

THE COMMISSION FOR RACIAL EQUALITY WELSH LANGUAGE SCHEME

Prepared under the 1993 Welsh Language Act.

5 December 1997



BWRDD
YR IAITH
GYMRAEG



WELSH
LANGUAGE
BOARD

THE COMMISSION FOR RACIAL EQUALITY WELSH LANGUAGE SCHEME

Prepared under
the 1993 Welsh Language Act.
5 December 1997



© **Commission for Racial Equality**

Elliot House
10/12 Allington Street
London SW1E 5EH

Published 1998

ISBN 1 85442 215 4

Price: £XXX

CONTENTS

Statement	6
-----------	---

Introduction to the Commission for Racial Equality in Wales	7
--	---

WELSH LANGUAGE SCHEME

Service Planning and Delivery	8
-------------------------------	---

Dealing with the Welsh Speaking Public	10
--	----

The Commission's public face in Wales	13
---------------------------------------	----

Implementation of work under Section 66, Race Relations Act	17
---	----

Implementing and Monitoring the Scheme	19
--	----

Summary of Aims	25
-----------------	----

STATEMENT

The Commission for Racial Equality 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 Commission will give effect to that principle when providing services to the public in Wales.

The Commission for Racial Equality in Wales will offer the public the right to choose either Welsh or English in dealings with it.

Definitions

In this Scheme the term “bilingual” means the Welsh and English language.

INTRODUCTION TO THE COMMISSION FOR RACIAL EQUALITY IN WALES

The Commission for Racial Equality (CRE) was set up by the 1976 Race Relations Act. Its duties are to work towards the elimination of racial discrimination, to promote equal opportunities and good race relations, and to monitor the way the Act is working.

The Commission for Racial Equality is working for a just society which gives everyone an equal chance to learn, work and live free from discrimination and prejudice and from the fear of racial harassment and violence.

The CRE promotes equal opportunities by publishing codes of practice and other guidance for employers, local authorities, health, training and housing bodies, the police, etc. It advises and makes representations to Government on race issues, and keeps MPs, political parties and the media informed. The CRE also sponsors awards for individuals, organisations, local authorities, and media projects who make outstanding contributions to racial equality and organises national awareness raising campaigns, such as Let's Kick Racism out of Football/Respect All Fans and the Roots of the Future exhibition celebrating the ethnic diversity in the making of Britain.

The CRE's activities cover employment, training, housing, health, social services, education, trade unions, the criminal justice system, and how services and goods are made available to the public. It also helps other agencies to take action on racial harassment and attacks.

Anyone who thinks that they have suffered racial discrimination in areas covered by the Race Relations Act (which include employment, housing, education, provision of goods and services) may apply to the CRE for assistance in taking their case to a court or industrial tribunal. The CRE can help complainants either directly or by putting them in touch with other agencies.

The CRE also has the power to conduct formal investigations of companies and organisations where there is evidence of discrimination. The CRE can bring legal proceedings against discriminatory advertisements, or in cases involving instructions or pressure to discriminate. If the CRE finds discrimination, it can take steps to see that it is stopped.

The Commission has seven offices based across the whole of Britain, in London, Leicester, Birmingham, Leeds, Manchester, Edinburgh and Cardiff. The office in Wales was opened in July 1995 and employs five members of staff.

SERVICE PLANNING AND DELIVERY

NEW POLICIES AND INITIATIVES.

- When planning and formulating new policies and initiatives which could be relevant to the work of the Commission in Wales, the Commission for Racial Equality will assess their linguistic consequences, and will seek to ensure that those new policies and initiatives will, so far as is both appropriate in the circumstances and reasonably practicable, conform with the commitments given in this Scheme.
- New policies and initiatives formulated by the Commission for its work in Wales
 - will facilitate the use of Welsh wherever possible.
 - will endeavour to move the Commission closer to implementing the principle of equality.
- New policies and initiatives formulated by the Commission will be consistent with the Scheme and will not undermine it.
- The Commission will consult with the Welsh Language Board in advance regarding proposals which it considers will affect the Scheme.
- The Commission will seek and agree any alterations to its Scheme with the Welsh Language Board.
- All Commissioners and staff involved in the formulation of policy will be made aware of the Scheme and of the Commission's responsibilities under the 1993 Welsh Language Act.

