



FOOD
STANDARDS
AGENCY



Welsh Language Scheme

2008-2012



BWRDD YR IAITH
GYMRAEG • WELSH
LANGUAGE BOARD

Published by the Food Standards Agency July 2008
Designed by Celeritas UK Ltd. Print by Formara Ltd. 500

© Crown copyright 2008

Printed in England on paper comprising a minimum of 75% recycled fibre
FSA/1274/0708



When you have finished with
this publication please recycle it

Food Standards Agency

Welsh Language Scheme

2008-2012

4 June 2008



Foreword



The Food Standards Agency's Welsh Language Scheme 2008-2012 was prepared in accordance with the Welsh Language Act 1993. This is the FSA's second Scheme and it was approved by the Welsh Language Board on 4 June 2008.

The Scheme provides a platform on which the Agency will continue to build its commitment to putting the consumer first.

As part of this commitment, we established an in-house Welsh Language Unit in October 2007 which provides a wide range of services to ensure that the Scheme is successfully implemented.

We recognise that a large number of our consumers are Welsh speakers and this Scheme specifies the steps that the Agency will take to conduct its business bilingually. The Welsh language provision, including our publications, websites and interviews with the press will be presented clearly to ensure that the Agency's key messages are conveyed effectively in both languages.

It is with great pleasure that I present the Food Standards Agency's Welsh Language Scheme 2008-2012.

A handwritten signature in black ink, appearing to read 'Tim Smith', with a horizontal line underneath.

TIM SMITH

Chief Executive, Food Standards Agency

Contents

	Page
Introduction	2
About us	3
Service planning and delivery	7
Dealing with the Welsh speaking public	9
Our public face	13
Implementing the Scheme	18
Annex A - Translation Prioritisation System	22
Annex B - Simultaneous Translation Flow Chart	24

Introduction

- 1.1 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. The Food Standards Agency's (FSA) first Scheme, which was operational between 2002 and 2008, is superseded by this, the second Scheme.
- 1.2 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 as equal.
- 1.3 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 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.
- 1.4 Further information about the scope and purpose of Welsh Language Schemes can be found in the Welsh Language Board's guidelines at www.bwrdd-yr-iaith.org.uk
- 1.5 This Scheme was prepared under Section 21 of the Act and in accordance with guidelines issued by the Welsh Language Board under Section 9 of the Act. It came into effect on 4 June 2008.

About us

Our vision

“Safe food and healthy eating for all”

Our values

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

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

Our principles in practice

2.2 As an organisation, employer and as individuals we value:

- Honesty, objectivity and integrity
- Challenging for continuous improvement, efficiency and effectiveness
- Diversity, co-operation and respect.

What we do

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

- Businesses, from farm to fork, to help them keep consumers safe
- Local authorities and other food law enforcement bodies to help them take proportionate, timely and resolute action
- Consumers to provide reliable and up to date information to help them make healthy choices about food.

Our Strategic Plan to August 2010

2.4 The key aims in our Strategic Plan to 2010 are:

Food safety

- Reducing foodborne disease further
- Delivering proportionate BSE¹ and TSE² controls based on the latest scientific knowledge
- Building and maintaining the trust of stakeholders in our handling of food safety issues.

Eating for health

- Enabling consumers to choose a healthier diet and helping to reduce diet-related diseases.

Choice

- Enabling consumers to make informed choices
- To protect consumers from food fraud and illegal practices.

How we will deliver

- Improving consumer protection by improving compliance.

2.5 One of our specific areas of focus in the Strategic Plan is to deliver sustainability – social progress is one of our three pillars of sustainable development. We meet our statutory duties on race equality and other diversity considerations when carrying out both impact assessment and sustainability assessment.

2.6 Our Strategic Plan is published in full, in both English and Welsh, on our website at: food.gov.uk/aboutus/publications/busreps/strategicplan Copies can be ordered from Food Standards Agency Publications by telephone on 0845 606 0667, by minicom on 0845 606 0678, by fax on 020 8867 3225, or by email from: foodstandards@ecgroup.co.uk

¹ BSE - BSE is short for Bovine Spongiform Encephalopathy. It is commonly known as 'mad cow disease' and affects adult cattle. Although BSE has only been found in cattle, it belongs to a particular group of diseases, several of which can affect people.

