

The background of the entire page is a soft-focus image of several blue flowers, likely cornflowers, with a light blue and white color palette. The flowers are scattered across the page, with some in sharp focus and others blurred.

Welsh Language Scheme

prepared under the Welsh Language Act 1993

This Scheme has been prepared in accordance with the Welsh Language Act 1993 and received the approval of the Welsh Language Board under section 14(1) of the Act on 24 March 2003.

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Foreword

1. The National Institute for Clinical Excellence is committed to fulfilling its obligations under the Welsh Language Act (1993).
2. In promoting clinical and cost effectiveness in the NHS and in the conduct of other public business in England and Wales, the Institute has adopted the principle that the English and Welsh languages will be treated on the basis of equality.
3. This Scheme sets out how the Institute will achieve this principle at the interface with the public.

Introduction

4. The National Institute for Clinical Excellence (the Institute) was set up as a Special Health Authority on the 1 April 1999 and as such it is a part of the National Health Service (NHS). It provides the NHS (patients, health professionals and the public) in England and Wales with authoritative, robust and reliable guidance on current “best practice”. This guidance extends to individual health technologies, new interventional procedures and the clinical management of specific conditions.
5. The Institute disseminates corporate information and the results of its work, and responds to specific enquiries. It provides information on standards and methodologies, which support and complement other NHS quality directives.
6. The Institute includes stakeholder groups in all aspects of its work. Stakeholders are

identified as patients, carers, healthcare industries, the NHS and healthcare professionals.

7. Information dissemination targets these groups: professionals in the NHS, technology manufacturers, the public, the media and patient & carer groups and those who represent them. This requires the use of both technical and lay terminology.
8. The Institute is based in London with a staff of around 60.

Service planning and delivery

9. The Institute fully recognises the culture and linguistic needs of Welsh speaking patients within the context of providing guidance to the NHS in England and Wales.
10. The Institute recognises that language (and for the purposes of this Scheme, Welsh) can play an important part in the successful delivery of healthcare, and can have medical and clinical significance beyond sensitive care.
11. The implementation of NICE guidelines is the responsibility of NHS organisations locally. In each guideline the Institute will remind these bodies to consider if there is a linguistic dimension which should be applied during implementation. It is for individual bodies to satisfy themselves that their interpretation is appropriate. This may also be tested by external audit and performance management regimes (for example the Commission for Health Improvement [Commission for Health Audit and Inspection]).

New policies and procedures

12. The Institute will ensure the linguistic dimension of new policies and other initiatives are fully considered to ensure they are consistent with the Scheme and do not undermine it.
13. The Institute's Board members and staff will be made aware of the Scheme and the Institute's responsibilities under the Act.
14. Any proposals to vary the Scheme will first be discussed and agreed with the Welsh Language Board. The Institute will not amend the Scheme without the agreement of the Board in accordance with Section 16 of the Welsh Language Act.

Standards of service

15. The Institute is committed to providing information to the public and patients in Welsh or English as requested.
16. In providing its guidance to the public and the NHS the Institute will ensure that documents/materials intended for public/patient dissemination are provided in bi-lingual format for dissemination in Wales and on request.
17. The Institute is committed to providing an equally high standard of service in English and Welsh to those who require it and this commitment will be stated in our annual report and on our website.
18. Existing Institute policies will be reviewed to ensure all aspects of the Scheme are reflected in them.

Dealing with the Welsh-speaking public

Written communications

19. The Institute welcomes correspondence in English or Welsh.
20. Letters received in Welsh will be answered in Welsh and within the same time period as correspondence in English.
21. The Institute will provide written guidance to its staff on dealing with correspondence in Welsh.

Telephone communication

22. The Institute will not have the capacity to answer telephone enquiries in Welsh and callers will be offered the option of speaking with the help of an on-line translator, or corresponding in Welsh. If they decide on the latter their correspondence will be answered in Welsh within the standard response time, as for English correspondence.
23. The Institute will provide guidance to all staff on dealing with telephone calls from Welsh speakers.

Public meetings

24. All public Board meetings held in Wales will be opened in Welsh and serviced by a translator who will be able to answer questions in Welsh. They will be clearly identified for members of the public.
25. The Institute will use bi-lingual name badges for Board meetings held in Wales.
26. All Board meetings held in Wales will have the notice advertised bi-lingually in Welsh

newspapers clearly stating that English or Welsh can be spoken and welcoming interventions in either language. However, for high-cost English journals the advert will appear in English only.

27. All public Board meetings held in Wales will have all Board papers translated and available in Welsh.
28. All the above translated material will also be posted on our website in Welsh.
29. The Institute will ensure that display material normally translated for our annual conference stand is displayed in Welsh with equal prominence to the English material.
30. Translation facilities for our conference will not be made available as this would be disproportionately expensive. However, if the conference were held in Wales then these facilities would be made available as for Board meetings held in Wales.
31. The Institute will ensure translators used for its public meetings are on the Welsh Language Board lists and the lists of the Welsh Assembly Government.