DELIVERY OF SERVICE

- The Commission's firm intention is to deliver a service in Wales which is of equally high quality whether in Welsh or English, by:
 - adopting procedures more fully described in following sections which facilitate service provision in either Welsh or English
 - providing training and guidance for staff to facilitate implementation of the Scheme in the delivery of the Commission's services

- identifying effective and professional translation services and making suitable contractual arrangements for fast and reliable translations of all relevant material.
- The first point of contact for the public in Wales would normally be the office in Cardiff. If contact is made with other offices, or if the nature of the matter requires that it should be dealt with by colleagues in other sections of the Commission, we will strive to maintain a bilingual service.
- Heads of Divisions within the Commission will be responsible for ensuring that their divisions deliver all services in line with this Welsh Language Scheme.
- The Commission will support and encourage Racial Equality Councils in Wales who wish to make any of their services available in Welsh as well as in English and any other languages which may be relevant to their work.

STANDARD OF SERVICE

- The service provided in Welsh will be of an equally high standard to that provided in English. The Commission will ensure that it provides a consistent standard of service in Welsh across its activities.
- Service delivery in both languages will comply with the existing commitment to standards as specified in the Citizen's Charter. The Commission has produced its own statement of Charter Standards, titled Aiming High for Equality.
- The standards applied to Welsh language service and their implementation will be monitored annually.
- Information concerning the Commission's achievements of its targets under this Scheme will be included in its Annual Report.

DEALING WITH THE WELSH SPEAKING PUBLIC

WRITTEN CORRESPONDENCE

- The Commission welcomes correspondence in Welsh as in English.
- Correspondence in Welsh with the office in Wales will be dealt with as quickly as correspondence in English, and the Commission's Charter Standards will apply equally to correspondence in Welsh or in English.
- All replies from the Commission will be in the language of the original letter.
- All correspondence following a face-to-face or telephone communication in Welsh will be in Welsh, unless the member of the public has requested otherwise.
- A letter from the Commission to individuals, groups or organisations which the Commission knows works mainly in Welsh, or prefers to receive letters in Welsh, will be in Welsh.
- The Commission will develop and maintain a data-base of those who wish their communication with the Commission to be in Welsh.
- Circular letters or standard letters to the public in Wales will be issued bilingually.
- Written guidance on the above will be issued to all staff.

TELEPHONE COMMUNICATION

- The Commission in Wales welcomes telephone calls in Welsh as in English.
- All members of staff in Wales will answer outside calls with a bilingual greeting. If the staff member is a non-Welsh speaker, s/he will explain courteously and will offer to transfer the caller to a Welsh speaker.
- At any time when no Welsh language speaker is available to deal with an enquiry the caller will be given the choice of continuing the call in English or having the call returned by a Welsh speaker

as soon as possible. The caller will also be given the option to put their enquiry in writing; if they write in Welsh they will receive a reply in Welsh.

- Answerphone machines will have a bilingual greeting, inviting the caller to leave a message in either language.
- Written guidance on the above will be issued to all members of staff.

MEETINGS WITH MEMBERS OF THE PUBLIC

- The Commission for Racial Equality regularly organises meetings with a wide range of organisations and groups, including:
 - meetings with other statutory/public sector organisations
 - meetings with private sector organisations
 - meetings with voluntary organisations
 - meetings with community groups, service users groups etc.
 - press conferences and briefing meetings for the press
- When the Commission organises a meeting, contributions in Welsh or English will be welcomed; we will seek to advise participants of this fact in advance of the meeting and invite them to advise us of their preferred language.
- When a meeting is organised by the Commission we will provide interpreting or translation facilities for non-Welsh speakers.
- The provision for simultaneous translation will be made known before the start of a meeting and appropriate equipment made available.
- All publicity for meetings listed above will be bilingual and will make clear the bilingual nature of the meeting.
- The Commission's office in Wales welcomes face-to-face meetings with individual members of the public in Welsh and/or in English.
- If requested, the Commission's office in Wales will strive to ensure that a Welsh speaking member of staff is made available to meet with a Welsh speaking member of the public.

