

Companies House Welsh Language Scheme  
**Prepared under the Welsh  
Language Act 1993**



**dti**

A DTI SERVICE



*Companies House*  
— for the record —



COMPANIES HOUSE HAS ADOPTED THE PRINCIPLE THAT IN THE CONDUCT OF PUBLIC BUSINESS AND THE ADMINISTRATION OF JUSTICE IN WALES, IT WILL TREAT THE ENGLISH AND WELSH LANGUAGES ON A BASIS OF EQUALITY. THIS SCHEME SETS OUT HOW COMPANIES HOUSE WILL GIVE EFFECT TO THAT PRINCIPLE WHEN PROVIDING SERVICES TO THE PUBLIC IN WALES.

## 1. INTRODUCTION

1.1 Companies House is an Executive Agency of the Department of Trade and Industry with Trading Fund status.

1.2 Its core activities are:

- x incorporating and dissolving companies,
- x receiving and registering statutory information which companies are required to deliver to the Registrar,
- x making sure that statutory information is available for public inspection.

1.3 The Headquarters office is located in Cardiff with another regionally based office in London through which its services can be accessed. There is a separate office in Edinburgh dealing with companies incorporated in Scotland. Overall, Companies House as an Agency employs around 1,200 (at 24 November 2004), with the majority based in Cardiff.

## 2. SERVICE PLANNING AND DELIVERY

2.1 Companies House will assess the consequences for the use of the Welsh language in any new policies and initiatives during the formulation process.

2.2 New policies and initiatives will facilitate the use of Welsh by those who wish to use the language and will progress the organisation towards implementing the principle of equality of the treatment of the language.

2.3 New policies and initiatives will be consistent with the requirements of this Scheme and the Scheme will be applied to new policies and initiatives where applicable.

2.4 Companies House will consult with the Welsh Language Board about any proposals which will affect the Scheme, or which will affect the Scheme of any other organisation.

2.5 Any prescription of new statutory forms or changes to computer systems or other operational changes will take account of the terms of this Scheme. In implementing any such changes full consideration will be given to how the level of service to Welsh speaking customers might be further improved.

2.6 The Welsh Language Board will be consulted as appropriate over any proposals to change the Scheme, and the Scheme will not be changed without their agreement.

2.7 Companies House will ensure that staff involved in the formulation of policy will be fully aware of this Scheme and responsibilities under the Welsh Language Act 1993.

2.8 The Welsh Policy/Service Advisor is responsible for overseeing the operation of the Scheme and will ensure, by issuing appropriate guidance and carrying out suitable monitoring, that these commitments are met. This will include considering all new policies and initiatives in the light of the Scheme and ensuring that they take accounts of it, and making staff aware of the implications of the Scheme.

### 3. SERVICE DELIVERY

3.1 Companies House will ensure by the application of the terms of this Scheme that customers who choose to conduct their business with us through the medium of the Welsh Language will be able to do so. We will achieve this by:

- x Dealing promptly with all correspondence received in Welsh and sending a reply in Welsh where a reply is called for;
- x Establishing a network of Welsh speaking members of staff to ensure that we are able to deal with telephone callers and visitors who wish to deal with us in Welsh;
- x Providing a list of telephone numbers in notes for guidance and other appropriate promotional material so that Welsh speaking customers can speak directly to a Welsh speaking member of staff;
- x Providing key guidance notes, forms and other publications in bilingual format. Criteria for provision of bilingual material are specified within the particular sections of the Scheme;
- x Adopting other service and system based initiatives which will facilitate the use of the Welsh Language in dealings with Companies House;
- x Identifying those companies who wish to conduct their business with us in Welsh.

3.2 Companies House will continue to draw customers' attention to the fact that it offers a service for Welsh speaking customers. This will include:

- x Publicising the fact in our notes for guidance and customer magazine "The Register";
- x Informing the members of our Focus Groups;
- x Providing a link to the Welsh service page on the home page of our website.