Other dealings with the public

Internet

32. The principal means of information dissemination will be the Institute's website, which will contain different 'entry points' for NHS professionals and public/patients in both English and Welsh. Behind these Welsh entry points all information normally translated into Welsh will be available. Material not normally translated will be retained in English. Users will be able to search for Welsh language documents on the website.
33. All documents intended for public/patient dissemination will be provided in Welsh on our website with entry points translated into Welsh.
34. The Institute website will provide entry points for different categories of users (professionals, patients and the public). The homepage will provide each of these in English and Welsh which will lead to a section of the website geared to that particular group. Where appropriate and in line with the Scheme, documents will be translated and where not they will be viewable in English only.
35. The website will include a link to the Welsh Assembly Government.

The Institute's public image

Corporate identity

36. The Institute will not adopt a bi-lingual corporate identity for its Welsh publications or use bi-lingual headed paper as the Institute is bound by the national NHS corporate identity guidelines. However, a Welsh translation of the Institute's name and address will appear on translated documents, and letterhead translated into Welsh will be used for letters replied to in Welsh.
37. A Welsh version of the Institute's fax header will also be produced for dealing with faxed responses in Welsh.

Publications

- 38. The Institute publishes a range of documentation relating to guidance to the NHS on different technologies distributed to professionals within the NHS. These technical papers which include medical jargon will not be translated. However, patient versions of technical documents will be prepared and distributed in English and in English and Welsh. Where no patient version is produced, only a summary document will be translated.
- 39. Other corporate publications such as the annual report and information leaflets will have a bi-lingual version.
- 40. Most of the Institute's publications are free of charge. For those that do carry a charge the cost of the Welsh version would be the same as that for the English equivalent.
- 41. Printers and designers will follow the corporate ID for printing bi-lingual publications.
- 42. All corporate printed material directed at the public will have a bi-lingual version. Wherever possible these will be published simultaneously.
- 43. The Institute will ensure translators used for its publications are on the Welsh Language Board lists and the lists of the Welsh Assembly Government.
- 44. The Institute will produce a publicity leaflet for the public in Wales explaining the key provisions of the Scheme. This will also be published on our website.

- 45. All patient leaflets will include a reference in Welsh as to where further copies can be obtained.

Press releases and press notices

- 46. Most of the Institute's press releases are of a professional/technical nature and will not be available bi-lingually. However if press activity is planned specifically for Wales, press releases will be produced bi-lingually. If NICE has reason to issue a press notice, those published in Welsh newspapers will appear bi-lingually giving equality in terms of prominence, format, size and quality.

Advertising and publicity activities

- 47. When advertising or promoting meetings to the public, NICE will do so in Welsh and English. Bi-lingual signs or publicity materials will be equal in terms of format, size, quality, legibility and prominence. Public surveys undertaken by NICE will be conducted bi-lingually in Wales.

Implementation and monitoring of the Scheme**Monitoring**

- 48. The Board will receive an annual compliance and performance report which will also recognise any fundamental weaknesses in Scheme implementation, and set up an action plan which will include a timetable to deal with them. A copy of this report will be sent to the Welsh Language Board.
- 49. The implementation and standards of the Scheme will be monitored.
- 50. The Institute will establish written procedures where needed for matters arising from the Scheme.

51. The Institute will monitor the Scheme every six months.
52. A specific member of staff will be appointed to monitor implementation of all aspects of the Scheme to include progress against agreed targets, the volume of work derived from the Scheme and any suggestions for improvement/amendment of the Scheme.
53. Monitoring will in addition specifically cover:
 - The number of bi-lingual publications produced;
 - The availability of Welsh versions of administrative material such as letterheads;
 - The volume of Welsh correspondence and telephone calls and response times for replying;
 - New policies and procedures and their compliance with the Scheme;
 - Meeting the schedule for implementation of specific aspects of the Scheme;
 - The type and quantity of complaints relating to the Scheme;
 - The bi-lingual profile at public events;
 - The number of bi-lingual notices in the press
 - The number of bi-lingual speakers at the Institute's meetings.

- The number of 'hits' on Welsh versions of documents on our website.
 - The number of users whose entry point to the Institute's website is via the Welsh portal.
54. The Institute will submit an annual report to its senior managers and the Welsh Language Board on the progress of the Welsh Language Scheme. Where necessary, this will include reasons for not meeting any of the standards set out in the Scheme and an explanation of action we intend to take.

Services delivered on behalf of the organisation by other parties

55. The Institute will ensure contracts which deal with providing services to the public on behalf of the organisation are consistent with the terms of the Welsh Language Scheme.

Recruitment

56. The Institute is a small organisation and when employing staff, although we will be aware of the advantages of having Welsh speakers, we will not be committed to using this as a criterion in recruitment.
57. Recruitment advertisements will not normally be translated into Welsh unless recruiting to a post with a specific remit covering the public in Wales and where the ability to speak Welsh is essential/desirable.

Staffing

58. The job descriptions of relevant staff will be amended to incorporate their responsibilities under the Welsh Language Act.
59. The Institute's Board will include a member with a specific remit for Wales.
60. New staff will be provided with a copy of the Scheme which will be included in their induction training.
61. All staff induction will include reference to the Institute's Scheme.

Targets and timetable

62. We will adopt targets and a timetable for implementation of our Welsh Language Scheme. Measures will come into operation from the date the Scheme is approved.

Complaints and suggestions

63. Complaints regarding Welsh language matters will be dealt with in accordance with NICE's existing complaints procedure.
64. The Institute will encourage and welcome suggestions both from staff and the public for the improvement of any aspect of its Welsh language service.
65. Anyone wishing to comment should contact:

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