ensure that they know how to implement the measures contained in this scheme.

We 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.

We will ensure that we use only qualified **translators** or interpreters for translation of electronic and printed material – and for simultaneous translation. We will expect those translators to be members of the Association of Welsh Translators or a similar organisation.

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.

5.7 **Freedom of Information Act and the Environmental Information Regulations**

We will operate in accordance with the Board's advice on the *Welsh Language Act the Freedom of Information Act and the Environmental Information Regulations*.

When we release information under the Freedom of Information Act or the Environmental Information Regulations, we will translate it into Welsh if requested provided that the number of words to be translated is less than 500.

5.8 **Monitoring**

We will monitor our progress in delivering this scheme against the targets set out in its accompanying action plan. We will report to our senior management on that progress.

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

We will report to the Welsh Language Board on our progress in delivering this scheme, when requested by them.

Our target is to ensure that we act in accordance with the aims and objectives of this scheme within four years of its coming into effect. We will use a self-assessment procedure, to be agreed with Board, in order to monitor progress against this target.

5.9 **Reviewing and amending the scheme**

We will review this scheme within four years of its coming into effect.

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 Welsh Language Board's approval.

5.10 **Complaints and suggestions for improvement**

Remploy will welcome and record suggestions for any improvements to the scheme. Complaints related to this scheme, should be directed to the senior member of staff with responsibility for the scheme, at the following address:

Rhia Jones
Remploy Ltd
1st Floor Market Chambers
The Parade
Neath
SA11 1PU

Or by e-mail to: rhia.jones@remploy.co.uk

We will cooperate with the Board in order to resolve complaints - and during any investigations held under Section 17 of the Welsh Language Act.

6. Appendix 1:

Remploy Welsh language scheme timetable

Target	Completion date
<p>Staff guidance Provide guidance to staff about how to implement and deliver the commitments made in the scheme</p>	In place by scheme approval
<p>Scheme ownership Identify a senior member of staff to take overall responsibility for the scheme's delivery</p>	In place by scheme approval
<p>Publicity for the scheme Publicise the scheme on the website and any relevant publicity material</p>	Within 3 months of scheme approval
<p>Scoring system Agree a scoring system to identify when publications, forms, leaflets need to be produced in Welsh</p>	In place by scheme approval
<p>Publications review Review Remploy's present publications, leaflets, forms etc. to discern what needs to be produced in Welsh</p>	Within 3 months of scheme approval
<p>Website review Ensure that all relevant sections of the website are available in Welsh (including any Welsh versions of publications, leaflets, forms etc.) Agree with WLB a programme of what content should be available on the Website.</p>	Within 6 months of scheme approval
<p>Language Choice Put measures in place to establish a customer's language choice</p>	Within 6 months of scheme approval
<p>Monitoring the service Put measures in place to measure demand and to ensure that customers can provide feedback about the Welsh language service</p>	Within 6 months of scheme approval

7. Appendix 2

Scoring System for Forms

Here is the scoring system:

1. The number of copies to be printed each year for use in Wales:

- 1 – 500: score = 1
- 500 – 5,000: score = 2
- over 5,000: score = 4

2. The target audience (directly or indirectly):

- the general public: score = 15
- a particular sector of the public score = 10
- individuals representing specific fields score = 0

3. Will the form deal with a subject area or a part of Wales of particular interest with regard to Welsh? For example, work involving young people, the elderly, agriculture, education, sport or the arts – or will it be aimed exclusively at areas with a high percentage of Welsh speakers.

- yes: score = 10
- no: score = 0

4. For how long will the form be used? (Reprinting the form; small changes such as changing the year at the top of the form, or changing part of the form to reflect new rules, should not be considered as the end of the life cycle of the old version).