### 4. QUALITY STANDARDS.

4.1 Companies House Welsh Language Committee, set up in August 2001, will continue to oversee the implementation and monitor the performance of the Scheme. The quality of services provided to Welsh speaking customers will comply with existing commitments under the Citizen's Charter as well as all other Companies House targets. A statement to this effect will appear in relevant documents such as the Annual Report and the Charter document if appropriate.

4.2 Staff will be made aware of the Scheme and will be provided with copies of it.

## 5. DEALING WITH CORRESPONDENCE

5.1 Companies House offers a service to deal with correspondence in Welsh and will:

- x In the case of individual correspondence reply promptly in Welsh if a reply is called for;
- x Meet all its normal correspondence tasks for dealing with customers' letters;
- x Correspond in Welsh with customers following any face to face or telephone communication in Welsh;
- x Send a holding reply in Welsh if there is likely to be any delay in replying;
- x Produce bilingual versions of its key staff for guidance and other communications for those customers who have expressed preference to deal with us bilingually.
- x Send automated computer generated standard bilingual letters. These include:
  - f reminder letters of impending dates for filing of information;
  - f letters notifying a company of a default in filing;
  - f letters and invoices notifying companies of the imposition of a late filing penalty;
  - f letters and invoices notifying an overpayment or underpayment of statutory filing fees;
  - f letters notifying companies with a registered office address in Wales that Companies House offers a Welsh language service.

5.2 In order to achieve this commitment Companies House will:

- x Continue to provide guidance to staff the handling of correspondence received in Welsh;
- x Continue to provide training and guidance to Welsh speaking staff dealing with Welsh correspondence;
- x Continue the service level agreement with a translation service to provide a satisfactory turnaround time for translation work to enable Welsh correspondence to be responded to within normal public correspondence targets;
- x Continue to consider what changes are required to our computer and output handling systems to automate the existing system of producing bilingual versions of standard letters;
- x Implement a system under which all company officers with their usual residential address in Wales could be automatically offered bilingual versions of standard letters by 31 December 2006.

## 6. TELEPHONE COMMUNICATION

6.1 Companies House offers a service to telephone callers who wish to discuss their business in Welsh. Our switchboard and staff will all be provided with internal directories which list Welsh speaking members of staff and their areas of expertise so that customers wishing to discuss their business in Welsh can be transferred to them promptly.

6.2 We do not propose to answer every telephone call bilingually, as we are an organisation based in Wales that provides services throughout Great Britain and it is not appropriate to offer a bilingual greeting to all customers. However in order to facilitate the service for Welsh speaking customers we will:

- x Continue to have a dedicated number for Welsh speaking customers to use to gain access to a Welsh speaking member of staff;
- x Continue to publicise any such dedicated number in notes for guidance, the Register, on bilingual letterheads and in telephone directories;
- x On replacement of existing telephone switchboard system consider if there is any appropriate software that will be able to identify callers who wish to conduct their telephone call in Welsh.

6.3. In all cases once we have established that a caller has chosen to discuss their business with us in Welsh we will continue to :

- x Transfer the caller to a Welsh speaking member of staff, either by the switchboard or by the member of staff answering the call;
- x If no Welsh speaking member of staff is available, the caller will be offered the choice to complete the call in English, or to be called back by a Welsh speaking member of staff as soon as one is available;
- x If the enquiry is of a complex and technical nature, on which we would have to seek professional advice, the caller will be invited to put their enquiry in writing. They will then receive a written reply in Welsh in accordance with our normal correspondence handling procedures. This accords with our normal practice in respect of all complex and technical queries, irrespective of the language in which they are made.