² TSE - TSE is short for Transmissible Spongiform Encephalopathy. BSE is a type of TSE.

Parliamentary accountability in Wales

- 2.7 The FSA in Wales is funded by the National Assembly for Wales 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 Assembly Minister for Health and Social Services, whom the FSA also advises on food safety and standards policy and legislation. The statutory Welsh Food Advisory Committee provides the FSA with independent information and advice on all food safety and standards issues in Wales.

Our diversity vision

'The Food Standards Agency is a place where people feel valued and respected. Everyone has a strong sense of belonging, feels fully included in the key processes of the Agency and values each other's diversity, unique perspectives and contributions to the Agency's work.'

- 2.8 Exemplifying the diversity vision in every area of its work will enable the FSA more effectively and efficiently to live out its core values and achieve its strategic objectives.

Complaints or enquiries

- 2.9 Even the best organisations will sometimes get things wrong. For complaints about the FSA, including complaints about the Welsh Language Scheme, please initially tell the person you have been dealing with. We will try to resolve any problem quickly, and explain what we have done and why. If you are unhappy with our response, please raise your concerns with the Director for FSA Wales.

- 2.10 If you are still dissatisfied and would like to take your complaint further, you should contact:

FSA Complaints Co-ordinator

Philip Clarke
Head of Regulation, International and Openness Division,
Room 115B Aviation House,
125 Kingsway,
London WC2B 6NH

tel: 020 7276 8337

e-mail: philip.clarke@foodstandards.gsi.gov.uk

- 2.11 If you write to the Complaints Co-ordinator, your letter will be acknowledged within two working days of receipt. A full reply will be sent within 20 working days of receiving your complaint. If this is not possible we will explain why and let you know when you will get a full reply.
- 2.12 If you are still unhappy you can ask for the complaint to be referred to the FSA Chief Executive. If this does not resolve the problem and you remain dissatisfied, you may then ask for the complaint and its handling to be investigated by the UK Parliamentary Commissioner for Administration (the Ombudsman). You will need to write to a Member of Parliament asking them to refer the complaint to the Ombudsman.
- 2.13 If a complaint concerns a serious breach of the Welsh Language Scheme, then the provisions in the Welsh Language Act will apply.
- 2.14 **Important note:** if you are not complaining specifically about the FSA or its service but want to complain about or report an issue such as poor hygiene practice in a food outlet or a trading standards issue such as mislabelling, you should not use this complaints procedure. You should instead get the relevant contact details for officials responsible for food standards enforcement in the area where you live from the Enforcement part of our website www.food.gov.uk

Service planning and delivery

Policies, legislation and initiatives

3.1 Our policies, initiatives and services are consistent with this Scheme. They support the use of Welsh and, whenever possible, help the public in Wales 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.

3.2 Whenever possible:

- our policies, initiatives and services help preserve traditional Welsh speaking communities
- we ensure that new primary and secondary legislation supports the use of Welsh
- our consultation documents discuss the relationship between the Welsh language and the policies, initiatives and services under development.



Delivering services

3.3 Our normal practice is to:

- ensure that our services are available to the public in Welsh
- let the public know when services are available in Welsh.

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

3.4 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.

Meat Hygiene Service

3.5 Our Executive Agency the Meat Hygiene Service (MHS) operates in accordance with this Scheme. The MHS has prepared its own Welsh Language Scheme which is available on our website at:
food.gov.uk/multimedia/pdfs/welsh/mhswelshlangscheme.pdf

Standards of quality

3.6 Services provided in Welsh and English are of equal quality and are provided within the same timescale.

Awarding grants and loans

3.7 When we award grants and loans for activities to be undertaken in Wales, we include conditions with regard to the use of Welsh. In doing this, we have regard to the Welsh Language Board's grants guidelines document, *Awarding Grants, Loans and Sponsorship: Welsh Language Issues*.