OTHER DEALINGS WITH THE PUBLIC

- The above commitments cover the Commission's present forms of direct communication with members of the public. Any future initiatives will be based on the principles of linguistic equality set out above.

THE COMMISSION'S PUBLIC FACE IN WALES

CORPORATE IDENTITY IN WALES

- The Commission will adopt a fully bilingual corporate identity in Wales.
- All official letter headings, compliment slips, fax cover sheets, press release headings and business cards used by the Commission's office in Wales will be bilingual.
- The Commission's corporate mission statement will be published bilingually.
- The logo will include the name of the Commission in both Welsh and English.
- Stocks of stationery with the bilingual logo will be held in other offices for use with correspondents in Wales.
- Internal signs in public areas in the Commission's office in Wales will be bilingual, as well as any future external signs for its office in Wales.

PUBLISHING AND PRINTED MATERIAL

- Since its establishment, the Commission has issued many publications for use throughout Great Britain. These have included:
 - i. Guidance on the Race Relations Act and its application;
 - ii. Codes of Practice
 - iii. Guidance on the elimination of racial discrimination and the promotion of equality of opportunity in particular areas of activity, for example employment, education, health services, etc;
 - iv. Information and reports concerning the work of the Commission;
 - v. Reports, including statistical data, derived from research;
 - vi. Detailed reports of formal investigations by the Commission into particular institutions, organisations, employers, etc

- All new and revised Commission publications will be assessed to determine whether it would be appropriate in the circumstances and reasonably practicable for them to be issued bilingually in their entirety. The office in Wales will be involved in this assessment. Where it is not appropriate or reasonably practicable to publish an entire publication bilingually consideration will be given as to whether an extract or a summary will be published in Welsh.
- As general guidance, we will seek to publish bilingually, or in both English and Welsh, all new publications within (i) (ii), and (iii) above. Where it is appropriate and reasonably practicable we will publish in Welsh as well as English all, or relevant portions of, or a summary of, publications within (iv) and (v) above. Publications within (vi) and other specialist publications, which generally are of very limited interest, will be assessed in the same way, but will be published in English and Welsh only where a matter is genuinely likely to be of interest to a significant section of the public in Wales who are known to prefer to communicate in Welsh.
- The Commission aims to publish and print publications for the public in Wales bilingually, favouring Welsh and English versions together in one document. If published separately due to the size of the document or other considerations, both versions will be distributed together from the Commission's office in Wales and equally accessible.
- As well as these commitments for our new publications, we will consider whether it would be appropriate and reasonably practicable to prepare bilingual versions of any of our existing publications.
- The Commission will aim to publish bilingual versions simultaneously with publication in English. If this is not possible, a bilingual or Welsh version will be published within one month. In exceptional circumstances, this may be extended to six weeks.
- When we charge for a bilingual publication, its price will not be more than the price for a single language version of that publication. If there are separate Welsh and English publications, the price for each will be the same.
- The translation of all the Commission's publishing and printing materials will be done by external professional translators. Welsh speaking Commission staff will proof-read such translations.

- The Commission's Annual Report will be accompanied by a bilingual supplement on the work of the Commission in Wales. This supplement will be distributed by the office in Wales with all copies of the Annual Report it sends out.
- All computers in the Commission's office in Wales will be equipped with Welsh fonts.
- All staff with responsibility for designing and publishing Commission publications will be issued with written guidance regarding bilingual publications.
- Written guidance on the above procedures will be issued to all staff.

FORMS

- Bilingual forms and explanatory material will be available from the office in Wales. Where Welsh and English versions are printed separately both will be equally available and distributed together. The version in each language will note that the form is also available in the other.
- More information regarding forms and explanatory materials is included in the section titled Implementation of work under Section 66, Race Relations Act 1976.

