

Welsh Language Scheme 2010

Prepared under the Welsh
Language Act 1993

November 2010

ico.
Information Commissioner's Office

BWRDD YR IAITH
GYMRAEG • WELSH
LANGUAGE BOARD



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This scheme was prepared in accordance with Sections 12 to 14 of the Act - and in accordance with guidelines issued by the Welsh Language Board under Section 9 of the Act. It was approved by the Welsh Language Board on 1 November 2010.

1. Introduction

- 1.1 The Information Commissioner's Office (ICO) is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals
- 1.2 We regulate and enforce the Data Protection Act 1998 (DPA), the Freedom of Information Act 2000 (FOIA), the Privacy and Electronic Communications Regulations 2003 (PECR) and the Environmental Information Regulations 2004 (EIR). We provide guidance to organisations and individuals, rule on eligible complaints and can take action when the law is broken.
- 1.3 Reporting directly to Parliament, the Information Commissioner's powers include the ability to order compliance, using enforcement and decision notices, and prosecution.
- 1.4 The ICO is based in Wilmslow in Cheshire, where staff grouped into areas of specialist expertise deal with data protection issues for the whole of the United Kingdom, and with freedom of information issues for England, Wales and Northern Ireland. In Scotland, freedom of information issues are largely dealt with by the Scottish Information Commissioner. The ICO produces a large quantity of advice and guidance directed at public authorities, businesses and the general public.
- 1.5 As a result of constitutional change through devolution, and in recognition of the importance of local needs and sensitivities being fully integrated into the promotion of good information handling, the decision was taken in 2002 to establish a presence in each of the three UK devolved administrations. The offices are based in Cardiff, Belfast and Edinburgh, and each is headed by an Assistant Commissioner with a local remit. Currently there are eight employees based in the Welsh office. Further information about the ICO can be found on our website at www.ico.gov.uk.
- 1.6 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 ICO has adopted the principle that in the conduct of public business in Wales, the English and Welsh languages will be treated on the basis of equality. This scheme sets out how it will give effect to that principle when providing services to the public in Wales. In drawing up the measures set out in the scheme, account has been taken of what is appropriate in the circumstances and reasonably

practicable, bearing in mind that the ICO provides services across the whole of the UK.

- 1.7 The measures outlined in the scheme will be delivered mainly from the Information Commissioner's office based in Wales, with input from other departments within the ICO as appropriate. Oversight of the scheme will rest with the Assistant Commissioner for Wales.
- 1.8 The ICO's first Welsh Language Scheme was approved on 21 March 2007. This revised scheme replaces the original version and was approved on 1 November 2010.
- 1.9 In this scheme, the term **public** means individuals, legal persons and corporate bodies. It includes the public as a whole, or a section of the public, as well as individual members of the public. The term includes voluntary organisations and charities. Directors and others representing limited companies are also within the meaning of the term 'public'.

It does not, however, include persons who are acting in a capacity which is representative of the crown, government or the state. Consequently, persons who fulfil official functions of a public nature, even though they are legal persons, do not come within the meaning of the word *public* when they are fulfilling those official functions.

- 1.10 The ICO has significant dealings with statutory organisations representative of the crown, government and the state. The term 'public sector' will be used in reference to these organisations. The ICO's business with these organisations is not strictly speaking 'public' under the definition of that word (see above paragraph), however we will endeavour to apply the principles of this Scheme in our dealings with the public sector in Wales wherever we can reasonably do so.
- 1.11 Further information about the scope and purpose of Welsh language schemes can be found in the Welsh Language Board's guidelines (www.Welsh-language-board.org.uk).

2. Service planning and delivery

2.1 Policies and services

- 2.1.1 Our policies and services will be consistent with this scheme. They will support the use of Welsh and will, whenever possible, help the public in Wales use Welsh as part of their day to day lives.
- 2.1.2 When contributing to the development or delivery of new ICO policies and services, we will do so in a way which is consistent with this scheme.
- 2.1.3 All employees involved in policy formulation will be made aware of the scheme, however staff in the Wales office will primarily be responsible for considering whether proposed policies and initiatives will affect any of the commitments given in this scheme.