## 7. VISITORS TO THE OFFICE.

7.1 Companies House public search facilities in Cardiff, where members of the public can carry out searches of the company records, are open during normal business hours from 9am to 5pm. Companies House offers a service for Welsh speaking customers, both those wishing to use the search facility and company directors or their representatives who wish to discuss their business personally in Welsh, Companies House will continue to:

- x Provide a Welsh speaking member of staff by arranging visits with customers who wish to discuss their business in Welsh;
- x Provide bilingual signposts in the grounds of the office, in the car park and in the public areas of the office itself;
- x Provide bilingual evacuation procedures in the public areas of the office;
- x Provide bilingual policy statements such as CH Health and Safety policy, CH Environmental policy and CH Equal Opportunities policy in the public areas of the office;
- x Facilitate language choice by making it known to customers that they may deal with us in Welsh by including this information in notes for guidance, other publicity and by placing notices in the public areas of the office.

## 8. OTHER CONTACTS WITH COMPANIES HOUSE

8.1 As Companies House develops technological links with companies and customers, for example, through electronic filing of information, citizens incorporations and company information will continue to examine what provision can be made for customers who wish to conduct their business with us in Welsh.

8.2 We will achieve this by having due regard for the terms of this Scheme in the development of new and existing systems and communication methods with our customers.

8.3 As the Companies House Website develops we will include bilingual information, such as notes for guidance on the site. See section 27.

## 9. PUBLICATIONS AND EVENTS

9.1 Companies House provides a wide range of notes for guidance designed both to help companies and their officers comply with their statutory obligations, and to publicise the services Companies House provides. We will continue to publish a specific bilingual note for guidance for Welsh companies which details the basic Companies Acts requirements that companies must comply with, and gives details of the Welsh Language services available from Companies House.

9.2 Other guidance booklets with general application to all companies (such as guidance on the disclosure of information requirements of the Companies Acts) are available in bilingual format. This format will continue to be extended to other general application guidance booklets as they are reviewed or created.

9.3 Apart from Notes for Guidance, Companies House also produces other general information material for companies and the public. Companies House will continue to produce material relating to standards of service, access to service and complaint procedures in bilingual format at the same time as the English only version. Other publications will be considered as they are developed or reviewed.

9.4 Any review of Companies House publications will continue to consider factors such as brevity, status, method of distribution or shelf life of the item concerned before placing the publication in print.

9.5 Any bilingual publications will continue to be produced in a back-to-back bilingual format except where a combined back to back version would be unwieldy or bulky, when it may be appropriate to produce separate Welsh and English versions.

9.6 To ensure simultaneous publication and ease of accessibility of all bilingual publications, Companies House will continue to adopt a suitable planning system with translators, compositors, printers and any other outside agencies involved in the production and distribution.

9.7 The cost of bilingual versions of publications will not, where there is a charge for them, exceed the cost of the English version of them.

9.8 Companies House does not hold public meetings. However it runs a regular series of information roadshows and exhibitions designed to increase awareness of the statutory requirements on companies and to promote the information services we offer. Where such roadshows or exhibitions are held in Wales we will continue to ensure that:

- x Copies of all bilingual publications and information currently published by Companies House will be put on display and made available for Welsh speaking customers;
- x A Welsh speaking member of staff is available at such events to deal with Welsh speaking customers.
- x Any public signs produced by Companies House for the event will be bilingual.

9.9 Items such as our customer magazine "The Register", our Annual Report, Business Plan or Development Plan will be made available bilingually as the likely demand for such a version is low and it would not be cost efficient to produce such a version. However whenever we publish articles or information in the Register which are of particular interest to Welsh speaking customers we will do so in bilingual form.

## 10. DELIVERY OF STATUTORY INFORMATION TO THE REGISTRAR

10.1 In accordance with section 30 of the Welsh Language Act, company incorporation may be effected through the medium of Welsh. As such companies whose Memorandum of Association states that their registered office is to be situated in Wales may choose to deliver the following documents in Welsh only. The Registrar will continue to commission a translation into English for placing on the public record alongside the original:

- x Memorandum and Articles of Association;
- x Annual accounts;
- x Special resolutions;
- x Notification of resignation of auditors.

10.2 In the case of the incorporation of a company which is to have its registered office in Wales and which delivers its Memorandum and Articles in Welsh, a Welsh language certificate of incorporation will be issued automatically. The public record for the company will then show both the Welsh language certificate and an English version. Where information is delivered in English it will appear in that language on the register.