Dealing with the Welsh speaking public

Correspondence

- 4.1 Our normal practice for letters and e-mail is:
- when someone writes to us in Welsh and a reply is required, we issue the reply in Welsh
 - our target time for replying is the same in Welsh and English
 - when we initiate correspondence with an individual, group or organisation in Wales, the correspondence is bilingual unless we know that they prefer to correspond in Welsh only or English only
 - when we send standard or circular correspondence to several recipients in Wales, it is bilingual unless we know that all recipients prefer Welsh only or English only
 - if Welsh and English versions of correspondence are published separately, we endeavour to ensure that both versions are available at the same time
 - the Scoring System (placed on the FSA's Intranet) will determine whether enclosures sent with bilingual letters are bilingual, when available
 - all hard copy Welsh correspondence we issue is signed
 - all Welsh e-mail correspondence that we issue from Wales bears a bilingual electronic signature
 - e-mail auto 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).
- 4.2 We will develop a system to record the language preference of those who wish to correspond with us in Welsh.
- 4.3 If the correspondence is very technical or very lengthy, we will use the Scoring System to objectively determine whether it needs to be published in Welsh, bilingually, or in English only.

Decision letters

- 4.4 If a decision letter is intended to convey policy to a much wider audience than those directly involved with the inquiry or other statutory procedure, we consider that it should be treated under this Scheme as a publication.

Telephone communications

- 4.5 Our normal practice is to ensure that the public can speak in Welsh or English when they telephone FSA Wales. To this end:
- all Welsh-speaking staff and experienced learners in FSA Wales will answer with a bilingual greeting, and will use bilingual messages on their answerphones or voice mail
 - the rest of the staff in FSA Wales will answer the telephone with a simple bilingual greeting, eg. 'Bore da' or 'Prynhawn da', before continuing in English
 - if the caller wishes to speak Welsh, our switchboard will connect the call to a Welsh speaker qualified to deal with the enquiry
 - if a caller rings one of our direct lines 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 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.
- 4.6 When we set up telephone help lines or similar facilities to give information, services or support to the public, our normal practice is to provide a Welsh language service. This is advertised alongside the English language service. Both services share the same telephone number, with an automatic message giving the caller a language choice.

Public meetings in Wales

- 4.7 We provide simultaneous translation from Welsh into English at our public meetings unless we have established that all participants are likely to use the same language. Invitations and advertisements for public meetings are bilingual. They either note that translation facilities will be available, or invite the public to let us know in advance their language preference. We let those attending public meetings know when translation facilities are available. We encourage contributions in Welsh.
- 4.8 Our normal practice is to:
- provide agendas, papers and other information (except papers from external guests and subject to the Scoring System) for public meetings in Wales in Welsh and English
 - ensure that suitably qualified Welsh speakers attend as necessary
 - publish reports or papers produced following public meetings in Welsh and English.

Other meetings with the public in Wales

- 4.9 When we arrange or attend meetings with the public, whether face-to-face or using videoconferencing or similar equipment, we establish their language preference at the earliest opportunity. Whenever possible, we 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, conducting the meeting in Welsh using Simultaneous Translation (Welsh > English) or dealing with the subject by correspondence in Welsh.

Other dealings with the public in Wales

- 4.10 When we undertake public surveys, our normal practice is to ensure that all aspects of communication with the public in Wales are bilingual. Whenever practicable, respondents are asked if they wish to respond to the survey in Welsh or English.
- 4.11 Our normal practice is to ensure that:
- we assess the need to provide them in Welsh when we arrange seminars, training courses or similar events for the public
 - announcements made over public address systems are made in Welsh and English
 - any audio-visual displays, audio tours or interactive media that we prepare for use in Wales are bilingual.