2.2 Service delivery

- 2.2.1 Our normal practice will be to ensure that our services are available to the public in Welsh, and we will let the public know when services are available in Welsh.
- 2.2.2 Service delivery to Welsh speakers will be implemented and co-ordinated mainly through the office in Wales. Due to the small scale of that office, the ability to respond in Welsh may vary from time to time, according to the Welsh language skills of staff present in the office. However, the ICO will take positive steps, during the lifetime of the scheme, to increase the Welsh language skills within the office.
- 2.2.3 Any agreements or arrangements which we make with third parties will be consistent with the relevant parts of this scheme, when those agreements or arrangements relate to the provision of services to the public in Wales. This will include services which are contracted out.

2.3 Quality standards

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

3. Dealing with the Welsh speaking public

3.1 Written correspondence

- 3.1.1 A high percentage of the ICO's work is conducted via written correspondence, whether in hard copy or electronic. The ICO welcomes correspondence in either Welsh or English, and all replies will be in the language of the original letter or email.
- 3.1.2 Correspondence in Welsh may be addressed to any of the Information Commissioner's Offices, although replies in Welsh are likely to be co-ordinated through the office in Wales.
- 3.1.3 When someone writes to us in Welsh we will issue a reply in Welsh (if a reply is required). Our target time for replying will be the same as for replying to letters written in English.
- 3.1.4 The Wales office will initiate correspondence in Welsh with those who are known to prefer corresponding in Welsh. In order to fulfil this commitment, a record will be kept of those who prefer to correspond in Welsh.
- 3.1.5 All circulars issued to the public in Wales will be bilingual, unless we know that all recipients would prefer to receive them in Welsh or English only.
- 3.1.6 If the Welsh and English versions of any correspondence have to be published separately, our normal practice will be to ensure that both versions are available at the same time.
- 3.1.7 Unless the respondent has requested otherwise, all written correspondence following a face to face or telephone communication in Welsh will be in that language.
- 3.1.8 Enclosures sent with bilingual letters will be bilingual, when available.
- 3.1.9 Enclosures sent with Welsh letters will be Welsh or bilingual, when available.
- 3.1.10 The above will apply to e-mail correspondence as well as paper correspondence.
- 3.1.11 All hard copy Welsh correspondence that we issue which requires signature will be signed.

3.1.12 Appendix B provides guidelines to explain clearly which publications will and will not be published in Welsh, or bilingually

3.2 Telephone communication

3.2.1 The office in Wales welcomes telephone calls in Welsh or in English, and staff answering our main contact number in Wales will answer with a bilingual greeting. We will encourage our Wales based staff to answer their direct telephone lines with a bilingual greeting and use bilingual messages on their personal answer-phones.

3.2.2 If a caller wishes to speak Welsh, we will try to connect the call to a Welsh speaker qualified to deal with the enquiry.

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

3.3 Public meetings

3.3.1 The ICO is likely to hold events in Wales with a wide range of organisations, including meetings and seminars with public or private sector organisations, community groups, and the media.

3.3.2 When a meeting for the public is arranged, we will provide simultaneous translation from Welsh into English, unless we have established that all participants are likely to use the same language.

3.3.3 Invitations and advertisements for public meetings will be bilingual and will either note that translation facilities will be available, or will invite the public to let us know in advance in which language they wish to speak. We will let those attending public meetings know when translation facilities are available and encourage contributions in Welsh and English.

3.3.4 Our normal practice will be to provide papers and other information for public meetings in Welsh and English – and for reports or papers produced following public meetings to be published in Welsh and English.

3.3.5 The conduct of any other dealings with the public in Wales will be based on the same principles of equality as set out above.

4. The public face of the Information Commissioner in Wales

4.1 Corporate identity in Wales

- 4.1.1 The ICO will adopt a bilingual corporate identity in respect of its office located within Wales.
- 4.1.2 All official stationery, such as letter headers, compliments slips, fax cover sheets and business cards used by the office in Wales will be bilingual.
- 4.1.3 Where documents are produced in Welsh the name of the Information Commissioner's Office will appear in Welsh on the Welsh version.
- 4.1.4 Our normal policy will be to ensure that all of our permanent and temporary signs in public areas at the Wales office will be bilingual, and will respect the principle of equality in terms of their size, quality and prominence.

