

## Welsh language scheme prepared under the Welsh Language Act 1993

### Introduction

1. Under the Welsh Language Act 1993 (the Act) 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.
2. Further information about the scope and purpose of Welsh language schemes can be found in the Welsh Language Board's guidelines ([www.byig-wlb.org.uk](http://www.byig-wlb.org.uk)).
3. This scheme was approved by the Welsh Language Board under section 14 of the Act. It came into effect on xxxxx.

### The CC scheme

4. The Competition Commission (CC) has adopted the principle that in the conduct of public business in Wales, it will treat the English and Welsh languages on the basis of equality.
5. This scheme sets out how the CC will give effect to that principle when providing services to the public in Wales.
6. In drawing up the measures set out in the scheme, the CC has taken account of what is appropriate in the circumstances and reasonably practicable and follows the principles established by the Act.
7. 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 organizations 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 term 'public' when they are fulfilling those official functions.

### Role of the CC

8. The CC is an independent non-departmental public body which, together with the Office of Fair Trading (OFT) and subject to appeal by the Competition Appeal Tribunal, operates the UK's general competition regime. The CC's role is to conduct in-depth inquiries into mergers, markets and the regulation of the major regulated industries (including utilities, postal services, railways, airports, air traffic control and financial services).
9. All our inquiries are undertaken following a reference made to the CC by another authority: most often the OFT (which refers mergers and markets) or one of the sector regulators (which can refer markets within their sectoral jurisdictions or make regulatory references in relation to price controls and other licence modifications). The CC also hears appeals in respect of modifications to the codes covering the

energy industry. References can also be made by the Secretary of State for Business, Innovation and Skills (BIS)<sup>1</sup>.

10. On merger references, the CC is usually required to decide whether a merger results, or is likely to result, in a substantial lessening of competition. In market investigations the CC has to decide whether any feature or combination of features, in a market prevents, restricts or distorts competition, thus constituting an adverse effect on competition. In either case the CC must decide what action to take, if any, to remedy any problems it identifies. The Secretary of State may also intervene in the consideration of a merger or in the investigation of a market that he thinks might raise one or more public interest considerations, which are specified in statute. On regulatory references our role is dictated by the relevant sector specific legislation. We normally have to decide whether some aspect of the regime is operating against the public interest and would be remedied by a licence amendment or to determine the appropriate level of a price control.
11. The CC is not a consumer authority—this is the role of the OFT. Our communications are usually targeted at parties involved in our investigations. This means the business community; regulated industries and their regulators; professional advisers such as lawyers and economists; government departments and other public bodies; and special interest groups, such as professional associations. Our communications are rarely targeted at the general public.
12. The headquarters of the CC are located in London. Our website address is [www.competition-commission.org.uk](http://www.competition-commission.org.uk) and our contact details can be found at the end of this scheme.

### **Coverage of the scheme**

13. The CC scheme will apply to all CC headquarters functions.

### **Policies, services and initiatives**

14. Our policies, initiatives and services will be consistent with this scheme. They will support the use of Welsh and will, whenever appropriate, help the public in Wales use Welsh as part of their day to day lives.
15. When we contribute to the development or delivery of policies, initiatives, services or new legislation led by other organizations, we will do so in a way which is consistent with this scheme.

### **Delivery of services**

16. We will ensure that where appropriate our services are available in Welsh—and we will let the public know when they are available. This will enable Welsh speakers to access our services.

### **Standards of quality**

17. The CC undertakes to deliver an equally high quality of service in Welsh and English within the same timescale.

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<sup>1</sup>BIS is the CC's sponsor department.

## **Dealing with the Welsh-speaking public**

### ***Correspondence***

18. Correspondence received in Welsh will receive a reply in Welsh, if a reply is required. Our target time for replying will be the same as for replying to letters in English, 20 working days for Freedom of Information (FOI) requests and 15 working days for other correspondence.
19. Our normal practice will be to initiate correspondence in Welsh with those who are known to prefer corresponding in Welsh.
20. When correspondence relates to a CC investigation and/or any appeal proceeding, the decision to initiate and respond to correspondence in Welsh will be at the discretion of managers, taking account of the subject matter and the statutory deadlines imposed by the investigation process.
21. The same policies will apply to email communication as to other forms of written communication.
22. 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.
23. Enclosures sent with bilingual letters will be bilingual, when available. Enclosures sent with Welsh letters will be Welsh or bilingual, when available.

