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WELSH LANGUAGE SCHEME

.....

2019 – 2022

FOOD STANDARDS AGENCY WELSH LANGUAGE SCHEME 2019 – 2022



**Comisiynydd y
Gymraeg
Welsh Language
Commissioner**

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FOREWORD

It's my pleasure to present this refreshed version of our Welsh Language Scheme, which builds on the foundations of our previous Scheme. This updated version will allow us to develop an even stronger bilingual service for the future, and provide a true active language choice for our consumers in Wales.



Quite a bit has changed since our second Welsh Language Scheme was launched in 2008, both in terms of the Agency's remit and function and in the wider world with advancements in digital communication and other significant changes. This new Scheme encompasses those changes, and outlines our commitment to ensure the Welsh language is at the heart of everything we do when communicating with the public in Wales. We will continue to fully support the Agency's internal Welsh Language Unit to deliver a service of the highest quality for our staff.

The Agency will eventually be brought under the Welsh Language Standards regime, as outlined in the Welsh Language Measure 2011. The process of coming under the Standards has already begun in the FSA as we have been subject to the Commissioner's investigative process. We will know more about our requirements once Welsh Ministers have determined the regulations for us. Until such a time, the steps we have put in place as part of this refreshed Scheme will stand us in good stead for meeting those requirements in the future.

This Scheme applies across the Agency, and we all have a responsibility to be familiar with the requirements outlined within it. We will continuously look for ways to improve our bilingual service provision in our work to ensure that food is safe and what it says it is.

A handwritten signature in blue ink, which appears to read 'J. Feeney'.

Jason Feeney CBE
Chief Executive, Food Standards Agency

1 INTRODUCTION

Welsh Language Act

- 1.1 The Welsh Language Act 1993 gives the Welsh and English language equal status in public life in Wales. It places a duty on the public sector to treat both languages equally when providing services to the public.
- 1.2 The Act requires every public body providing services to the public in Wales to prepare a Welsh Language Scheme, setting out how it will provide those services in Welsh.

Purpose of this Scheme

- 1.3 This is a revision to the second Scheme prepared by the Food Standards Agency (FSA). Our previous Scheme was approved by the former Welsh Language Board in June 2008.
- 1.4 The Scheme describes how we will continue to 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 in Wales, the Welsh and English languages should be treated on a basis of equality. The aim of this Scheme is to allow everyone who receives a service from the FSA in Wales, or who communicates with us, to do so through the medium of Welsh or English, depending on their personal choice.

- 1.5 Further information about the scope and purpose of Welsh Language Schemes can be found on the Welsh Language Commissioner's website <http://www.comisiynyddygybraeg.cymru/English/Organisations/Pages/Welsh%20Language%20Schemes.aspx>

Scope of this Scheme

- 1.6 The Scheme covers the services that we provide to the public in Wales. 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 as well as public bodies such as local authorities and local health boards. Directors and others representing limited companies are also within the meaning of the term 'public'. Apart from those named above, 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.
- 1.7 This Scheme also outlines our commitment to provide services for our staff, to promote and facilitate use of the Welsh language internally,

thus improving the level of service provided externally.

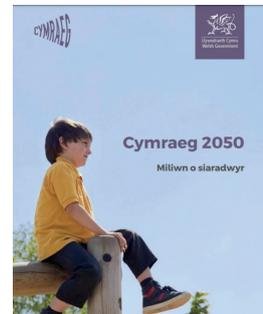
Welsh Language Measure

- 1.8** The Welsh Language (Wales) Measure 2011¹ established the Welsh language as an official language in Wales, and this Scheme recognises this.
- 1.9** The Measure introduced statutory standards to replace Welsh Language Schemes, and organisations such as the FSA will be required to comply with specific standards of conduct on the Welsh language. Until such standards come into force in the Agency, we will continue to implement a Welsh Language Scheme and revise our existing Scheme in order to strengthen its provisions.
- 1.10** In addition, Section 113 of the Measure established new rights and freedoms for users of the Welsh language. One of those is the freedom to use the Welsh language with others in Wales. We commit to ensuring this right within the Agency, and to not interfere with an individual's right (including staff) to use the Welsh language with someone else.
- 1.11** The commitments within this Scheme will not hinder the implementation of or prevent our sponsored bodies from complying with the requirements of Welsh language standards in the future.

Cymraeg 2050

- 1.12** We will ensure that the commitments within this Scheme align with **Cymraeg 2050**, the Welsh Government's vision for reaching a million Welsh speakers by 2050. We will do this by facilitating and promoting the use of Welsh in all that we do in Wales enabling the public to access our services bilingually, and our staff to thrive in their use of the Welsh language.

CYMRÆG



Well-being of Future Generations Act (Wales)

- 1.13** The FSA also considers the well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015 in all its actions, one of which is:
- 'A Wales of vibrant culture and thriving Welsh language – where we have lots of opportunities to do different things and where lots of people can speak Welsh'*
- 1.14** This Scheme outlines how the Agency will play a role in that particular well-being goal, ensuring the opportunity and right of Welsh citizens to engage with us in their language of choice, be it Welsh or English.

