

From: [Name removed]@gov.wales>
Sent: 06 April 2021 13:13
To: [Name removed]@gatenbysanderson.com; [Name removed]@gatenbysanderson.com>
Cc: [Name removed]@gatenbysanderson.com>; [Name removed]@gov.wales>
Subject: RE: Follow-up from today

Thanks [Gatenbysanderson Official], that works for us, I'll send an MS teams invite

[Welsh Government Official]

Datblygu Gwledig & Deddfwriaeth / Rural Economy & Legislation
Ffôn/Tel: [Number removed]
E-bost: | E-mail: [Name removed]@gov.wales [Name removed]@llyw.cymru

From: [Name removed]@gatenbysanderson.com>
Sent: 06 April 2021 12:31
To: [Name removed]@gatenbysanderson.com; [Name removed]@gatenbysanderson.com>
Cc: [Name removed]@gatenbysanderson.com>; [Name removed]@gov.wales>
Subject: RE: Follow-up from today

Of course. Can we do 1230 tomorrow?

[Gatenbysanderson Official]

This message and any attachments may contain personal and confidential information that is protected by the General Data Protection Regulations. If you are not the intended recipient, please accept our apologies and delete the email after advising the sender of the error. Unintended recipients should not copy this email for any purpose, or disclose its contents to any other person.

 Save the environment - think before you print

From: [Name removed]@gov.wales >
Sent: 06 April 2021 12:22
To: [Name removed]@gatenbysanderson.com; [Name removed]@gatenbysanderson.com >
Cc: [Name removed]@gatenbysanderson.com >; [Name removed]@gov.wales
Subject: RE: Follow-up from today

Hi Michael, [Gatenbysanderson Official],

Thanks very much for getting back to us and for the CE certificate.

Could [Welsh Government Official] and I have a further discussion with you on the Welsh Language requirements – just to ensure we both clear on how this can be covered? [Gatenbysanderson Official], is that best to discuss with you/ your team?

Let me know when you are available. [Welsh Government Official] and I are fairly free this afternoon and tomorrow from 10am

Thanks a lot,

[Welsh Government Official]

Datblygu Gwledig & Deddfwriaeth / Rural Economy & Legislation

Ffôn/Tel: [Number removed]

E-bost: | E-mail: [Name removed]@gov.wales [Name removed]@llyw.cymru

From: [Name removed]@gatenbysanderson.com >

Sent: 01 April 2021 19:03

To: [Name removed]@gov.wales >

Cc: [Name removed]@gatenbysanderson.com >; [Name removed]@gov.wales >; [Name removed]@gatenbysanderson.com >

Subject: RE: Follow-up from today

Thanks [Welsh Government Official]

Please find attached our CE Plus certificate which hopefully covers what you need.

Thanks

[Gatenbysanderson Official]

This message and any attachments may contain personal and confidential information that is protected by the General Data Protection Regulations. If you are not the intended recipient, please accept our apologies and delete the email after advising the sender of the error. Unintended recipients should not copy this email for any purpose, or disclose its contents to any other person.

 Save the environment - think before you print

From: [Name removed]@gov.wales >

Sent: 01 April 2021 15:33

To: [Name removed]@gatenbysanderson.com >

Cc: [Name removed]@gatenbysanderson.com >; [Name removed]@gov.wales; [Name removed]@gatenbysanderson.com >

Subject: RE: Follow-up from today

Good afternoon [Gatenbysanderson Official], thank you for your email. [Welsh Government Official] had left the office when your email arrived, and so I will need to touch base with [Welsh Government Official] on Tuesday when we are both back in work about the Welsh language issue.

I'm reviewing all the paperwork in advance of awarding the contract, specifically around data protection. Our data protection team has advised you would be considered an independent controller. Whilst you will be processing information on candidates for which we as WG would be the Data owner / controller, you will also be

initiating the collection of data you require. In terms of sharing the applications with you, I am seeking advice about how we can do that safely via the Welsh Government's iShare Connect data encryption service. I can see you have a [privacy statement](#) on your website, but do not see mention of Cyber Essentials (or similar) certification. I will check that our data encryption service is suitable for you to upload documents to. In the meantime, [Welsh Government Official] has been able to discuss possibilities for meeting for you with [Name removed], Chief Executive of NRW. [Name removed] is available for 30 mins on either Mon 12 April at 10:00am, Wed 14 April at 12:00 noon or Friday 16 April at 9:00am. Could you let me know if any of these times are suitable for you and I'll send a meeting organiser.

Thank you again for your help.