4.2 Published and printed material

- 4.2.1 A key role of the ICO is to publish advice and guidance to its public throughout the UK via guides, codes of practice, reports, consultation documents and promotional material. Some are of general applicability, but many are specialised and aimed at a well-defined audience, for example most of the freedom of information 2000 guidance is targeted at public authorities. In line with the ICO policy of reducing hard copy publications, much of this information will often appear only on the web-site.
- 4.2.2 If the Welsh and English versions have to be published separately (for instance, where a single document would be too lengthy or bulky), both versions will be of equal size and quality - and our normal practice will be to ensure that both versions are available at the same time and are equally accessible. Each version will note clearly that the material is available in the other language.
- 4.2.3 Appendix B clearly explains when material should be published in Welsh, whether as bilingual documents or as separate Welsh and English versions.
- 4.2.4 At present, charges are not usually made for the Office's publications, but where a charge is made then the price of the Welsh version will not be greater than the price of the English

version. Similarly, where a priced document is issued bilingually, then its price will not be greater than a single language version.

4.3 Forms

4.3.1 Forms and explanatory materials in English and Welsh will be available from the office in Wales or via the website. Appendix B identifies objectively when material should be published in Welsh, whether as bilingual documents or as separate Welsh and English versions. Forms requiring completion by the public will always be available in Welsh.

4.3.2 If the Welsh and English versions have to be published separately (for instance, where a single document would be too lengthy or bulky), both versions will be of equal size and quality - and our normal practice will be to ensure that both versions are available at the same time and are equally accessible. Each version will note clearly that the material is available in the other language.

4.4 Press releases and contact with the media

4.4.1 Press releases to the Welsh language press and broadcasting media in Wales, about Welsh-based cases, will normally be issued in Welsh. This may not be possible when press releases have to be issued urgently for some reason.

4.4.2 Our press releases will be posted on our website.

4.4.3 If the need is identified the ICO will seek to ensure that a Welsh speaking contact is available at all its media conferences in Wales.

4.5 Advertising, marketing and market research campaigns in Wales

4.5.1 Marketing, advertising and market research campaigns targeted at the public within Wales will be conducted bilingually, and will treat the two languages equally.

4.5.2 Advertisements placed in English-language newspapers distributed wholly or mainly in Wales will be bilingual, and advertisements placed in Welsh language publications will appear in that language only.

4.5.3 Exhibitions and display material prepared by the ICO for use in Wales will be bilingual.

- 4.5.4 When we undertake public surveys targeting the Welsh public our normal practice will be to ensure that all aspects of communication with the public will be bilingual.
- 4.5.5 When we undertake public surveys targeting the Welsh public, respondents will be asked if they wish to respond to the survey in Welsh or English.
- 4.5.6 Telephone surveys undertaken that are targeted at individuals based in Wales will be conducted in the language of the participant's choice.
- 4.5.7 Response mechanisms for activities and campaigns that have made provision for Welsh speakers will enable communication through the medium of Welsh.

4.6 Official notices, public notices and staff recruitment advertisements in Wales

- 4.6.1 Official notices, public notices and staff recruitment notices placed in English language newspapers, or similar media distributed mainly or wholly in Wales, will be bilingual, or appear as separate Welsh and English versions. Notices will be in Welsh in Welsh language publications. The Welsh and English versions will be equal in terms of format, size, quality and prominence – whether produced as a single bilingual version, or as separate Welsh and English notices.

4.7 Website

- 4.7.1 The ICO website is currently provided in English. A 'Cymraeg' section has been created leading to pages and material which are produced in Welsh, and the web pages which relate specifically to the Wales regional office are mirrored in Welsh. The ICO intends to redevelop its whole website, and Welsh language provision will be improved in line with this. The ICO will work towards providing greater parity between the English language and Welsh language pages, with the pages most relevant to the general public being translated as a matter of priority.
- 4.7.2 Whenever we post English language publications on our websites, the Welsh versions will be posted at the same time, if available.
- 4.7.3 Where forms are presented on the website, English and Welsh versions will be made available in line with the commitments made under the publications section of the scheme.

4.7.4 Visitors to the site are welcome to send Welsh language e-mails to the ICO. These will be responded to in accordance with the measures outlined in 'written communication'.