Our public face

Publicity campaigns, exhibitions and advertising

- 5.1 We will conduct all advertising and publicity in Wales bilingually, in such a way that both languages are treated equally. All publicity, public information, exhibition and advertising material we use in Wales is bilingual or produced as separate Welsh and English versions. If Welsh and English versions are published separately, both versions are of equal size, prominence and quality, and both versions are available simultaneously and equally accessible.
- 5.2 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.
- 5.3 Our television, cinema, radio and internet advertising (which is targeted at audiences in Wales) is conducted in Welsh and English. Television campaigns which appear on S4C during Welsh programming hours are in Welsh. Radio campaigns broadcast during Welsh language programmes on commercial radio stations are in Welsh. Our normal practice is to avoid using Welsh language subtitles or dubbing adverts into Welsh.



- 5.4 Ways of responding to campaigns in Wales are bilingual or include a separate Welsh response service.
- 5.5 In Wales, all resources on display in exhibitions, stands or on FSA Wales' Resource Trailer shall be bilingual, and both languages shall be as visible and as accessible as each other. We will attend to the need to deal with enquiries in both languages and our staffing arrangements will reflect the location of the event and the subject of the exhibition. Welsh speaking staff or Welsh learners will wear the Welsh Language Board's 'Iaith Gwaith' badges.

Publications

- 5.6 If a publication's target audience includes an audience in Wales, our normal practice, whether the material is made available electronically on our website, on CD-ROM or otherwise, is:
- to publish Welsh and English versions together in one bilingual document if it is an FSA Wales publication. If it is an FSA UK publication, two separate versions will be published
 - where Welsh and English versions are published separately (for instance, where a single document would be too lengthy or bulky, or if it is an FSA UK publication rather than an FSA Wales publication), to ensure both versions are of equal size and quality, available at the same time, equally accessible and each version notes clearly that the material is available in the other language.
- 5.7 If not available free of charge, the price of a bilingual document will not be greater than that of a single language publication. The price of separate Welsh and English versions will be the same.



- 5.8 We will use a Prioritisation System to categorize items as A, B, (B1 or B2) or C. Category A items will always be translated. Category B items will be translated according to the Scoring System. Category C items will not be translated at all.

Websites

- 5.9 The Wales section of our main website will be fully bilingual. Items placed on our other websites will be published bilingually.



- 5.10 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 Welsh Language Board with regard to developing websites.

Forms and associated explanatory material

- 5.11 Our normal practice is to ensure that all forms (including interactive 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
 - when Welsh and English versions are published separately (for instance, where a single document would be too lengthy or bulky), both versions are of equal size and quality, available at the same time, equally accessible and each version notes clearly that the material is available in the other language.
- 5.12 When we enter information on Welsh versions of forms that are sent to the public, we do so in Welsh. When we enter information on bilingual forms that are sent to the public, we do so bilingually unless we know that the recipients prefer to receive the information in Welsh only or English only.
- 5.13 When other organisations distribute forms on our behalf, we ensure that they do so in accordance with the above.
- 5.14 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.

Corporate identity

5.15 We have a bilingual corporate identity in Wales. Our name, contact details, logo, slogans 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, identity badges, fax cover sheets, passes, tickets, invitations and vehicles. We may use Welsh only branding for some initiatives.

Signs in FSA Wales

5.16 Whether they are being installed for the first time or are being replaced, our normal practice is to ensure that all of our permanent and temporary signs, including electronic signs, which give information to the public:

- are bilingual
- treat Welsh and English text equally with regard to size, legibility and prominence
- are equal in terms of format, size, quality and prominence if separate Welsh and English signs are provided
- are ideally placed side by side, with the Welsh version on the left. When it is unavoidable that one will appear above the other, the Welsh will appear above the English.

Official notices, public notices and staff recruitment notices

5.17 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. Welsh and English 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. Notices are in Welsh only in Welsh language publications.

5.18 In 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.

- 5.19 Any official notices, public notices or staff recruitment notices placed elsewhere in Wales are bilingual.