10.3 In addition a number of key forms required under the Companies Acts to notify the Registrar of certain events, or which form part of the annual reporting cycle, are available in bilingual format and can be delivered in Welsh. These currently include:

- x Notifications of appointment, resignation or changes in particulars of directors and secretaries
- x Notification of a change in the company's registered office address;

- x Notification of the allotment of shares;
- x The annual return - a snapshot of the company's capital and management structure on a specific date each year.

These forms alone represent in combination 60% of the volume of documents delivered annually to Companies House.

When any statutory forms are reviewed in the future we will continue to consider whether additional forms should be presented in bilingual format depending on their usage and where bilingual versions are prescribed, we should produce a Welsh translation of the regulations bringing the forms into use.

## 11. ENFORCEMENT PROCEDURES

11.1 All companies must deliver certain statutory information to the Registrar each year. The key documents in question are the company's annual return and annual accounts which can be delivered in Welsh and there are provisions in the Companies Act for the officers of companies who fail to comply with their statutory obligations to be prosecuted in the Magistrates Court in the case of the officers of a company with a registered office in Wales, who start any such prosecution proceedings to be conducted in Welsh, Companies House will continue to ensure that:

- x Standard reminder, default notification and prosecution warning letters have been sent bilingually to the offices of the company concerned;
- x The summons to appear in court will be issued bilingually;
- x Its contribution to the proceedings in court are heard and conducted in Welsh.

## 12. THE ORGANISATION'S PUBLIC FACE

12.1 Companies House will continue to adopt a bilingual corporate style and identity when dealing with, or producing publications for, its Welsh speaking customers.

## 13. CORPORATE IDENTITY

- x Companies House will continue to provide Welsh letterheads, fax headers, compliments slips;
- x These will include Welsh versions of the organisation's name, corporate slogan, address and other standard information;
- x Staff will continue to be instructed to use Welsh letterheads when corresponding in Welsh.
- x Companies House will continue to provide a bilingual logo where appropriate.

## 14. SIGNS AND OTHER ONSITE INFORMATION.

14.1 Companies House will continue to ensure:

- x The provision of bilingual signs and notices within the grounds of the office, car park and in the public areas of the office itself in Wales.

- x That all such bilingual signs and notices will be equal in terms of size, quality, legibility and prominence to English and Welsh;
- x Where separate English and Welsh signs are provided they will be equal in terms of format, size, quality, legibility and prominence.

## 15. PRESS NOTICES

15.1 Where press notices are to be placed in newspapers based in Wales, Companies House will continue to publish such notices in bilingual form

## 16. ADVERTISING AND PUBLICITY, OFFICIAL NOTICES.

16.1 Where Companies House places any advertisements, publicity or official notices in newspapers based in Wales it will continue to publish such notices in bilingual form.

## 17. IMPLEMENTING AND MONITORING THE SCHEME

17.1 Companies House will continue to ensure that operational areas have access to appropriately skilled Welsh speaking members of staff to enable a first class service to be delivered through the medium of Welsh;

17.2 Posts where the ability to speak Welsh is desirable or essential will continue to be identified and specified as such when recruiting for that post. Depending on the level of proficiency required for the post suitable training measures will be implemented and job descriptions drawn up accordingly;

17.3 Management, training and personnel services will continue to ensure that the programme will be implemented and monitored. Where the numbers of Welsh speaking members of staff fall below that required to meet the obligations in this Scheme, Companies House will seek to increase those numbers either by:

- x Considering the recruitment of additional Welsh speaking staff;
- x Encouraging existing members of staff to learn Welsh, or improve their skills so as to be able to provide a level of service commensurate with the requirements of this Scheme.

17.4 Companies House will continue to include as part of the job description of a Welsh speaking member of staff general responsibility for dealing with day to day matters and general policy affecting Welsh speaking customers. In dealing with such matters the person responsible should be supported by the existing network of Welsh speaking members of staff.