PRESS RELEASES

- All press and news releases from the Commission in Wales will be issued bilingually with a Welsh speaking contact.
- Any release prepared by the Commission's Press Office in London which relates to Wales will be issued bilingually in Wales with a Welsh speaking contact.
- Even if the matter is urgent, the Commission will strive to ensure that press and news releases prepared by the Press Office in London are issued bilingually in Wales.
- The Commission will ensure that a Welsh speaking contact is available at all its press and news conferences in Wales.

THE INTERNET

- The Commission will provide a bilingual page on its work in Wales on its Internet site.

ADVERTISING AND PUBLICITY ACTIVITIES IN WALES

- The Commission's advertising and publicity activities in Wales will be conducted bilingually, treating the two languages equally.
- For any public survey by the Commission either partly or wholly in Wales, by means of written response forms, the forms, and any relevant guidance, will be issued bilingually.
- Exhibitions and public exhibition stands prepared by the Commission in Wales will include bilingual material.
- All the Commission's banners for use in Wales will either be bilingual or in both Welsh and English, with an instruction that both banners should be used together.

OFFICIAL NOTICES, PUBLIC NOTICES AND STAFF RECRUITMENT ADVERTISING IN WALES

- The Commission runs newspaper advertisements for campaign publicity, to give notice of events and to recruit staff.
- Public notices in the press in Wales will be in both languages, with Welsh and English versions shown together, and given equal prominence.
- All recruitment advertising for staff to work in the Commission's office in Wales will be bilingual.
- Advertisements for posts for which Welsh is essential will include an explanatory statement in both languages.

IMPLEMENTATION OF WORK UNDER SECTION 66, RACE RELATIONS ACT 1976

Under the 1976 Race Relations Act, any person who believes that she or he has been discriminated against on racial grounds may apply to the Commission for advice and assistance, and the Commission has a duty to consider all such applications. The Commission's standard form for application for assistance with instructions and explanatory notes is available in a bilingual version.

- All forms and explanatory materials regarding how to make a complaint on racial grounds under Section 66 of the Race Relations Act will be issued bilingually, favouring Welsh and English on one form.
- The Commission welcomes face-to-face meetings with individual complainants in both Welsh and English.
- If requested, the Commission's office in Wales will strive to ensure that a Welsh speaking member of staff is available to take part in an interview with a Welsh speaking individual complainant.
- If a complainant writes to the Commission in Welsh, s/he will receive a signed reply in Welsh.
- All correspondence with an individual complainant following a face-to-face or telephone communication in Welsh, will be in Welsh, unless s/he indicates otherwise.
- In any case in which the Commission has agreed to provide a complainant with legal representation and that complainant specifically requests that any Counsel instructed to represent them in the industrial tribunal or court should be a Welsh speaker, the Commission will seek to comply with this request if in all the circumstances the Commission is satisfied that to do so would not in any way disadvantage the proper conduct of the complainant's case.
- The Commission is not directly responsible for the publication of official forms and documents issued, for example by the industrial tribunal or the county court, which must be completed by individuals wishing to pursue a complaint on racial grounds. However, the Commission will use its best endeavours to encourage the rel-

evant Government Departments to publish forms or documents relevant to legal proceedings under the 1976 Race Relations Act in both Welsh and English. The Commission will also inform them of the language preference of the complainant.

IMPLEMENTING AND MONITORING THE SCHEME

STAFFING

- The Commission's office in Wales will have sufficient and appropriately skilled Welsh speakers to ensure that it is possible to provide a full service through the medium of Welsh.
- A review has been conducted of all posts in the office in Wales and decisions made on the linguistic ability required for each post. When any permanent or temporary vacancy arises for recruitment, the linguistic requirements for the post will be reassessed, and the post will be advertised accordingly.
- Any decrease in the number of bilingual staff in Scheme-related posts will be noted, and the Commission will aim to rectify any deficiencies as and when the opportunity arises, for example through recruitment and by providing training for staff to learn Welsh.
- Guidance on the above will be issued to managers and others responsible for recruitment, training and staff reviews.