This Scheme was prepared under Section 21 of the Act and in accordance with guidelines issued by the Welsh Language Commissioner under Section 9 of the Act. It came into effect on 15 March 2019.

¹ <http://www.legislation.gov.uk/mwa/2011/1/contents/enacted>

2 OUR MISSION STATEMENT

We will put the consumer at the heart of everything we do and provide an active Welsh language choice to citizens in Wales, thus providing the very best service and advice in relation to food safety in both Welsh and English.

3 ABOUT US

3.1 We are an independent Government department working across Wales, England and Northern Ireland to protect public health and consumers' wider interests in food.

Our Purpose

3.2 We make sure that food is safe and what it says it is.

Our Values

3.3 Everything we do reflects this vision, and our core values:

- Putting the consumer first
- Openness and transparency
- Science and evidence-based

What we do

3.4 As a Government department, independent regulator and consumer protection body, we use the best available evidence and work with:

- local authorities and operations divisions to help them take proportionate, timely and resolute action
- businesses, from farm to fork, to help them keep consumers safe
- consumers, to provide reliable and up to date information to help them make safe and informed food choices

Our Strategy 2015-2020 – Food We Can Trust

3.5 Our strategy, Food We Can Trust 2015-2020, focuses on our purpose and mission.

3.6 It's our job to use our expertise and influence so people can trust that the food they buy and eat is safe and honest. Our strategy recognises that there are growing challenges around food safety, affordability, security and sustainability. Our strategy outlines our purpose and responsibilities, and the roles and responsibilities of others, in meeting these challenges.

Parliamentary Accountability in Wales

3.7 The FSA in Wales is funded by the Welsh Government and is headed by a Director accountable to the Chief Executive of the FSA. The FSA is accountable for its activities in Wales to the National Assembly for Wales through the Minister for Health and Social Services, whom the FSA also advises on policy and legislation in relation to food and feed safety and standards. The Welsh Food Advisory Committee (WFAC) advises us about food policy relating to Wales. We are required to take the advice of WFAC into account when carrying out our functions or advising Ministers.

Diversity and Equality

- 3.8** We are committed to providing equality of opportunity and eliminating all forms of discrimination, harassment and bullying. We promote a good and harmonious working environment in which everyone is treated with respect and will not tolerate discrimination, bullying or harassment of any kind.
- 3.9** This Scheme outlines how we will ensure the rights of Welsh speakers to exercise a language choice when engaging with the FSA. As outlined previously, it commits to protect and ensure the rights of individuals (including staff) who wish to use the Welsh language with each other, and to do so without challenge.

Complaints or Enquiries

- 3.10** Complaints relating to the FSA's Welsh language service delivery will in the first instance be made to the team whose actions or inactions gave rise to the complaint.

- 3.11** If the response to the complaint is not considered to be satisfactory, or should a member of the public have an enquiry or suggestion for improvement specifically concerning the Welsh Language Scheme, they should contact:
FSA Complaints Coordinator
FCT@food.gov.uk
020 7276 8829
- 3.12** If the complainant is still unsatisfied regarding the Welsh language service, complaints can be referred to the Welsh Language Commissioner's Office. Information on this procedure can be found on the [Making a Complaint](#) page on the Commissioner's website. We will cooperate with the Welsh Language Commissioner to resolve complaints – and during any investigations held under Section 17 of the Welsh Language Act 1993.
- 3.13** More information relating to the Agency's complaints process can be found at <https://www.food.gov.uk/contactconsumersfeedback/complaints-and-comments>

4 SERVICE PLANNING AND DELIVERY

Policies, Legislation and Initiatives

4.1 Our policies, initiatives and services are consistent with this Scheme. They promote and facilitate the use of Welsh and ensure the public in Wales, and FSA staff in Wales, can use Welsh as part of their day to day lives. When we contribute to the development or delivery of policies, initiatives, services or new legislation led by other organisations, we do so in a way which is consistent with this Scheme.

4.2 We will ensure the following:

- when developing new policies and initiatives, or revising current ones, we will consider any potential effects (whether they be positive or negative) on opportunities to use the Welsh language and ensure that the Welsh language is treated no less favourably than English
- to assess the potential effects of any new/revised policies and initiatives, it will form part of a combined impact assessment where specific questions will be asked on opportunities to use the Welsh language and ensuring that it is treated no less favourably than English
- that new primary and secondary legislation, policy and codes of practice supports the use of Welsh

and ask staff to consider the Welsh language from the outset/start of any process

- our consultation documents discuss the relationship between the Welsh language and the policies, initiatives and services under development
- consult with the Welsh Language Unit for guidance and advice whenever needed, to ensure the Welsh language isn't treated less favourably than English

Delivering Services

4.3 We will:

- ensure that our services and resources are available bilingually to the public in Wales. We will do this by meeting the requirements and commitments outlined in this Scheme to ensure an active language choice for consumers in Wales