17.5 As the Welsh service develops and business needs change, Companies House will consider setting up a small team of Welsh speakers to deal with day to day matters. This team would be managed by the Welsh speaking member of staff with responsibility for dealing with the day to day matters and policy affecting Welsh speaking customers.

## 18 LEARNING WELSH

18.1 Companies House will continue to support staff who want to learn Welsh. To support this aim Companies House will implement a Welsh Language training strategy by December 2005. This strategy will include a training program that will lead to a qualification at NVQ 3 level.

18.2 Any non-Welsh speaking members of staff who express a desire to learn Welsh will continue to be encouraged. The facilities available will be drawn to their attention in the same way as other training opportunities offered by Companies House. Suitable arrangements will be made to allow them to follow appropriate training/educational courses leading to a qualification at NVQ 3 level. In assessing the training needs of such staff consideration will be given to:

- x The level of fluency and linguistic ability required for the post;
- x Which courses are the best suited to fulfil the specific training needs;
- x How to use the acquired skills to the best effect.

18.3 Assistance by Companies House will include the provision of:

- x Beginner Welsh classes held at Companies House;
- x Self Teach Packages, ( e.g. Linguaphone);
- x Funding for Further Education courses by payment of tuition fees, cost of textbooks and other associated costs.

These provisions are in line with our normal policy in respect of further education and will be written into our Training Plan.

18.4 Existing Welsh speaking members of staff continue to be offered refresher and other training courses designed to enhance their knowledge of the language and ability to use it for the benefit of the organisation. Such training is aimed at ensuring that Welsh speaking members of staff:

- x Are able to converse fluently with visitors, telephone callers and at meetings;
- x Will be readily able to understand and translate Welsh correspondence and documents, thus enabling action to be taken promptly;
- x Will be able to edit and check as appropriate outgoing documents and correspondence to ensure that messages have conveyed the correct message.

18.5 Guidelines will continue to be made available to managers specifying the circumstances under which staff may leave time during working hours to attend appropriate Welsh Language training courses. The Welsh Service Policy Advisor responsible for the overall running of the day to day Welsh Service will consider applications for such training and provide policy advice both to managers and those responsible for arranging the training.

## 19. RECRUITMENT

19.1 Companies House will continue to:

- x Welcome applications from Welsh speakers to join the Companies House workforce;
- x Where a non-Welsh speaker is appointed to a post where the ability to speak Welsh is essential, it will be a condition of that person's employment that they learn Welsh to the desired standard within a reasonable, agreed period with the full support of Companies House.
- x Companies House will develop a language skills strategy to identify and address the language needs of the business through training and recruitment by 31 March 2006.

## 20. ARRANGEMENTS WITH THIRD PARTIES

20.1 Where any services provided by Companies House are contracted out, Companies House will ensure any arrangements are consistent with the terms of the Scheme. Contractors responsible for particular services will be made aware of the terms of the Scheme and the requirements it places on them in respect of the provision of Welsh language services. For the purposes of implementing the Scheme in respect of contractors Companies House will continue to either:

- x Ensure that the contractors themselves adhere to the requirements of the Scheme, and introduce appropriate monitoring systems; and
- x Provide appropriate back up services itself in order to ensure that the contractors comply with the Scheme; or
- x Assume responsibility itself for providing a Welsh language service where for any reason it is not appropriate or practicable for the contractor to provide such a service;

20.2 In addition Companies House will continue to:

- x Provide written procedures for staff dealing with agents and contractors;
- x Specify in tendering documents the requirements as to the use of the Welsh Language in the provision of services;
- x Monitor the performance of agents and contractors and call for regular performance reports from them.
- x Companies House will develop a language skills strategy to identify and address the language needs of the business through training and recruitment by 31 March 2006.