- 0 – 6 months: score = 1
- 6 months – 2 years: score = 2
- over 2 years: score = 4

5. Number of words in the form:

- 0 – 500: score = 4
- 500 – 1000: score = 3
- 1000 – 5000: score = 2
- over 5000: score = 1

6. Number of pages in the form:

- 1 – 5: score = 4
- 5 – 10: score = 3
- 10 – 20: score = 2
- over 20: score = 1

The score of all questions should be added – and compared with the following:

Decision on a paper version of the form:

- 0 – 13: there is no need to prepare a Welsh version
- 14 – 18 this score suggests that a Welsh version should be prepared
- over 18: a Welsh version needs to be prepared

Decision on an electronic version of the form (to be included on the body's website etc). Please ignore questions 1 and 6 as you calculate this score:

- 0 – 11: there is no need to prepare a Welsh version
- 12 – 14 this score suggests that a Welsh version should be prepared
- over 14: a Welsh version needs to be prepared.

Decision on publishing as a bilingual document, or as separate Welsh and English versions

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

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

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

For forms published as separate Welsh and English versions, which are distributed 'on demand' - and where the predicted use of the document is low, it may be possible to justify publishing the Welsh language version on an organisation's website only. In these cases, the organisation should be prepared to arrange printing of a hard copy form, if requested by the public.

This advice on publishing a form bilingually, or as separate Welsh and English versions, does not apply to forms published on an organisation's website. By its very nature, an electronic Welsh form will be as equally accessible as its English counterpart, whether published as a bilingual pdf form, or as separate Welsh and English versions. However, it is important to remember that if a form is made available as an interactive document, then it should be interactive in both Welsh and English.

Appendix 3

Scoring System for Publications

1. The number of copies to be printed each year for use in Wales:

1 – 500:	score = 1
500 – 5,000:	score = 2
over 5,000:	score = 4

2. The target audience (directly or indirectly) or status:

- the general public (or high status):	score = 15
- a particular sector of the public (or medium status):	score = 10
- individuals representing specific fields (or low status):	score = 0

3. Will the publication be relevant to a subject area or a part of Wales of particular interest with regard to Welsh? For example, work involving young people, the elderly, agriculture, education, sport or the arts – or will it be aimed exclusively at areas with a high percentage, or number, of Welsh speakers.

- yes:	score = 10
- no:	score = 0

4. For how long will the publication be used? (Reprinting the publication; small changes such as changing the year at the top of the publication, or changing part of the publication to reflect new rules, should not be considered as the end of the life-cycle of the old version). However, if the publication is a consultation document, this question should be ignored and question 7 answered instead (because of the special nature and status of those documents):

0 – 6 months:	score = 1
6 months – 2 years:	score = 2
over 2 years:	score = 4

5. Number of words in the publication:

0 – 1000:	score = 4
1000 – 5000:	score = 2
over 5000:	score = 1

6. Best estimate of number of pages in a single language version of the publication:

1 – 10:	score = 4
10 – 20:	score = 2
over 20:	score = 1

7. (Question for consultation documents only). Dealing with a subject which is:

Specialist / very technical: score 1

Fairly complex but of interest to many: score 2

Easy to understand / of general interest: score 4

The scores should be added – and compared with the following:

Decision on a paper version of the publication:

- 0 – 14: there is no need to prepare a Welsh version
- 15 – 18 this score suggests that a Welsh version should be prepared, (but if not, a Welsh summary should be prepared instead)
- over 18: a Welsh version needs to be prepared

Decision on an electronic version of the publication (to be included on the body's website etc). Please ignore questions 1 and 6 as you calculate this score:

- 0 – 11: there is no need to prepare a Welsh version
- 12 to 14 this score suggests that a Welsh version should be prepared, (but if not, a Welsh summary should be prepared instead)
- over 14: a Welsh version needs to be prepared.

Decision on publishing as a bilingual document, or as separate Welsh and English versions

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

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

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

For documents published as separate Welsh and English versions, which are distributed 'on demand' (in response to an advertising campaign, for instance) and where the predicted use of the document is low, it may be possible to justify publishing the Welsh language version on an organisations' website only.

In these cases, the organisation should be prepared to arrange printing of a hard copy document, if requested by the public. This can be done in house, or arranged through professional printers specialising in small print runs.

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