- let the public know when services are available bilingually, and actively promote their availability. To do this, we will utilise our social media and other digital platforms and look at other innovative ways of ensuring our messaging reaches our bilingual audience

Our Regulatory Functions and Services Undertaken on our Behalf by Third Parties

- 4.4** Any agreements or arrangements which we make with third parties are 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 includes services which are contracted out, granting licences and granting other permissions.
- 4.5** If third parties are unable to offer a Welsh language service, they will commit from the outset to cooperate fully with the Welsh Language Unit, who will ensure this bilingual service internally. We will assist and give guidance on this for clarity.
- 4.6** If a third party provides a service on our behalf, the service provided to the consumer in question will be of the same standard in terms of the Welsh language as any service provided directly by us. The third party's ability to adhere to this principle will be ensured before awarding a contract, whilst establishing the contract and when monitoring the contract.

- 4.7** Tender documents, contracts and agreements will make clear to third parties that the Welsh language should not be treated less favourably than the English language. We will monitor that the services provided by us and by third parties align with the commitment above.

Standards of Quality

- 4.8** Services provided in Welsh and English are of equal quality and are provided within the same timescale.
- 4.9** Content in the Welsh language will be placed in a position where it is likely to be read/used first. This usually means placing the Welsh to the left or above any equivalent English text.

Awarding Grants and Loans

- 4.10** When we award grants, loans and financial assistance to public bodies in Wales for activities to be undertaken in Wales, we will include conditions with regard to the use of Welsh. When consulting with relevant parties (such as local authorities) on the availability of such financial awards, we will do so bilingually.

Producing/Updating IT Systems

- 4.11** In line with Welsh Government's vision for developing technology and the Welsh language as part of the [Welsh Language Technology Action Plan](#), we will ensure that:

‘Welsh-language interfaces, resources, and products are available in a friction free manner, without having to be requested by the end user. Our Welsh-language user experiences will facilitate the finding of Welsh-language content.’

This will be consistent in all aspects of producing and updating FSA IT systems.

4.12 When developing new systems, we will also consider the content of the [Welsh Language Commissioner’s Considerations on Technology, Websites and Software](#).

5 PROVISION OF SERVICES TO THE PUBLIC



Language Choice

- 5.1 We offer the public in Wales the choice of dealing with the Agency in Welsh or English.
- 5.2 The public can choose to undertake all of their business with us in Welsh, both written and verbal communications.

Correspondence

Written – Letters, e-mails and correspondence via our social media channels

- 5.3 We will ensure that:
 - we welcome communications in Welsh or English, including supplementary material such as forms, information leaflets and so forth
 - replies to any communications received in Welsh will be issued in Welsh, and our target time for

replying is the same in both Welsh and English

- when we initiate correspondence with an individual, group or organisation in Wales, the correspondence is bilingual (unless we are aware of their language choice)
- any follow up correspondence will be issued according to the individual/organisation's initial language choice
- standard or circular correspondence is sent bilingually
- correspondence will be available simultaneously in both languages
- e-mail signatures, disclaimers, 'out of office' messages and any other standard information supplied by FSA Wales staff will be bilingual (wording will be supplied to help staff to an agreed standard and format)
- if we produce corresponding Welsh and English versions of a communication, we will treat the Welsh version equally to the English (for example, inclusion of electronic signature, logos, social media information). This will include using Welsh language postal addresses when sending letters in Welsh²

2 The FSA is a 'Digital by Default' organisation, and letters are mainly sent via e-mail.

- 5.4** The FSA has developed a system (Smarter Communications platform) for local authorities and other interested parties which enables subscribers to select a language choice. Communications can then be received in Welsh, English or bilingually.

Telephone Communications

- 5.5** We provide a language choice for those contacting FSA Wales via telephone, as follows:
- the main public phone line in Wales is staffed by a bilingual member of administrative staff who answers with a bilingual greeting. This is the only number available to general members of the public who wish to contact the FSA in Wales
 - calls by members of the public to this number in Welsh for specific teams will be passed to Welsh speaking members of those teams
 - if there is no Welsh speaker qualified to deal with the enquiry available, the caller will be given the choice of a Welsh speaker phoning back as soon as possible, continuing the call in English, or submitting a written query in Welsh
 - with all other phonelines in FSA Wales, staff will answer the telephone with a simple bilingual greeting (mainly 'Bore da' or 'Prynhawn da') and if the call is not for them personally, will offer a language choice by following the steps noted above
 - when we initiate contact over the phone with an individual, group

or organisation in Wales, this will be done bilingually (unless we are aware of their language choice)

- should the FSA develop an automated system for dealing with calls in Wales in the future, the system will provide an active language choice and provide an equal service in both languages
- all voicemail messages (landline and mobile) are recorded bilingually, with support from the Welsh Language Unit