## 21. MONITORING THE SCHEME

21.1 Companies House will continue to set suitable systems to monitor both the implementation of the Scheme and our performance. It will achieve this commitment by ensuring that:

- x Companies House will continue to regularly monitor the operation of the Scheme and its undertakings;
- x Any new policies, systems, procedures or publications are compatible with the terms of the Scheme;
- x Response times for dealing with Welsh correspondence are monitored against targets, and that Welsh speaking members of staff are available for meetings, dealing with visitors;
- x Our corporate image meets the commitment made in this Scheme in respect of correspondence, publications, forms, signs and other published material;
- x The implementation of the staffing and training measures set out in the Scheme are monitored on a structured and continuing basis;
- x Periodic surveys are carried out among Welsh speaking customers about the range and quality of services provided by Companies House;
- x Welsh speaking customers have easy access to making suggestions for improvements to the service provided;
- x Agents and contractors providing services on behalf of Companies House are aware of the Scheme and its requirements that appropriate steps are taken to comply with the Scheme;
- x Progress against the timetable set out in the Scheme is monitored;
- x The incidence and nature of complaints against the Welsh language service provided are monitored.

21.2 Responsibility for monitoring and reviewing the Scheme will continue to rest with the Chief Executive and Registrar of Companies. This information will be publicised to all staff, agents, contractors and the public.

21.3 Companies House will continue to adapt effective complaints procedure to deal with any grievances against the operation of the Scheme. The initial point of contact will be the officer responsible for the daily operation of the Scheme, with a right of appeal to the Chief Executive or the Welsh Language Board if the complaint cannot be satisfied by that person. Ultimately, the complaint may be referred to Companies House Independent Complaints Adjudicator or a constituent's Member of Parliament once all other avenues have been exhausted without resolution of the complaint. A copy of Companies House standard complaints procedure, which this procedure will follow, is available on request

21.4 Companies House will provide regularly updates to the Welsh Language Board describing progress against targets, implementation of the Scheme and recording the nature and number of any complaints received about the operation of the Scheme. The updates will be made in accordance agreed between the Welsh Language Board and Companies House in regular meetings.

21.5 We will prepare, and continuously update, a detailed action plan setting out how we will ensure that we will operate in accordance with this scheme. The action plan will come into effect on the date on which the scheme comes into effect. The plan will include targets, deadlines and a report on progress against each target.

## 22. TARGETS

22.1 Companies House will continue to monitor the implementation of the Scheme in respect of the following targets:

- x The issuing of a reply to Welsh correspondence within the same target time as for all other customers;
- x The simultaneous issue of bilingual and separate Welsh/English publications;
- x Making Welsh speaking members of staff available to attend meetings with customers who wish to conduct their business in Welsh;

## 23. FACILITATION OF THE SCHEME

23.1 In order to ensure the effectiveness, smooth running and proper implementation of the Scheme, Companies House will continue to ensure that:

- x The commitments and arrangements set out in the Scheme have been approved by the Chief Executive of Companies House and all other parties responsible for implementing the requirements of the Scheme
- x Responsibility for co-ordinating and facilitating the Scheme will be the responsibility of a senior manager (The Head of Policy and Planning), with individual section managers being given responsibility for implementing those parts of the Scheme which apply to them directly;
- x Staff in Companies House are made aware of the requirements of the Scheme and how it affects the organisation, and provided with appropriate briefing and guidance notes;
- x Copies of the Scheme are made available to staff;
- x Any new computer or other systems implemented by the organisation will take into account the needs for effective Welsh language service;
- x Translation services of a high calibre are retained in order to provide a competent and prompt service.

## 24 PUBLICATION OF PERFORMANCE AGAINST TARGETS

24.1 Companies House will publish its performance against the requirements of the Scheme. Details will be published in its customer magazine "The Register" of:

- x The numbers of active Welsh speakers in the organisation;
- x The number of staff learning Welsh;
- x The number of posts where the ability to speak Welsh is desirable or essential.
- x The number of companies registered at the time they have requested a bilingual service.

## 25. TIMETABLE

25.1 Unless otherwise stated the provisions of this Scheme are already operational or will become so from the date the Welsh Language Board approves the Scheme.