[Welsh Government Official]

Rural Economy & Legislation / Yr Economi Wledig a Deddfwriaeth
Environment and Rural Affairs Department / Adran yr Amgylchedd a Materion Gwledig
Welsh Government / Llywodraeth Cymru

My usual working hours are Mon-Fri between 8am and 4pm / Fy oriau gwaith arferol yw
Llun-Gwener rhwng 8am a 4pm

From: [Name removed]@gatenbysanderson.com>

Sent: 31 March 2021 14:40

To: [Name removed]@gov.wales >; [Name removed]@gatenbysanderson.com>

Cc: [Name removed]@gov.wales [Name removed]@gatenbysanderson.com>

Subject: RE: Follow-up from today

[Welsh Government Official]

I am confident that we can cover the areas highlighted below, and answer calls in the way that you have described below. It may be that the transfer to our colleague doesn't land immediately as they are busy in other meetings which is the same experience as it would be for any candidate. We don't operate a call centre and so the area covered there would not be relevant.

I believe, if we can work in partnership to translate the initial email correspondence, we will adhere to the requirements highlighted and so the ideal of a partnership approach should work positively.

Hopefully that helps to cover what you need to initiate the contract today/tomorrow and we can get moving with the campaign.

Thanks

[Gatenbysanderson Official]

This message and any attachments may contain personal and confidential information that is protected by the General Data Protection Regulations. If you are not the intended recipient, please accept our apologies and delete the email after advising the sender of the error. Unintended recipients should not copy this email for any purpose, or disclose its contents to any other person.

 Save the environment - think before you print

From: [Name removed]@gatenbysanderson.com
Sent: 30 March 2021 17:00
To: [Name removed]@gov.wales
Cc: [Name removed]@gatenbysanderson.com; [Name removed]@gov.wales; [Name removed]@gatenbysanderson.com>
Subject: RE: Follow-up from today

Hi

I am sure that we can make it work. In the virtual world that we are now operating transferring to anyone in the business is more of a challenge, but let us think through internally and come back.

[Gatenbysanderson Official]

Direct Dial: [Number removed]
Mobile: [Number removed]

Sent from my iPhone

This message and any attachments may contain personal and confidential information that is protected by the General Data Protection Regulations. If you are not the intended recipient, please accept our apologies and delete the email after advising the sender of the error. Unintended recipients should not copy this email for any purpose, or disclose its contents to any other person.

 Save the environment - think before you print

From: [Name removed]@gov.wales >
Sent: 30 March 2021 16:55
To: [Name removed]@gatenbysanderson.com>; [Name removed]@gatenbysanderson.com>
Cc: [Name removed]@gov.wales; [Name removed]@gatenbysanderson.com>
Subject: Follow-up from today

Hi [Gatenbysanderson Official], [Gatenbysanderson Official],

Thanks again for your time yesterday.

[Gatenbysanderson Official], there are a few clearances I need to get our side before I can send the short order contract to you, but we'll aim to get this over asap this week. I've attached the more detailed timetable.

However, one of the things in the contract will need to be the compliance with the applicable Welsh language standards, which we will need to list for you. My apologies for this, but I've had some advice from colleagues in the Welsh Language Unit and I'm afraid there are a few more points we may need to discuss on the logistics of handling and making calls/ correspondence with people bilingually.

I've attached the code of practice and some guidance around communications. The Welsh Language Standards only apply when contacting people in Wales, not in other parts of the UK.

I think the main issues will be around making and receiving calls, and corresponding with people. As this recruitment involves a Welsh essential role, the person making initial contact with someone for the first time should ideally be a Welsh Speaker, or have the ability to transfer directly to an available Welsh Speaker (as opposed to asking a Welsh Speaker to call them back). I've pulled out some of the main points below. We will go through the standards which apply to you and send these on.

Please could you let me know if you think this would still be workable with your Welsh Speakers?

We can support with the translation of any written correspondence, adverts etc.

Happy to discuss further if that would help.

Thanks again

[Welsh Government Official]

Websites / social media

Anything which relates directly to this recruitment campaign on a website or social media platform will need to be bilingual (this doesn't have to be the whole website for English based contractors – just any specific references to this recruitment campaign)

Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.

Making and answering telephone calls

Answer the call with a bilingual greeting and/or ask the person calling if they would like to speak to someone in Welsh.

This shows the caller that you are happy to take calls in Welsh.

External callers must be able to use Welsh on the phone with us. Therefore when you receive a call in Welsh you must do the following:

- *Deal with the call in Welsh if you are able to do so;*
- *If not, explain that you are not able to speak Welsh and offer the following options:*
 - *transfer the call to a Welsh speaker as you are not able to deal with the call, (you can use the business directory to identify Welsh speaking staff); or*
 - *take a message (or ask a Welsh speaker to do this on your behalf), and arrange for a reply in Welsh in writing or by telephone.*

If you customise your voicemail greeting, make sure it is recorded bilingually. Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.