### ***Telephone communications***

24. As the CC is headquartered in London, it would not be practicable for us to conduct telephone conversations in Welsh.

### ***Public meetings in Wales***

25. The CC will ensure that members of the public attending public meetings held in Wales are able and welcome to contribute in Welsh. Invitations and notices publicizing an event in Wales will invite those attending who wish to speak in Welsh to notify the arranger of the event at least two weeks in advance so that translation facilities can be arranged.
26. This commitment has been notified to staff in the CC's guidance on its Welsh Language Act Scheme.

### ***Other meetings with the public outside of Wales***

27. Because of our location and the fact the majority of our meetings are held in London, it would not be practicable for us to conduct face-to-face meetings with the public through the medium of Welsh.

### ***Other dealings with the public in Wales***

28. When we undertake a survey of a group of businesses or a group of consumers that includes a material proportion of Welsh speakers we will administer the survey in Welsh and English.

## ***Advertising***

29. Advertisements placed in English language newspapers distributed mainly or wholly in Wales will be bilingual or will appear as separate Welsh and English versions (with both versions appearing simultaneously, and being equal with regard to size, prominence and quality). Advertisements placed in Welsh language publications will be in Welsh only.

## ***Publishing and printing material directed at the public in Wales***

30. Where a publication is aimed at the general public in Wales, it will be made available bilingually, or as separate Welsh and English versions.
31. Where the material is of interest to the business community in Wales, rather than the general public, it will be made available in Welsh in whole, in part or in summary form, at the discretion of managers, taking into account the likely breadth of interest for the particular material and whether the structure of the material lends itself to being produced either partly in Welsh or in summary form in Welsh.
32. Where material is aimed at a limited and specialized audience in Wales, we will consider the need to make this available in Welsh on a case-by-case basis, taking account of the subject and the nature of the audience.
33. Where Welsh and English versions of published material are made available separately, each will carry a message at the top of the first page of the document confirming that the publication is available in the other language. Both versions will be equally accessible to the public.
34. Where a charge is made for a publication, the price of a Welsh version will not be more than an English version.

## ***Evidence submitted to CC investigations***

35. When evidence is submitted to CC investigations in Welsh, and a decision is taken to publish this evidence on the CC website, it will be made available as separate Welsh and English versions.

## ***Press notices***

36. Where deadlines permit, press releases of particular interest to the Welsh public will be made available in Welsh. Press notices issued specifically to the Welsh language press and broadcasting media in Wales will be produced bilingually.

## ***Websites***

37. Our website will include pages in both Welsh and English.
38. We will prepare a programme, to be agreed with the Welsh Language Board, setting out how we will increase the Welsh language content of our website, over time.
39. When designing new websites, or redeveloping our existing websites, we will take into account the Welsh Language Board's guidelines on website design.

### ***Forms and associated material***

40. Our normal practice will be to ensure that forms and associated material for use by the public in Wales will be made available in Welsh and English.
41. Forms and associated material for use by organizations or individuals involved in CC investigations and/or any appeal proceeding will be made available in Welsh and English at the discretion of managers, taking account of the subject matter and the statutory deadlines imposed by the investigation process.
42. Forms and associated material for job applicants will be bilingual for any post where the recruitment advert is placed in newspapers distributed mainly or wholly in Wales; or where the job competencies of the post states that fluency in Welsh is a desirable or essential skill.
43. The above provisions will apply to interactive forms published on our website, where appropriate.

### ***Recruitment***

44. For any posts having extensive and regular contact with the public in Wales we will consider whether fluency in Welsh should be a desirable or essential skill—and this will be stated in job competencies and advertisements.

### ***Corporate ID***

45. Where documents are produced bilingually or in Welsh the name of the Competition Commission will appear in Welsh on the Welsh version.