## 26. CURRENT LEVEL OF SERVICE

26.1 Companies House currently provides a range of bilingual services in dealing with customers wishing to conduct their written business with us in Welsh:

- x Welsh speaking members of staff provide initial translation of letters received in Welsh in order to speed up the provision of a reply.

Most automated computer generated correspondence is now sent bilingually to companies and their officers who have requested a Welsh language service.

26.2 A service level agreement has been agreed with the DTI Transition Service, our currently appointed translation service. This ensures that response to correspondence received in Welsh will be sent within the normal target times laid down for other correspondence.

26.3 Telephone callers who wish to conduct their business in Welsh will continue to be transferred to Welsh speaking members of staff whom have the necessary expertise to deal with the matter.

26.4 Visitors wishing to conduct their business in Welsh are able to make an appointment with Welsh speaking members of staff.

26.5 Many key documents can be delivered in Welsh without the need for a translation into English and key statutory forms have been produced in bilingual format and can be completed in Welsh.

26.6 Documents delivered to Companies House in Welsh will be processed by Welsh speaking members of staff who will be able to deal with customers in Welsh if there are any queries.

26.7 Key notes for guidance are now available in bilingual format

26.8 Signposts on the site of the office, the park and in the office itself are in bilingual form and equal prominence is given to both languages.

## 27. FUTURE DEVELOPMENTS

27.1 Current systems for producing reminder and late filing penalty letters for companies who have indicated their preference to deal with us in Welsh will be enhanced in order to provide bilingual versions of all such letters automatically by 31 March 2006.

27.2 A general correspondence review and changes to the mainframe computer system will ensure that any automated correspondence that is not already produced bilingually will do so by the end of 2007.

27.3 That a bilingual standard letter service will be offered to all companies with their registered office in Wales by March 2006 by:

- x A one off mail drop to existing companies on the register that have a registered office in Wales inviting them to participate in the CH bilingual service;
- x Sending every newly incorporated company with a registered office address in Wales an automated bilingual letter inviting them to participate in the CH bilingual service.

27.4 A Welsh language company Web filing service will be available for Welsh companies who wish to use the service by the end of January 2006.

27.5 A Welsh language company information check service will be available for Welsh speaking customers who wish to use the service by December 2005.

27.6 Guidance for staff on the handling of Welsh correspondence and telephone calls will continue to be re-issued at regular intervals.

27.7 Welsh language interface packs for Microsoft Office 2003 and Windows XP will be rolled out to Welsh speaking staff. Companies House computer systems become capable of supporting the software. Other Welsh language related software aimed at supporting Welsh Speaking PC users will be evaluated for installation as and when they become available and Companies House IT systems become capable of supporting such software.

## 28. ONGOING DEVELOPMENTS

28.1 Reviews of notes for guidance and information provision will continue to be carried out in line with the commitments in the Scheme.

28.2 Consideration will continue to be given to prescribing new versions of statutory forms in bilingual format. (See paragraph 10.3)

28.3 Recruitment procedures will continue to take account of the linguistic needs of any specific post being advertised and will make appropriate references to the skills required.

28.4 Ongoing training will continue to be offered to existing Welsh speaking members to enhance and improve their skills in the use of the language for the benefit of Companies House.

## 29 PUBLICITY FOR THE SCHEME AND THE WELSH LANGUAGE SERVICE

29.1 The availability of the Scheme will be publicised in our customer magazine "The Register", in notes for guidance and appropriate Press Notices when the Scheme is approved and adopted.

29.2 All those companies, which have indicated a preference to conduct their business with us in Welsh, will be sent copies of the Scheme. Copies will also be freely available by post to anyone requesting them from our Information Centre at Companies House in Cardiff. Written requests for copies of, or any questions about the Scheme should be addressed to:

Lee Jones  
Welsh Service Policy Advisor  
Customer Services  
Companies House  
Crown Way  
Cardiff CF14 3UZ

Email: [latjones@companieshouse.gov.uk](mailto:latjones@companieshouse.gov.uk)

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