LEARNING WELSH

- The Commission encourages and supports staff working in Wales who wish to learn Welsh, and supports Welsh speaking staff who wish to improve their linguistic abilities.
- Members of staff in Wales will be encouraged to attend appropriate courses aimed at improving their Welsh.
- The Commission's Training Department will liaise closely with the office in Wales regarding appropriate courses.
- Welsh speaking members of staff will encourage staff known to be learning Welsh to use their Welsh in the workplace.
- The Commission will provide copies of Cysill, the Welsh spell-checker program for staff who wish to work through the medium of Welsh.
- The Commission will provide copies of the Welsh Academy English-Welsh Dictionary and Y Geiriadur Mawr, for staff who wish to work in Welsh.

RECRUITMENT

- Where competence in Welsh is essential for a post this fact and the required levels of fluency and literacy will be specified when recruiting to that post.
- Should it be necessary to appoint a non-Welsh speaker to a post where the ability to speak Welsh is considered essential, a condition of employment will be to learn the language to the required level within a reasonable period, with support of the Commission. This condition will be made known to the candidates at the time of the recruitment.
- The Commission in Wales will encourage applications from Welsh speakers for any job vacancies by:
 - ensuring that all recruitment advertising appears bilingually.
 - considering placing additional recruitment advertising in Welsh language newspapers or magazines, even when the ability to speak Welsh is not an essential requirement.
 - ensuring that relevant vacancies are advertised in the Job Centres and other recruitment agencies across Wales.

VOCATIONAL TRAINING

- The Commission will assess the need for specific training in Welsh language communication and word processing skills for staff working in the office in Wales.
- Welsh speaking members of staff will be encouraged to use Welsh while participating in seminars and courses in Welsh.

ADMINISTRATIVE ARRANGEMENTS

- The Commission fully supports, authorises and approves this Scheme and will give full authority to the Scheme during its implementation.
- Copies of the draft Scheme were given to all Commission staff when it was issued for public consultation with guidance notes to explain its importance and relevance.
- The commitments and arrangements outlined in this Scheme have been approved by the Commission, and Commissioners fully support and authorise their implementation.

- The Commission's Training Department, in conjunction with the office in Wales, will hold seminars to inform staff of their responsibilities within the Scheme.
- The Commission's internal staff newsletter will be used to inform staff of any updates to aspects of the Scheme.
- All new members of staff will receive detailed guidance regarding the Scheme as part of their new recruits' Welcome Pack. They will also be made aware of the Scheme as part of their induction training programme.
- The Commission will identify effective professional translation services in Wales, and will arrange a contract with them, so that material can be speedily and correctly translated.

AGREEMENTS AND ARRANGEMENTS MADE WITH THIRD PARTIES

- The Commission will ensure that any new or existing services to the public in Wales that are contracted-out or market tested will have in their agreements or arrangements provisions consistent with the terms of the Commission's Scheme. Monitoring arrangements will be built-in, which can be incorporated within the Commission's own monitoring reporting process.
- Organisations seeking to exhibit materials with the Commission in Wales will be encouraged to provide bilingual materials.
- In advising organisations which provide a service to the public in Wales on the promotion of equal opportunities the Commission will be mindful of the implications of the Welsh Language Act.

COMPLAINTS

- All publicity concerning the Scheme will state to whom complaints concerning the implementation of the Scheme should be made.
- The target time for clearance of complaints relating to the Commission's Welsh language service will be the same as for all other complaints.
- All complaints received will be acknowledged in writing.