### ***Official notices, public notices and staff recruitment***

46. 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.
47. 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.
48. In the English language media, posts where the ability to speak Welsh is essential may be advertised in Welsh, with a brief description in English.
49. 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.

### ***Information and communications technology***

50. The need to operate in accordance with this scheme will be taken into account as we develop, design and purchase information and communications technology products and services.

## **Implementation of the scheme**

### ***Administrative arrangements***

51. The commitments and arrangements in this scheme have been approved by the Chief Executive of the CC.
52. The CC will ensure that all staff are aware of the scheme and their responsibilities under the Act by providing staff with guidance and instructions.
53. Staff will have responsibility for implementing those aspects of the scheme relevant to their work.
54. The CC will use suitably qualified translators or interpreters to help with the delivery of this scheme.

### ***Services delivered on behalf of the CC by other parties to the public in Wales***

55. The CC undertakes to ensure that any agreements or arrangements made with third parties which relate to the provision of services to the public in Wales are consistent with the terms of this scheme. This commitment includes services which are contracted out.
56. Where relevant, requirements concerning the Welsh language will form part of the tendering documents and subsequent contracts, agreements or arrangements that arise. If such services include the provision of a call centre or help line, bidders will be expected to be able to handle enquiries from Welsh speakers.
57. Monitoring the implementation of Act matters for the purposes of this scheme by contractors and other parties will be the responsibility of the manager concerned.

### ***Monitoring the scheme***

58. Staff will be asked to list each contact made in Welsh and to report these to the Information Centre Manager.
59. Staff will be asked to notify the Information Centre Manager of all complaints regarding this scheme or the CC's use of the Welsh language generally.
60. The Information Centre Manager will compile an annual compliance report to include:
  - (a) the number of instances of communications made in Welsh;
  - (b) achievements against the timetable in the scheme below; and
  - (c) any complaints related to the scheme or suggestions for improvement.

This report will be submitted to the Chief Executive for approval. We will report to the Welsh Language Board on our progress in delivering this scheme, when requested by them.

### ***Reviewing and amending the scheme***

61. We will review this scheme within four years of its coming into effect. We may also amend or review the scheme in the intervening period because of changes to our

functions or some other reason. No changes to this scheme will be made without the approval of the Welsh Language Board.

### ***Timetable for implementation of the scheme***

62. The scheme will formally take effect in the CC within two months of receiving the endorsement of the Welsh Language Board. The two-month implementation period is required to permit internal instructions and guidance to be prepared and disseminated to CC staff. Measures with no lead in time, such as the requirement to respond in Welsh to correspondence received in Welsh, will have immediate effect.
63. Publications, advertising campaigns or public meeting arrangements in the pipeline when the scheme comes into effect, and which would otherwise meet the criteria as regards the needs of the Welsh speaking public, may be produced or conducted solely in English.

### ***Suggestions for improvements***

64. Complaints related to this scheme or suggestions for improvement should be addressed to:

Linda Fisher  
Information Centre Manager  
Competition Commission  
Victoria House  
Southampton Row  
London WC1B 4AD

Tel: 020 7271 0240

Fax: 020 7271 0367

Email: [info@cc.gsi.gov.uk](mailto:info@cc.gsi.gov.uk).

We will cooperate with the Welsh Language Board in order to resolve complaints—and during any investigations held under section 17 of the Act.