Public Meetings in Wales

- 5.6** We provide simultaneous translation from Welsh into English at all meetings in Wales that are open to the public (mainly the Welsh Food Advisory Committee meetings). Invitations and advertisements for public meetings in Wales are bilingual noting that translation facilities will be available.
- 5.7** We encourage contributions in Welsh by informing those present that:
- they are welcome to contribute in Welsh
 - there's a simultaneous translation service available which allows them to do this
- 5.8** When meetings are open to the public in Wales, we:
- provide agendas, papers and other information bilingually
 - provide a simultaneous translation service (Welsh to English)
 - publish minutes or papers produced following these meetings bilingually

Other meetings with the public in Wales

- 5.9** When we arrange or attend face-to-face meetings with the public in Wales, we will establish language preference at the earliest opportunity with the meeting organiser. We will ensure that a suitably qualified Welsh-speaking member of staff attends meetings where the preferred language is Welsh. If no suitably qualified Welsh speaker is available, we will offer the choice of conducting the meeting in English or dealing with the subject by corresponding in Welsh.
- 5.10** Due to their location, it would not be practicable for staff in offices outside Wales to conduct face-to-face meetings with the public through the medium of Welsh.

Engagement with Schools



- 5.11** When conducting our engagement programme in schools across Wales, delivering key messages around food safety to pupils at Key Stage 2, we will ensure that both Welsh and English content is equal in quality and availability of the messaging and materials. We will provide

schools with a language choice when engaging with the Agency in Wales, both in correspondence and in the educational provision itself.

- 5.12** The same will apply with our participation in ‘Crucial Crew’ events across Wales. Materials and content for Welsh language days will be equal to those in English both in their design and delivery.

Other Dealings with the Public in Wales

- 5.13** When we undertake public surveys, we will ensure that all aspects of communication with the public in Wales are bilingual. Respondents are asked if they wish to respond to the survey in Welsh or English.
- 5.14** If public surveys are undertaken on our behalf by a contractor, they will comply fully with the requirements outlined in this Scheme. If they are unable to offer a Welsh language service, they will engage with the FSA’s Welsh Language Unit from the outset to ensure a fully bilingual service.
- 5.15** We will ensure that:
- when we arrange seminars, training courses or similar events for the public in Wales we advertise these events bilingually and provide translations of invites and agendas. We will assess the need to provide other content and resources in Welsh on a case by case basis and in line with our scoring system
 - any audio-visual displays, audio tours or interactive media that we prepare for use in Wales are bilingual

6 OUR PUBLIC FACE

Publicity Campaigns, Exhibitions and Advertising

- 6.1** We will conduct all promotional campaigns in Wales bilingually, ensuring that both languages are treated equally. All publicity, public information, exhibition and advertising material we use in Wales is produced bilingually, with the Welsh language placed where it is likely to be read first. If circumstances require Welsh and English versions to be published separately, both versions are of equal size, prominence and quality, are available simultaneously and are equally accessible.
- 6.2** Advertisements placed in English language newspapers (or similar material) distributed mainly or wholly in Wales are bilingual or appear as separate Welsh and English versions. If the Welsh and English versions appear separately, both versions are of equal size, prominence and quality, and both versions are available simultaneously and equally accessible. In Welsh language publications, advertisements are in Welsh only.
- 6.3** When placing advertisements or advertorials during publicity campaigns, such content should be reflected proportionately in relevant Welsh language publications, both online and in published format (such



as Golwg, Lleol, BBC Cymru Fyw, Golwg 360) to ensure fair coverage of content.

- 6.4** Any interactive promotional activity via social media³, television and radio (which is targeted at audiences in Wales) is conducted in Welsh and English. Campaigns which appear on Welsh language channels are in Welsh. As far as is reasonably possible, we will avoid using Welsh language subtitles or dubbing adverts into Welsh as this does not offer an equal user experience.

Video Content

- 6.5** When developing video content for publicity campaigns etc, we will ensure that:
- if content consists of recorded footage/animation and a voiceover, a Welsh voiceover and associated graphics will be provided to create a separate Welsh language version which fully reflects the English content in look, feel and messaging. English language subtitles are not

³ Currently, sponsored posts in Welsh aren't possible on Twitter as it's not one of their recognised languages

a viable option with content of this kind

- if video footage includes an FSA official or expert talking to the camera, and there is no equivalent Welsh speaker to create Welsh content, only then can the use of Welsh language subtitles be considered. Communications colleagues should work with the Welsh Language Unit on a case by case basis to ensure the best outcome and content for Welsh speaking consumers. Bespoke content will be developed for Welsh language audiences where relevant

Exhibitions or Stands

- 6.6** In Wales, all resources on display in exhibitions or stands shall be bilingual. Both languages shall be as visible and as accessible as each other, and the Welsh should be placed where it is likely to be read first. Staffing arrangements will allow us to deal with enquiries in both languages and will reflect the nature, location and subject of the event. Welsh speaking staff or staff who are learning Welsh are encouraged to wear 'Iaith Gwaith' badges.

Publications (digital or otherwise)

- 6.7** We will use our internal scoring system to identify objectively when publications and material should be published in Welsh.
- 6.8** Publications and written material include, but is not limited to, information leaflets, certificates, consultation documents, posters,

guidance documents, social media content cards, toolkits and circulars. Documents or items placed on websites or made available electronically are also included, irrespective of whether they exist in hard copy format.