MONITORING

- The implementation of the Scheme will be monitored.
- The following aspects will be included in the monitoring process:
- **Forward planning and procurement:**
 - ensuring that new policies or procedures, and new publications and computer programmes will be compatible with the Scheme's commitments for the delivery of bilingual services on a basis of equality.
- **Organising and delivering services:**
 - the implementation of arrangements made to deliver the organisation's services in Welsh, and their effectiveness.
- **Dealing with the Welsh speaking public in Wales:**
 - response times for Welsh correspondence;
 - the implementation of the measures on telephone communication;
 - the quality and take-up of simultaneous translation services;
 - the arrangements for meetings.
- **The Commission's public face in Wales:**
 - the implementation of the corporate image;
 - the introduction of bilingual publications, forms, notices and other published materials.
- **Staffing:**
 - the implementation of staffing and training measures as set out in the Scheme.
- **Agents and contractors:**
 - monitoring the provision and administration of services by the Commission's agents and contractors to ensure compliance with the Welsh language terms of their agreements or arrangements.
- **Timetable:**
 - monitoring achievement against the timetable in the Scheme.
- **Grievances:**
 - monitoring achievement and nature of complaints relating to the organisation's Welsh language service. This will be included as part of the Commission's current complaints procedures.

- The Executive Director will have overall responsibility for monitoring and reviewing the Scheme and will ensure that all monitoring is a structured and continuing activity and that it includes those who provide or administer services on behalf of the Commission. Day to day responsibility for monitoring and reviewing the Scheme will be the responsibility of the designated officer in the Cardiff office of the Commission.
- The Commission will welcome suggestions for improvements to any aspects of its Welsh Language Scheme. Suggestions should be sent to the Commission's office in Wales. All suggestions received will be acknowledged in writing.
- The Commission will provide the Welsh Language Board with an annual report in a form approved by the Board. This annual report will cover progress in implementing the measures in the Scheme against the approved timetable and standards, and will analyse the number and nature of any complaints and suggestions for improvements.

TARGETS

- Implementation of the Scheme will be to the timetable provided.

PUBLISHING INFORMATION

- Reports on the implementation of the Scheme will be published in the Commission's Annual Report, and will also be available from the Commission's office in Wales on request. These reports will cover:
 - percentage of responses to Welsh language correspondence achieved within stated targets and timetable.
 - percentage of all CRE press releases issued bilingually in Wales.
 - percentage of all CRE publications produced bilingually in Wales.
 - percentage of deadlines met for processing applications for assistance made in Welsh.
 - the number of Welsh speakers in the office in Wales, compared with the target number set.
 - explanations for any failure to achieve targets, and a description of steps taken to remedy the situation.

PUBLICITY

- The Commission's Welsh Language Scheme will be publicised initially and on a continuing basis as follows:
 - in newspaper advertisements.
 - in leaflets sent out to organisations and individuals across the whole of Wales.
- Copies of these will be available from the Commission's office in Wales on request.
- All agencies delivering services in conjunction with or on behalf of the Commission will receive copies of the Scheme.

CONTACT

For further information regarding this Welsh Language Scheme, please contact

Commission for Racial Equality
14th Floor
Capital Tower
Greyfriars Road
CARDIFF CF1 3AG
Tel: 01222 388 977

SUMMARY OF AIMS

OBJECTIVE	EFFECTIVE DATE
New policies and Initiatives	Target date - March 1998
Correspondence	Current Practice
Answer telephone bilingually	Ongoing. Target date - June 1997
Translation in Meetings	Target date - March 1999
Bilingual Stationery	Current Practice
Bilingual signs in the office in Wales	Current Practice
Publications	Ongoing. Target date - March 2000
Leaflets	Ongoing. Target date - March 1998
Posters	Ongoing. Target date - March 1998
Internet Pages	Target date - March 1998
Public Surveys	Current Practice
Press Releases	Current Practice
Exhibition materials	Ongoing. Target date - March 1998
Staff recruitment advertising	Current Practice
Review of Welsh speaking posts	Done prior to opening of office in Wales, 1995, and to be done prior to all future appointments.
Learning Welsh	Ongoing. Target date - March 1998
Recruitment	Target date - June 1997
Vocational Training	Target date - June 1997
Instructions and Guidance	Target date - June 1997
Agreements and Arrangements made with Third Parties	Target date - March 1998
Monitoring	November 1997
Targets	November 1997
Publishing Information	June 1998 and annually thereafter
Publicising the Scheme	November 1997