Press releases and contact with the media

- 5.20 We will promote the FSA's bilingual corporate identity in Wales through our contact with the Welsh media in Wales.
- 5.21 Press releases to the press and broadcasting media in Wales are issued in Welsh and English. Where possible, we ensure that Welsh speakers are available to undertake interviews with the Welsh language press and broadcasting media.
- 5.22 If press releases are to be distributed exclusively in England, Scotland or Northern Ireland, they will be in English only.
- 5.23 When we post press releases on our website, our normal practice will be to post them in Welsh and English at the same time.
- 5.24 We aim to provide a full news information service to the public in both languages. Our normal practice will be to provide a news service on our Welsh website.

Food and Allergy Alerts

- 5.25 Those who register to receive this text service will be given a language choice – English or Welsh. Messages in both languages will be sent at the same time subject to the resources of the Welsh Language Unit.

Implementing the Scheme

Staffing

- 6.1 We need access to sufficient and appropriately skilled Welsh speaking staff in our offices in Wales to enable us to deliver a full service in Welsh. To this end, we aim to:
- implement a Bilingual Skills Strategy (using the ALTE Framework³) to identify those jobs where the ability to speak Welsh is desirable or essential (this requirement may also be defined as a proportion of the workplace or team)
 - as part of the Bilingual Skills Strategy, undertake audits from time to time to establish the number, ability level and location of staff that can speak, read and write Welsh, including staff who are learning Welsh
 - identify staff who wish to learn Welsh
 - compare the results of these exercises to identify teams where there is a shortage of Welsh language skills
 - respond to any shortages through our long term recruitment and training activities.

Recruitment

- 6.2 When recruiting staff we are guided by the information gathered by the procedures described in paragraph 6.1 above. When fluency in Welsh is considered to be desirable or essential this is stated in job competencies and advertisements. Where no suitable Welsh speaking candidates can be found for a post where Welsh is desirable, the person appointed will be encouraged to learn Welsh.
- 6.3 A candidate unable to speak Welsh may be appointed to a post for which Welsh is considered essential, but where time can be allowed to learn the language. In these cases, learning the language to the required level of competence, within a reasonable agreed period, is a condition of employment.

³ The ALTE Framework, which has been developed by the Association of Language Testers in Europe (ALTE), is used at an European level to describe achievements of learners of foreign languages, and the standard for grading an individual's language proficiency. It establishes six levels of language skill standards, describing what a learner is supposed to be able to do in terms of reading, listening, speaking and writing at each level

- 6.4 When no suitable Welsh speaking candidates can be found for a post where Welsh is essential or while a candidate unable to speak Welsh has been appointed and is learning the language, we will make temporary arrangements under which the Welsh language service can be provided. For example, we will use Welsh speaking staff from elsewhere in our organisation to deliver parts of the service.
- 6.5 Information packs and application forms will be provided in Welsh and English for all of our jobs in Wales.
- 6.6 Those who apply for a job in FSA Wales have a right to conduct their interview in Welsh or English. This may be done through the use of simultaneous translation, as necessary. If the interview is to be conducted in Welsh, the Panel will also wish to ask questions in English in order to assess the candidate's language skills.

Language training

- 6.7 Our staff are encouraged to learn or improve their Welsh. We support those who wish to do so. We fund this training and allow staff to attend courses during working hours. These courses will follow the ALTE Framework. Their progress will be recorded in their Performance Management Schemes.
- 6.8 We will offer an internal mentoring service between fluent Welsh-speaking members of FSA staff and staff who are learning, in order for the learners to practice their language skills in the workplace.

Vocational training

- 6.9 We develop the ability of our Welsh speaking staff to operate in Welsh by providing vocational training in Welsh, whenever practicable.

Information and Communications Technology

- 6.10 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.

- 6.11 As we develop or procure ICT systems to be used for the provision of electronic information to the public in Wales we will take into account the Welsh Language Board's *Bilingual Software Guidelines and Standards*.

Partnership working

- 6.12 When we are the strategic and financial leader within a partnership, we ensure that any public service aspects comply with this Scheme. When we join a partnership which another organisation is leading, our input to the partnership complies with this Scheme and we encourage the other partners to comply.
- 6.13 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



- 6.14 Members of FSA staff who are Welsh-speaking or learners will wear the Welsh Language Board's 'Iaith Gwaith' badges, in order for customers to identify them as Welsh speakers. We will discuss with the Welsh Language Board to see whether we will be able to make further use of 'Iaith Gwaith' logo, eg. in e-mail autosignatures.