- 6.9** If a publication's target audience includes an audience in Wales, we will:

- publish Welsh and English versions together in one bilingual document for FSA Wales. If this isn't possible, two separate versions will be published
- ensure where Welsh and English versions are published separately (where a single document would be too lengthy) that both versions are of equal size and quality, are available at the same time and are equally accessible

- 6.10** We will actively promote the availability of any Welsh publications through the channels available to us (mainly our public website and social media channels).

Digital Services

• Websites

- 6.11** The FSA's main website, www.food.gov.uk has been developed bilingually with the ability to toggle directly between languages.
- 6.12** Any future content or developments to the FSA's main website, and current microsites, should be implemented bilingually. Current exceptions to this are:

- research reports – due to their length, technicality and specialist audience
- digital resources/services that are being trialled
- alerts – due to their urgent nature, they are sent out in English only
- material only of relevance to England or Northern Ireland

6.13 We will ensure that any online service for the public will be available bilingually such as the Food Hygiene Ratings website and the FSA’s Online Allergy Training.

6.14 When designing new websites, or developing our existing websites, we will take into account the Welsh Language Commissioner’s guidance **Technology, Websites and Software: Welsh Language Considerations** and Welsh Government’s **Welsh Language Technology Action Plan**.

• Social Media

6.15 We recognise that engagement with the public increasingly occurs on social media. When using these channels to communicate with the public, all relevant content and messaging will be reflected equally on the Welsh language social channels (Twitter and Facebook).

6.16 Content (whether permanent or temporary), messaging and assets used on social media should be equal in prominence, appearance and investment (both financial and otherwise) in both languages.

6.17 If there are separate Welsh and English channels (eg Twitter) we

will provide a direct link to the Welsh language account from the English language account and commit to promoting Welsh language channels on equivalent English language channels.



6.18 If we establish any bilingual channels, we will ensure that the Welsh language content is published so that it is likely to be read first. Also, when creating new social media accounts, we will ensure that the handle and account names are available in Welsh.

6.19 When publishing links in Welsh language social content, we will ensure these link to Welsh resources or information (if they exist) eg pages on our website.

6.20 When using hashtags developed internally, we will create a suitable and practical Welsh language hashtag which has the same relevance and impact as the English language equivalent. We will also ensure, when tagging other establishments/partners/stakeholders, we tag the Welsh account if one is available.

6.21 Any Welsh language social media channels should reflect issues of relevance in Wales, and not purely a reflection of UK wide content. This includes events, holidays and user demand specific to Wales.

• Apps

6.22 The FSA does not currently own any apps. Should this situation change, all considerations will be given to developing a Welsh service, in line with the principles outlined in this Welsh Language Scheme.

• Terminology

6.23 Since its formation, the FSA's Welsh Language Unit has developed and refined an internal glossary of food safety terminology. This glossary has been externally standardised and added to the Porth Termau Cenedlaethol (National Portal of Terminology) <http://termau.cymru/> and will eventually be published on the FSA's website. We commit to regularly updating and refining this terminology to ensure its credibility and usefulness for stakeholders, ensuring that the FSA sets the standard in relation to Welsh food safety terminology. This also aligns with Welsh Government's **Welsh Language Technology Action Plan**:

'Long-term support for the development of the linguistic infrastructure of the Welsh language, including corpora, lexicographical and terminological resources.'

Forms and Associated Explanatory Material

6.24 We will ensure that all forms (including digital forms published on our websites) and associated explanatory material for use by the public in Wales:

- are made available to the public in Welsh and English together in one bilingual document or in one place (eg same page of the website or users are able to toggle from one language to the other)
- when Welsh and English versions are published separately (for instance, where a single document would be too lengthy) both versions are of equal quality, available at the same time, equally accessible and each version notes clearly that the material is available in the other language

Corporate Identity

6.25 We have a bilingual corporate identity in Wales. Our name, contact details, web address, logo, straplines and other standard information appear in Welsh, English or bilingually on all material which displays our corporate identity. This includes stationery and material such as business cards, letterheads, invitations, display banners and uniforms for corporate events. We may use Welsh only branding for some initiatives directly targeted at Welsh speakers.

Signs in FSA Wales office

6.26 Whether they are being installed for the first time or are being replaced, we will ensure that all of our permanent and temporary signs, including electronic signs:

- are bilingual
- treat Welsh and English text equally with regard to size, legibility and prominence (even if they're separate Welsh and English signs)
- ensure the Welsh language is placed in a position where it is likely to be read first

Official Notices, Public Notices and Staff Recruitment Notices

6.27 The Agency will publish bilingual news items on its website on any matter relating to our services in Wales, and any major announcements that apply across Wales and England.

6.28 Official notices, public notices and staff recruitment notices placed in English language newspapers or similar media distributed mainly or wholly in Wales are bilingual or appear as separate Welsh and English versions. Both versions are equal in terms of format, size, quality and prominence, whether produced as a single bilingual version or as separate Welsh and English notices. In Welsh language publications, notices are in Welsh only.