5.0 Implementing and monitoring the scheme

5.1 Staffing and recruitment

5.1.1 We aim to recruit staff with Welsh language skills to ensure the provision of a full service through the medium of Welsh without excessive recourse to translators, however, it should be noted that the ICO in Wales is unlikely to exceed eight to ten employees.

5.1.2 We will identify service areas where the ability to speak Welsh is desirable or essential. This requirement may be defined as a component of a work stream or team, rather than being attached to a particular job. Individuals in front-line posts will be required to learn the language if they are not already Welsh speakers.

5.1.3 When fluency in Welsh is considered to be desirable or essential this will be stated in job competencies and advertisements. A process will be followed during the recruitment stage to determine whether Welsh language skills will be desirable or essential criteria for each post. The current need to increase Welsh language capacity in ICO Wales will be an important consideration in the process until that need has been rectified.

5.1.4 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 will be a condition of employment.

5.1.5 When no suitable Welsh speaking candidates can be found for a post where Welsh is essential (or whilst 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 (by using, for example, Welsh speaking staff from elsewhere in our organisation to deliver parts of the service).

5.1.6 Information packs and application forms will be provided in Welsh and English for all jobs in the Wales office.

5.1.7 We will undertake annual audits to establish the number, ability level and location of staff who can speak, read and write Welsh (including staff who are learning Welsh). We will also identify those staff who wish to learn Welsh. We will respond to any shortages through our recruitment and training activities.

5.2 Learning Welsh and vocational training

5.2.1 The ICO will encourage and support staff working in Wales who wish to learn Welsh or to improve their existing linguistic abilities, and financial support will be given where appropriate in order for staff to attend courses. Resources (within reason) will also be made available to facilitate this support, for example, the provision of Welsh language spell-checkers and dictionaries, and staff will generally be allowed to attend courses during working hours.

5.2.2 Appropriate local courses will be identified for all levels of language learning, and details will be circulated to all staff based in Wales.

5.2.3 More specific vocational training will also be provided where this is considered necessary to implement the scheme. For example, further training may be required in the use of Welsh in specialist fields, in translation work, or in telephone skills.

5.3 Administrative arrangements

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

5.3.2 Managers will have the responsibility of implementing those aspects of the scheme relevant to their work. However, overall responsibility for implementing and monitoring the scheme will rest with the Assistant Commissioner for Wales, with the scheme co-ordinated by a senior member of staff based in the Wales office.

5.3.3 The action plan included as Appendix A sets out how we will ensure that we operate in accordance with this scheme and provides a timeline for actions to take place.

5.3.4 We will produce desk instructions, or similar guidance, for our staff to ensure that they know how to implement the measures contained in this scheme.

- 5.3.5 Existing desk instructions, or similar guidance, used by our staff, will be amended to reflect the measures contained in this scheme.
- 5.3.6 We will arrange briefing and training sessions for our staff to increase awareness of this scheme - and to explain how it will affect their day to day work.
- 5.3.7 The ICO IT systems will be utilised as much as possible to facilitate bilingual service delivery for example, through use of the website, downloadable Welsh language leaflets and forms and standard templates, and the need to operate in accordance with this scheme will be borne in mind as we develop or purchase information and communications technology products and services.
- 5.3.8 Where external translators are employed, the ICO will ensure they are suitably qualified and able to provide a service of sufficient quality.

5.4 Monitoring the scheme

- 5.4.1 The implementation of the scheme will be monitored to ensure quality and compliance with its requirements. We will monitor progress against our action plan and the scheme itself in line with the Welsh Language Board's requirements.
- 5.4.2 We will send monitoring reports to the Welsh Language Board on an annual basis in June, outlining progress in delivering this scheme in the previous financial year.
- 5.4.3 Annual monitoring reports will include a review of compliance with this scheme, a review of actions taken to encourage staff to speak Welsh and their ability levels, a review of Welsh language services made available by the ICO to include frontline personal and electronic services, and details of the way in which the ICO has worked on mainstreaming Welsh language considerations into its work.
- 5.4.4 We will report on the following performance indicators:
- PI1 The Welsh language skills of staff working in our public reception area and answering the main telephone helpline.
 - PI2 The percentage of a sample of third party contractors assessed who provide services in accordance with relevant measures in the Welsh Language Scheme.
 - PI3 Training

- (a) The number and percentage of staff who have received Welsh language training to a certified level of qualification.
- (b) The number and percentage of staff who have received Welsh language awareness training.