Making calls:

- *When you telephone an individual (“A”) for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must*

keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.

- *Phone calls initiated by you must be conducted in Welsh where the Welsh language preference of the person has been recorded in advance.*

Helplines and call centres

- *Helplines and call centres must ensure that the first message/greeting callers hear is in Welsh*
- *The Welsh language service must share the same telephone number as the English language service*
- *Calls to helplines/call centres must be dealt with in Welsh if it is the preferred language of the caller*
- *The Welsh language service must not be less favourable than the English service e.g. performance indicators, opening times, response times*
- *Advertising of the Welsh service must not be less favourable than the advertising of the English service.*

Correspondence

- *When you receive correspondence in Welsh, the reply must be in Welsh*
- *If you don't know someone's language choice, you must send a bilingual version of the correspondence, and the Welsh version must not be treated less favourably*
- *When you correspond with someone for the first time, you must ask whether they want to correspond with you in Welsh. If they do you must record that decision and correspond with them in Welsh from then on*
- *When corresponding with many people (e.g. e-newsletter, circular), you must send a bilingual version of the correspondence. For email newsletters, ensure that your auto-signature and out of office message are bilingual*
- *Always use bilingual letter headings and branding on correspondence.*

Always ensure that your auto-signature and out of office message are bilingual.

[Welsh Government Official]

Datblygu Gwledig & Deddfwriaeth / Rural Economy & Legislation

Ffôn/Tel: [Number removed]

E-bost: | E-mail: [Name removed]@gov.wales [Name removed]@llyw.cymru

From: [Name removed]@gatenbysanderson.com>

Sent: 29 March 2021 15:33

To: [Name removed]@gov.wales>

Cc: [Name removed]@gatenbysanderson.com>; [Name removed]@gov.wales>; [Name removed]@gatenbysanderson.com>

Subject: Follow-up from today

Hi [Welsh Government Official],

Lovely to meet you earlier and thanks so much for the helpful briefing. Just to confirm next steps from our side:

- We are preparing a suggested media schedule for options to promote the role and will get this to you asap. If you agree to place ads, we'll draft them.
- We are setting up a central in box for candidates to email if they want to speak to us about the roles. This will have an automated response with a bilingual message saying "*Thank you for your interest in these roles. We will respond to your interest within the next 48 hours.*" If the email in to us is in English we will use an English speaker to call back, if in Welsh, our Welsh speaker. It would be great if you were able to amend the Welsh Gov website to include these details so candidates know to come to us. Perhaps we can agree the correct text?
- We will put the roles with candidates packs on our website with a link directing to the Welsh Gov site for candidates to apply.
- If we are able to call on your team for the small amount of translation above (two brief emails and an advert/piece of web text) that would be great, but if that is a problem do let us know and we can source our own.
- You are exploring how we can get reasonably real time updates on candidates and access to their applications.
- Ditto whether we can speak to someone at NRW.
- We'll work on a timetable as we go forward.

I'm sure I've missed something but I hope that helps for now. Oh, and finally, please let me introduce you to [Gatenbysanderson Official] (copied) who will keep our side on track!

[Gatenbysanderson Official]

Principal Consultant, Central Government

Mobile: [Number removed]

GatenbySanderson

www.gatenbysanderson.com



This message and any attachments may contain personal and confidential information that is protected by the General Data Protection Regulations. If you are not the intended recipient, please accept our apologies and delete the email after advising the sender of the error. Unintended recipients should not copy this email for any purpose, or disclose its contents to any other person.

 Save the environment - think before you print

Sganiwyd y neges hon am bob feirws hysbys wrth iddi adael Llywodraeth Cymru. Mae Llywodraeth Cymru yn cymryd o ddifrif yr angen i ddiogelu eich data. Os cysylltwch â Llywodraeth Cymru, mae ein [hysbysiad preifatrwydd](#) yn esbonio sut rydym yn defnyddio eich gwybodaeth a sut rydym yn diogelu eich preifatrwydd. Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn anfon ateb yn Gymraeg i ohebiaeth a dderbynnir yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi. On leaving the Welsh Government this email was scanned for all known viruses. The Welsh Government takes the protection of your data seriously. If you contact the Welsh Government then our [Privacy Notice](#) explains how we use your information and the ways in which we protect your privacy. We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

This email has been scanned for spam & viruses. If you believe this email should have been stopped by our filters, [click here](#) to report it.