



Department
for Work &
Pensions

SCHEDULE 16

WELSH LANGUAGE SCHEME

This Schedule sets out the Supplier's obligations which are applicable to the provision of the Services in Wales.

1 General

- 1.1 The Supplier acknowledges that in relation to the operation of its Services which are delivered in Wales, the Authority must at all times be seen to be actively promoting the equality of the English and Welsh languages, in accordance with the Welsh Language Act 1993.
- 1.2 In the performance of the Agreement, the Supplier shall ensure that it cooperates with the Authority in satisfying this duty, by fully complying with the requirements of this Schedule.

2 The DWP Welsh Language Scheme

- 2.1 The DWP Welsh Language Scheme can be found at:

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/welsh-language-scheme>
- 2.2 The Supplier shall, in the delivery of the Services, ensure that it complies with the Department for Work and Pensions Welsh Language Scheme and such instructions as the Authority may issue from time to time in respect of promoting the equality of the English and Welsh languages.

3 Delivery of Services through the medium of Welsh

- 3.1 The Supplier undertakes that those who have dealings with them are able to do so in English or Welsh, whichever is their preference.
- 3.2 The Supplier will ensure that:
 - (a) those who want, or are required, to correspond with the Supplier will be able to do so in English or Welsh;

- (b) those who are known to prefer corresponding through the medium of Welsh will have correspondence initiated in Welsh;
- (c) any correspondence received in Welsh will be answered in Welsh within the same timescales and standards as those written in English;
- (d) any help lines set up to deliver the service must offer a Welsh or English option and sufficient Welsh language speakers must be available to deal with callers through the medium of Welsh, if they select the Welsh option;
- (e) any answer phones in the Supplier's offices in Wales will have a pre-recorded bilingual message;
- (f) all people who participate in the Services are able to contribute through the medium of English or Welsh;
- (g) all material published and printed for use in Wales shall be available in English and Welsh, and available for use within the same timescales. The standard of bilingual or Welsh material shall be of equal quality to those produced solely in English;
- (h) all forms and explanatory material be available in both English and Welsh and available for use within the same timescales; and
- (i) any complaints or grievance procedure should be provided in both English and Welsh.
- (j) any websites, including any interactive pages, set up to support the delivery of the service must be available in both Welsh and English;
- (k) where DWP has notified the contractor or the participant has identified that Welsh is their preferred language this should be recorded, ensuring all future dealings with that participant will be in Welsh.