## Main targets for scheme delivery

<i>Target</i>	<i>Date of completion</i>
<p><i>Correspondence</i></p> <p>Correspondence received in Welsh will receive a reply in Welsh, if a reply is required. Our target time for replying will be the same as for replying to letters in English, 20 working days for FOI requests and 15 working days for other correspondence.</p> <p>Our normal practice will be to initiate correspondence in Welsh with those who are known to prefer corresponding in Welsh.</p> <p>When correspondence relates to a CC investigation and/or any Appeal proceeding, the decision to initiate and respond to correspondence in Welsh will be at the discretion of managers, taking account of the subject matter and the statutory deadlines imposed by the investigation process.</p> <p>The same policies will apply to email communication as to other forms of written communication.</p> <p>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.</p> <p>Enclosures sent with bilingual letters will be bilingual, when available. Enclosures sent with Welsh letters will be Welsh or bilingual, when available.</p>	<p>This will come into effect when the scheme receives the endorsement of the Welsh Language Board.</p>
<p><i>Public meetings</i></p> <p>The CC will ensure that members of the public attending public meetings held in Wales are able and welcome to contribute in Welsh. Invitations and notices publicizing an event in Wales will invite those attending who wish to speak in Welsh to notify the arranger of the event at least 2 weeks in advance so that translation facilities can be arranged.</p>	<p>This will come into effect within 2 months of receiving the endorsement of the Welsh Language Board, unless already in the pipeline at this time.</p>
<p><i>Other dealings with the public in Wales</i></p> <p>When we undertake a survey of a group of businesses or a group of consumers that includes a material proportion of Welsh speakers we will administer the survey in Welsh and English.</p>	<p>This will come into effect within 2 months of receiving the endorsement of the Welsh Language Board, unless already in the pipeline at this time.</p>
<p><i>Advertising</i></p> <p>Advertisements placed in English language newspapers distributed mainly or wholly in Wales will be bilingual or will appear as separate Welsh and English versions (with both versions appearing simultaneously, and being equal with regard to size, prominence and quality.) Advertisements placed in Welsh language publications will be in Welsh only.</p>	<p>This will come into effect within 2 months of receiving the endorsement of the Welsh Language Board, unless already in the pipeline at this time.</p>
<p><i>Publishing and printing material directed at the public in Wales</i></p> <p>Where a publication is aimed at the general public in Wales, it will be made available bilingually, or as separate Welsh and English versions.</p> <p>Where the material is of interest to the business community in Wales, rather than the general public, it will be made available in Welsh in whole, in part or in summary form, at the discretion of managers, taking into account the likely breadth of interest for the particular material and whether the structure of the material lends itself to being produced either partly in Welsh or in summary form in Welsh.</p> <p>Where material is aimed at a limited and specialized audience in Wales, we will consider the need to make this available in Welsh on a case-by-case basis, taking account of the subject and the nature of the audience.</p> <p>Where Welsh and English versions of published material are made available separately, each will carry a message at the top of the first page of the document confirming that the publication is available in the other language. Both versions will be equally accessible to the public.</p> <p>Where a charge is made for a publication, the price of a Welsh version will not be more than an English version.</p>	<p>This will come into effect within 2 months of receiving the endorsement of the Welsh Language Board, unless already in the pipeline at this time.</p>

### *Press notices*

Where deadlines permit, press releases of particular interest to the Welsh public will be made available in Welsh. Press notices issued specifically to the Welsh language press and broadcasting media in Wales will be produced bilingually.

This will come into effect within 2 months of receiving the endorsement of the Welsh Language Board, unless already in the pipeline at this time.

### *Websites*

Our website will include pages in both Welsh and English.

This will come into effect within 12 months of receiving the endorsement of the Welsh Language Board.

We will prepare a programme, to be agreed with the Welsh Language Board, setting out how we will increase the Welsh language content of our website, over time.

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### *Forms and associated material*

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### *ICT*

The need to operate in accordance with this scheme will be taken into account as we develop, design and purchase information and communications technology products and services.

This will come into effect within 12 months of receiving the endorsement of the Welsh Language Board.

### *Services delivered by other parties to the public in Wales*

The CC undertakes to ensure that any agreements or arrangements made with third parties which relate to the provision of services to the public in Wales are consistent with the terms of this scheme. This commitment includes services which are contracted out.

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Where relevant, requirements concerning the Welsh language will form part of the tendering documents and subsequent contracts, agreements or arrangements that arise. If such services include the provision of a call centre or help line, bidders will be expected to be able to handle enquiries from Welsh speakers.

Monitoring the implementation of Welsh Language Act matters for the purposes of this scheme by contractors and other parties will be the responsibility of the manager concerned.

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- any complaints related to the scheme or suggestions for improvement.

This report will be submitted to the Chief Executive for approval. We will report to the Welsh Language Board on our progress in delivering this scheme, when requested by them.

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