Internal arrangements

- 6.15 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.
- 6.16 We have put in place a dedicated internal Welsh Language Unit resourced to deliver compliance with the Scheme. Head of Corporate Services Wales is the official responsible for assuring compliance with the Scheme. The Director of FSA Wales is the Welsh Language Champion. Under the Act, the Chief Executive is accountable.
- 6.17 We have prepared, and will continuously update, a detailed **action plan**, to be agreed with the Welsh Language Board, setting out how we will 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.

- 6.18 The Scheme is **publicised** to our staff, and to the public in Wales. It is published on our website in a prominent place.
- 6.19 We will produce **desk instructions**, or similar guidance, for our staff to ensure that they know how to implement the measures contained in this revised Scheme. Existing desk instructions, or similar guidance used by our staff, will be amended to reflect the measures contained in this Scheme.
- 6.20 We will arrange **briefing and training** sessions to increase staff 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 to help with the delivery of this Scheme.
- 6.21 **Any form of contact** with the public in Wales, which is not specifically dealt with by this Scheme, is undertaken in a manner which is consistent with the general principles enshrined in this Scheme.

Monitoring

- 6.22 We will monitor our progress in delivering this Scheme against the targets set out in its accompanying action plan. Our existing monitoring and reporting procedures will include reference to progress in delivering this Scheme, as appropriate.
- 6.23 We will send monitoring reports to the Welsh Language Board, when requested by them, outlining progress in delivering this Scheme.

Reviewing and amending the Scheme

- 6.24 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.

Annex A

Translation Prioritisation System

Guidance for FSA staff on which documents should be produced bilingually (in English and Welsh). 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 use best judgement in choosing a suitable category when assessing the need for translation. If in doubt, please contact the Welsh Language Unit:

tel: 029 2067 8969

e-mail: welsh.language.translation.unit@foodstandards.gsi.gov.uk

Category A – Translation required

- Adverts for the press in Wales
- Agendas (for meetings held in Wales)
- Application forms / certificates and all relevant materials for awards in Wales, eg. AFAL Awards.
- Application forms for FSA schemes operating in Wales
- Booklets / brochures / pamphlets for the public in Wales
- Consultation letters
- Educational materials for schools in Wales
- Forms of a non-technical nature for the general public / industry in Wales
- FSA's consumer facing websites
- Invitations to stakeholders in Wales
- Items for public display in Wales, eg. stickers, posters, passes, warning notices
- Job adverts / application forms / correspondence with applicants for jobs in Wales
- Leaflets / pamphlets / cards / e-cards
- Minutes for Open meetings held in Wales
- Press notices / releases and news items (unless relevant only to England, Scotland or N.I.)
- Questionnaires / Surveys for the public in Wales
- Standard correspondence (e.g. letters / e-mails) to stakeholders in Wales