News Items and Contact with the Media

6.29 We will promote the FSA's bilingual corporate identity in Wales through our contact with the Welsh media in Wales.

6.30 News stories of interest to the press and broadcast media in Wales are published on the Agency's main website bilingually.

6.31 News items published on our website which are of relevance in Wales will be posted bilingually, with both languages being available at the same time.

6.32 Where possible, we ensure that Welsh speakers are available to undertake interviews with the Welsh language press and broadcasting media. Such bids will be treated equally in Welsh and English. If there is no suitable and relevant expert available, a member of the Welsh Language Unit will conduct the interview if appropriate, depending on the nature of the interview bid/channel.

Food and Allergy Alerts

6.33 The alerts subscription service is not available in Welsh due to the urgent nature of this information. However, alerts will be shared in Welsh on the Agency's social media channels, as and when appropriate.



7 IMPLEMENTING AND MONITORING THE SCHEME

Staffing

7.1 All new staff working in Wales, or on material relevant to Wales, will have an initial face to face Welsh language awareness session with a member of the Welsh Language Unit as part of their induction. They will also receive additional information on our Welsh Language Scheme, particularly the sections relevant to their work and team. The Welsh Language Unit will also ensure subsequent and frequent awareness sessions with relevant teams.

7.2 We will continue to conduct awareness sessions on the provisions the Language Scheme for policy makers and officers who work outside Wales and include the Welsh language as part of the corporate induction scheme for all new staff.

Recruitment

7.3 For this Scheme to be successful, the Agency must have enough appropriately skilled staff who can work bilingually in Wales. It is the responsibility of the Director for Wales, in conjunction with the relevant Team Leader and the Agency's Welsh Language Unit, to determine whether a post in FSA Wales is Welsh essential or desirable. The Director will also ensure that

posts deemed as such are filled with staff with the adequate skills.

7.4 These Welsh essential posts include, but are not limited to:

- receptionist/Business Support Officer
- bilingual Communications Officer
- a Welsh speaker within all teams in Wales to ensure a comprehensive bilingual service
- at least one of those appointed to the Welsh Food Advisory Committee

7.5 For staff posts where the ability to speak Welsh is essential or desirable, this will be included in the job description. The Welsh Language Unit must be consulted when deciding whether a post requires Welsh language skills, and to what level of proficiency.

7.6 The Welsh Language Unit will develop a framework for assessing and determining the level of Welsh language skills necessary for posts in FSA Wales to be used when developing Candidate Packs. This framework will be based on the Common European Framework of Reference for Languages and will apply to every team in FSA Wales. When a new post is advertised in FSA Wales, the recruiting manager will utilise this framework, in co-operation with the Welsh Language Unit.

- 7.7** When Welsh language ability is desirable or essential, this is stated in job competencies and advertisements, with a clarification as to why it is required.
- 7.8** The ability to speak Welsh will be considered as one of several abilities in filling vacancies which arise, in accordance with the FSA's equal opportunities policy.
- 7.9** It is the responsibility of the Director for Wales, in consultation with the relevant Team Leader and the Welsh Language Unit, to keep posts under review where a Welsh speaker is essential or desirable to provide services in line with the Scheme. This is particularly relevant as the responsibilities of posts may change with time according to the changing nature of the Agency.
- 7.10** The FSA welcomes applications from Welsh speakers for any advertised job vacancies in Wales. In all recruitment exercises all applicants will be treated fairly in accordance with the FSA's equal opportunities policy.
- 7.11** All job descriptions, candidate packs and job adverts for any FSA Wales jobs advertised externally will appear bilingually on CS Jobs, within the constraints of the current system (CS Jobs does not currently facilitate a bilingual structure). Applications for vacancies in Welsh will be welcomed, however the Civil Service Online application process is presented in English only. This is outside of the Agency's control.
- 7.12** As part of the recruitment process, the language of the interview will

reflect the linguistic needs specified in the requirements of the post. If there is a Welsh language requirement, applicants will be assessed on their ability to work through the medium of Welsh via an appropriate method. Where Welsh is seen as an essential requirement for the post, at least one member of the interview panel will be Welsh speaking.

Language Training

- 7.13** Staff and members of the Welsh Food Advisory Committee will be encouraged to learn Welsh and to improve their Welsh language ability (speaking and writing) if there is a proven business need. We will support them in this, both financially and in allocating time. Courses will be arranged in consultation with the Welsh Language Unit who will advise on the level required. This should be set as a performance objective and progress should be recorded in Personal Development Plans/ performance discussions.
- 7.14** Priority will be given in accordance with business need, to those who have extensive and regular contact with the public, who are in frontline services, who have some knowledge of Welsh or who regularly deal with Welsh speakers as part of their work.
- 7.15** All FSA staff will have the opportunity to benefit from the following provisions:
- Welsh language online modules developed and delivered by Welsh Government's Work Welsh initiative (for the duration of this initiative)

- other provision offered by Welsh Government’s Work Welsh initiative, as time and resources allow
- internal Welsh learners group (facilitated via internal digital platform)
- coaching and mentoring provided by Welsh Language Unit and other Welsh speaking volunteers
- signposting to effective channels (such as Say Something in Welsh and Duolingo)
- inform staff about opportunities to socialise in Welsh outside of work

Information and Communications Technology

7.16 We cater for the need to provide information and services in Welsh, and operate in accordance with this Scheme, as we develop, design and purchase information and communications technology products and services. Whenever possible, we 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.