PI4 Information technology

- (a) The number of IT systems assessed using the Welsh Language Board's bilingual software accreditation scheme.
- (b) The number of improvement plans prepared following assessments using the bilingual software accreditation scheme.

PI5 The number of complaints received about a lack of Welsh language service provision, the details of those complaints and the steps taken to address the concerns highlighted.

5.4.5 The targets set by ICO's published performance standards will apply equally to services in English and Welsh. Any differences in standards between the two will be included in the monitoring process.

5.5 Reviewing and amending the scheme

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

5.5.2 We may need to review this scheme from time to time, or to propose amendments, because of changes to our functions, or to the circumstances in which we undertake those functions, or for any other reason.

5.5.3 No changes will be made to this scheme without the Welsh Language Board's approval.

5.6 Suggestions/complaints

5.6.1 The ICO welcomes suggestions for improvements to its measures for dealing with the Welsh-speaking public. Any suggestions or complaints should be addressed to the Welsh Language Scheme Co-ordinator (see 7.00 Contact details)

5.6.2 In the first instance, any complaints concerning our services in Welsh will be dealt with by the designated officer based in the Wales office. Subsequently, the matter may be taken up by the Assistant Commissioner for Wales or the Information Commissioner himself.

6.0 Publicising the scheme

- 6.1 The scheme will be publicised to our staff, and to the public in Wales on a continuing basis through ICO publications and website.
- 6.2 All ICO employees will be made aware of the existence of the scheme during their induction training. Employees with a specific role to play in the scheme's implementation, for example those based at the Wales office, will receive more detailed instruction and guidance.
- 6.3 The scheme itself will be accessible in hard copy or from the Information Commissioner's website at www.ico.gov.uk

7.0 Contact details

For more information regarding this Welsh Language Scheme, please contact:

Welsh Language Scheme Co-ordinator
Information Commissioner's Office (Wales)
Cambrian Buildings
Mount Stuart Square
Cardiff
CF10 5FL

Tel: 029 2044 8044
Fax: 029 2044 8045
Email: Wales@ico.gsi.gov.uk
Website: www.ico.gov.uk

Appendix A

Action plan for implementation of the ICO Welsh Language Scheme

Ref	Actions	Target date
2. Service planning and delivery		
2.1	Review existing procedure for ensuring consistency with the Scheme when new policies and services are undergoing development, and ensure guidance is provided to relevant staff.	Ongoing work
2.1	All Wales staff to receive refresher awareness training on the above	November 2010
2.1	All relevant Head Office staff to receive awareness training on the above	December 2011
3. Dealing with the Welsh speaking public		
3.1	Respond to all written correspondence in the language in which it is received	Ongoing work
3.1, 3.2	Provide refresher training for front-line staff in Head Office	June 2011
3.1	Develop and promote a new system to record individuals who wish to communicate through the medium of Welsh in order to provide them with Welsh language communications as standard	March 2011
3.3	Review the capacity of ICO to deliver services in the Welsh Language at public meetings and events held by ICO, in particular by reviewing and updating the list of approved simultaneous translators	November 2010
4. The public face of the Information Commissioner in Wales		

4.2	Appendix B concerning the translation of publications will be agreed with Welsh Language Board, displayed on the ICO website and used for all future publications	November 2010 (or when agreed)
4.2	A system for assessing other publications (in line with paragraph 6 of Appendix B) to be agreed upon and established.	November 2010
4.2	Work with Corporate Affairs to ensure that they liaise with the ICO Wales office each time they deal with a publication that may need to be translated.	On-going from November 2010
4.2	Ensure that Corporate Affairs inform the ICO Wales office when working on new publications, web content and issuing correspondence to stakeholders in Wales.	On an ad-hoc basis from November 2010.
4.2	Maintain an advisory role as regards the number of Welsh versions of publications that are printed and give advice regarding the promotion and distribution of Welsh language publications – further develop relationships with key interested parties.	On-going from November 2010
4.4	Develop relationship with the new Corporate Affairs press office to ensure that all contact with press / media in Wales complies with the WLS, and advise on contact with Welsh language press/media in Wales.	November 2010 and ongoing
4.7	Liaise with Head Office Corporate Affairs to improve the Welsh language section on the ICO website, as part of the overall website redevelopment.	From November 2010
4.7	Ensure that any development of the Wales regional office page on the website is mirrored in the Welsh language.	April 2011 and ongoing
4.7	Identify all Welsh language web content on website and ensure it is accessible via the Cymraeg button.	April 2011 and ongoing
4.7	Increase the amount of content in Welsh, prioritising translation of the “For the public”	December 2012