Category B – Use the Scoring System

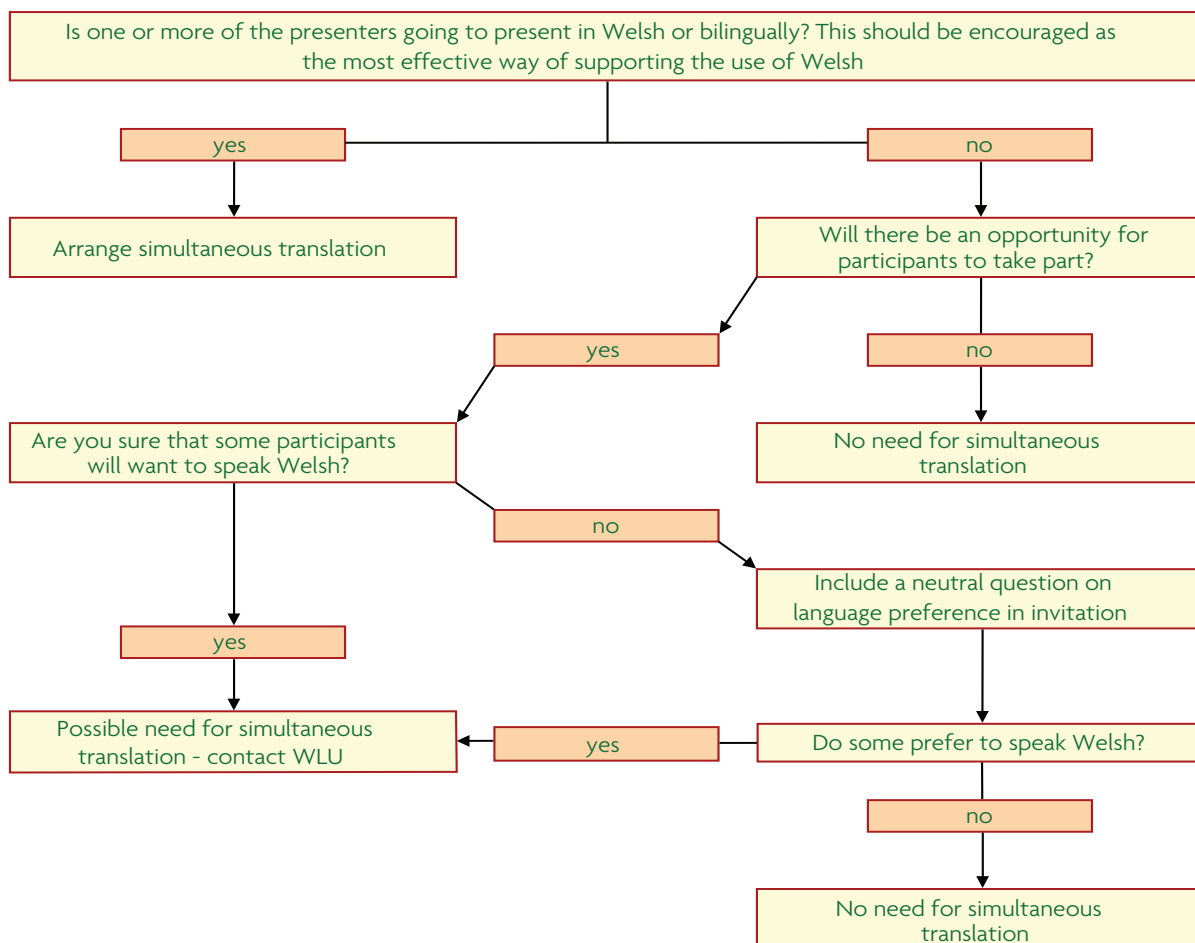
- Allergy Alerts (these will often be released urgently, and so will be in English only)
- Annexes to committee papers
- Codes of practice
- Consultation documents
- Explanatory memoranda
- Food Alerts (these will often be released urgently, and so will be in English only)
- Guidance documents
- Official responses to reports etc
- Public Inquiry documents
- Reports and annual reports
- Research papers
- Service frameworks
- Statistical bulletins and releases
- Strategies
- The Chief Scientist's Blog (his contributions only)
- Training packs for professionals

Category C – No need for translation

- Accounts (unless they form part of annual reports)
- Conference handouts supplied by other bodies or individuals
- Contract documentation
- "Feedback"
- "FSA News"
- Internal information released generally under the F.O.I Act (a 100 word précis can be provided in Welsh)
- Items for 'Foodweb'
- Items to be circulated in England, Scotland or Northern Ireland only
- Papers supplied by third parties not under contract
- Working drafts

Annex B

Simultaneous Translation Flow Chart



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

telephone: 029 2067 8969

email: wales@foodstandards.gsi.gov.uk

or write to:

Lowri Roberts
Head of the Welsh Language Unit,
Food Standards Agency Wales,
11th Floor,
Southgate House,
Wood St,
Cardiff CF10 1EW

Responsible Officer:

Wyn Thomas,
Head of Corporate Services,
Food Standards Agency Wales.

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

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