7.17 As we develop or procure ICT systems to be used for the provision of electronic information to the public in Wales we will consider the Welsh Language Commissioner’s guidance **Technology, Websites and Software: Welsh Language Considerations.**

Partnership Working

7.18 When we are the strategic and financial lead within a partnership, we ensure that any public service aspects comply with this Scheme.

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

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

‘Iaith Gwaith’ Badges

7.21 Members of FSA staff who are Welsh-speaking or learners are encouraged to wear the Welsh Language Commissioner’s ‘Iaith Gwaith’ badges, for customers to identify them as Welsh speakers (mainly when out in public events). Staff can also use the ‘Iaith Gwaith’ logo in e-mail auto-signatures. These will be available from the Welsh Language Unit.



Monitoring

- 7.22** We will, under the co-ordination of the Welsh Language Unit, monitor our progress in delivering this Scheme against the key performance indicators set out in the accompanying action plan. Our existing monitoring and reporting procedures will include reference to progress in delivering this Scheme, as appropriate. The Welsh Language Manager will meet regularly with a representative of the Welsh Language Commissioner's office to discuss the implementation of the Scheme.
- 7.23** We will compile and provide annual monitoring reports to the Welsh Language Commissioner, and any successive regulatory body, on this Welsh Language Scheme. This will outline progress against implementing the measures outlined within this Scheme in relation to the timelines and standards agreed. It will also outline the number and nature of any complaints or constructive feedback received from the public.

- 7.24** In accordance with the FSA's principle of operating in an open and transparent way, this annual monitoring report will be published on our public facing website www.food.gov.uk

Reviewing and Amending the Scheme

- 7.25** We will review this Scheme within three 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 Commissioner's approval.

8 THE WELSH LANGUAGE AND OUR WORKFORCE

- 8.1** The measures in this Scheme carry the full **authority, support and approval** of our organisation. Managers have the responsibility of implementing those aspects of the Scheme relevant to their work.
- 8.2** To facilitate and increase the use of Welsh within our workforce, and to improve understanding, provision and promotion of the language, we will:
- include the Welsh language as part of the FSA's corporate induction programme to be delivered to all new staff across the FSA
 - arrange briefing and training sessions for specific teams who engage regularly with the public in Wales to increase awareness of bilingual requirements and responsibilities
 - produce desk instructions, or similar guidance, for our staff to ensure that they know how to implement the measures contained in this revised Scheme
 - create and distribute a toolkit for staff wishing to use Welsh at work and within their work
 - produce a glossary and phrase book for basic conversation in Welsh, and to facilitate and encourage non-Welsh speakers to use Welsh in their work
- 8.3** We will ensure that we assess the Welsh language skills of employees in Wales.
- 8.4** Existing desk instructions, or similar guidance used by our staff, will be amended to reflect the measures contained in this Scheme.
- 8.5** We encourage staff to speak Welsh on every possible occasion and support staff in improving their language skills, whether they are learners or fluent Welsh speakers. We will foster a positive attitude towards using Welsh in the workplace and will look for opportunities to promote and develop the use of Welsh amongst our staff (such as Shw mae, Su Mai day, St David's Day, Santes Dwynwen day etc).
- 8.6** We have a dedicated internal Welsh Language Unit resourced to deliver compliance with the Scheme. The Head of Business Support Wales is the official responsible for assuring compliance with the Scheme. The Director of FSA Wales is the Welsh Language Champion. Under the Welsh Language Act, the FSA's Chief Executive is accountable for the Scheme.
- 8.7** We have prepared, and will continue to update, a detailed action plan, to be agreed with the Welsh Language Commissioner. This will set out how we'll ensure that we will operate in

accordance with this Scheme. The action plan comes into effect on the date on which the Scheme comes into effect. The plan includes targets, deadlines and a report on progress against each target.

- 8.8** The Scheme is promoted to our staff, and to the public in Wales. It's published on our website, and the Welsh Language Commissioner's website.

- 8.9** Any form of contact with the public in Wales, which is not specifically identified in this Scheme, is undertaken in a manner which is consistent with the general principles outlined in this Scheme.