	section of the website (or its equivalent, post site redevelopment).	
4.7	Increase the amount of content in Welsh by targeting translation of the "Complaints" section of the website (or its equivalent, post site redevelopment).	December 2012
4.7	Revised Welsh Language Scheme displayed on website.	November 2010 (or when approved)
5. Implementing and monitoring the scheme		
5.1	Ensure that the Welsh language needs of all posts recruited in the ICO Wales office are assessed before being taken forward. Establish a process for assessing those posts in line with 5.1.3.	Ongoing work January 2011
5.1	Newly recruited frontline staff will be required to have Welsh Language skills. In the event that a non-Welsh speaker is recruited, the individual will be required to learn Welsh for the role.	Ongoing work
5.1	Current non-Welsh speaking staff in a frontline role will be required to learn Welsh for the role.	Intermediate level to be achieved after 1.5 years learning
5.1	Work with HR department to ensure an adequate awareness of the requirements of the scheme.	December 2010
5.2	All staff wishing to learn Welsh will be encouraged to do so, and resources will be made available to support this learning where possible.	Ongoing work
5.3.8	Maintain a list of approved translators to ensure ICO has the capacity to respond to the public in the Welsh language when demand outstrips ICO internal resource.	Ongoing work

5.4	Report back to the Welsh Language Board on how ICO is meeting the requirements of the scheme and action plan.	Annually from June 2011
6. Publicising the scheme		
6.2	All ICO staff will be made aware of the new revised scheme via the internal intranet and at appropriate staff and business meetings	December 2010
6.1	The scheme will also be made available via the ICO's Single Equality Scheme, and integrated as a separate Annex	When SES approved by ICO management

Appendix B

Statement on translation of publications

1. The purpose of this appendix is to clearly set out how the ICO will decide which publications will be translated as standard into Welsh. The procedure is not meant to be completely prescriptive or inflexible, but should explain the reasoning behind why certain publications are translated, and others are not.
2. As per section 1.6 of the ICO's Welsh Language Scheme, the ICO has adopted the principle that in the conduct of public business in Wales, the English and Welsh Languages will be treated on the basis of equality. Please refer to Section 1.8 of the scheme for the definition of 'public' in this context. For the sake of clarity, the term 'public' is split into 'general public' and 'private organisations' within this Appendix.
3. As a general principle, the ICO will consider the target audience for each publication, the level of access to the information required and the degree of specialism contained within the publication in order to decide whether or not it should be translated.
4. Where publications are targeted specifically at the general public in Wales, these publications will be translated.
5. Where publications are targeted specifically at private organisations operating within Wales, these publications will be translated.
6. Where publications are not specifically targeted, but are likely to be of interest to the general public or private organisations in Wales, the decision to translate will take into account the length of the publication, how technical or specialist it is in nature, and its degree of relevance to the Welsh general public and/or private organisations operating in Wales. This assessment will be made using a systematic approach, will involve the office in Wales, and a record of the decision will be kept.
7. Complex technical documents aimed at the specialist community across the UK will generally be produced in English only.
8. Publications likely to attract considerable media attention in Wales will be available in Welsh.
9. All consultations that invite a response from the general public will be translated.

10. The ICO is moving towards an online environment and is reducing the number of hard copy publications it produces. Hard copy publications will be limited and once these have been distributed, the majority of publications will only be available online. Occasionally publications will only be produced in hard copy for use at an event in England, in these instances hard copies of the translated publication may not be produced but they will be available online.

11. Where practical, hard copy publications will be produced as bilingual documents, however the size and cost of producing a bilingual document will be considered, and in some cases separate Welsh and English versions will need to be produced.

Key definitions

General public:	Private individual members of the public
Private organisations:	Private sector businesses and organisations, and third sector bodies