ANNEX A – TRANSLATION PRIORITISATION SYSTEM

Guidance is provided for FSA staff on which documents should be produced bilingually. Inevitably, the Prioritisation System will not list every type of document created by the FSA. If you cannot find an exact match with the document types in the lists below, please contact the Welsh Language Unit who are more than happy to advise:

Tel: 029 2067 8970

e-mail: welsh.language@food.gov.uk

Category A – Translation required

- Adverts for the press in Wales
- Agendas (for meetings held in Wales)
- Application forms for FSA schemes operating in Wales
- Annual Report for Wales
- Chief Scientific Adviser Report
- Consultation letters
- Consultations on behalf of Welsh Government
- Consumer facing websites
- Correspondence to local authorities via the Smarter Communications platform
- Educational materials for schools in Wales
- Food Hygiene Rating Scheme website and associated material, including annual reports to the National Assembly for Wales
- Forms of a non-technical nature for the general public / industry in Wales
- Invitations to stakeholders in Wales
- Items for public display in Wales, eg corporate stand at events, information leaflets, stickers, posters, merchandise
- Job adverts/candidate packs/ correspondence for jobs in Wales
- Minutes of open meetings held in Wales
- Publicity campaigns
- Press releases and news items (unless relevant only to England or Northern Ireland)
- Questionnaires/surveys for the public in Wales
- Social media content – messaging, social media cards, GIFs
- Standard correspondence (eg letters/e-mails) to stakeholders in Wales

Category B – Use the Scoring System – contact the Welsh Language Unit

- Annexes to committee papers
- Annexes to letters
- Codes of practice
- Consultation documents
- Explanatory memoranda
- Guidance documents
- Official responses to reports etc
- Public Inquiry documents
- Reports and annual reports
- Research of direct relevance to Wales
- Statistical bulletins and releases
- Strategies



Category C – No need for translation

- Accounts
- Alerts – allergy alerts, recalls and withdrawals (these will often be released urgently and so will be in English only)
- Between the Lines (or other internal publications)
- Contract documentation
- Internal information released under the Freedom of Information Act
- Internal intranet / Digital Workplace
- Items to be circulated in England or Northern Ireland only
- Materials supplied by other bodies or individuals
- Papers supplied by third parties not under contract
- Research papers
- Service frameworks
- Working drafts
- Yammer material

ANNEX B – WELSH LANGUAGE UNIT STANDARDS OF SERVICE

This guidance details the level of service you can expect from the FSA's Welsh Language Unit.

1 Translation service

We are committed to providing a high standard, responsive and accessible translation service to all FSA Staff. To achieve this, we will:

- Ensure Welsh language content is of the highest quality by adhering to the principles of Cymraeg Clir (Clear Welsh), the Welsh Government's terminology database (Byd Term Cymru) and our own internally standardised terminology
- Translate all requested documents within realistic timescales that work for all involved
- Offer advice on target audience and consumer engagement
- Upload all Welsh content to food.gov and other FSA websites
- Create and manage all content for the FSA's Welsh language social media channels

- Cover all Welsh translation costs (NOT including typesetting, design and publishing costs)
- Develop our own terminology database and standardizing new terms on a regular basis

In return we ask you, the customer, to comply with the following standards:

- Provide a realistic target date (to be discussed with WLU), in line with the following guidance:

Sufficient timing, with translation being flagged at least 24 hours beforehand plus the times noted below:

- Up to 500 words – 2-3 hours
- 1,000 – 2,000 – 1 day
- 2,000 words + at least 2 working days (per 2,000 words)
- Supply all relevant and relative information/documents to facilitate translation in a suitable format (Word documents when available). Supply graphs etc in an editable format
- Provide final signed off versions of documents. Should there be any amendments, these should be clearly tracked to ensure efficiency



- If amendments are not tracked, the document will be treated as a new request which will in turn affect the target date

2 Simultaneous translation service

The WLU undertake to:

- Provide a simultaneous translation service of the highest quality by utilizing terminology developed by the WLU
- Provide simultaneous translation equipment at all necessary meetings
- Set up all relevant equipment, ensuring all components are in full working order and fully charged. We will also be responsible for handing out and collecting headphones
- Arrange our own travel and accommodation as necessary

In order to help us achieve these standards, we ask that you:

- Inform us beforehand of any simultaneous translation needs – this should be done as far in advance as possible (no later than 48 hours)
- Arrange for the WLU to have copies of all relevant paperwork before hand to aid translation
- Arrange location ensuring that the room/facilities are suitable in relation to simultaneous translation (ie space, acoustics etc)

3 Proofreading/text checking service

The WLU undertake to:

- Provide a thorough and detailed proofreading and text checking service
- Proofread all requested documents within agreed timescale (wherever possible)
- Liaise with typesetters/designers – amend and check as needed
- Sign off final versions with typesetters/designers and inform relevant individual/department

In return, we ask that you:

- Cover all design and typesetting costs
- Provide signed off versions of documents **only** for proof reading
- Ensure that all printing details are correct



If you require this information in an alternative format – such as audio, large print, Braille – please contact us.

📞 029 2067 8970

✉ welsh.language@food.gov.uk

or write to:

Welsh Language Manager
Food Standards Agency Wales
11th Floor
Southgate House
Wood St
Cardiff
CF10 1EW

This document is also available in Welsh on www.food.gov.uk/cy or from the contact given above.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg yn www.food.gov.uk/cy neu gan y swyddog cyswllt a enwir uchod.

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