



Llywodraeth Cymru
Welsh Government

E-mail request

Our ref: ATISN 15610
Date: 5 November 2021

Dear

Request for information ATISN 15610

Thank you for your request which I received on 8 October 2021. As you have asked for information from Welsh Government (as set out at Annex 1), your questions will be considered under the Freedom of Information Act (2000).

I have set out at Annex 1 my response to the questions you submitted.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Annex 1

Welsh Government does not have a Translation Department. The following information has been provided in relation to Welsh Government's Translation Service which is part of the Corporate Services Directorate. Where any translation is carried out within other areas of Welsh Government, I have set out the position against the applicable question.

1. How many staff members work in your Translation Department? For example, 3 full-time (37 hours) 2 part-time (18 hours).

The breakdown of the Welsh Government Translation Service staff, excluding vacancies, as at 1 November 2021 is

37 full time
14 part time

2. Do you have an organisational structure for your Translation Department? If not, can you explain the structure of your department – only job titles are required.

Please see the organisational structure in the link provided under question 7.

3. Do you outsource translations, proofreading and or post-editing work?

The Welsh Government Translation Service outsources translations as required to supplement in-house capacity via the NPS Translation and Simultaneous Interpretation Framework Agreement (NPS-PS-0078-17). The Framework Agreement provides for the possibility of outsourcing proofreading and post-editing work, however the Translation Service rarely uses this facility.

Other areas of Welsh Government are able to commission translations directly via the NPS Framework Agreement. Some departments may also outsource translation work outside the Framework Agreement, as part of a wider procurement process where the end product includes documentation available to the public.

For languages other than Welsh, Welsh Government staff are able to use the Crown Commercial Services Language Services Framework RM6141- Lot 2: Written translation, transcription and ancillary services. More information on the Framework can be found here <https://www.crowncommercial.gov.uk/agreements/RM6141>

4. Which languages do you outsource?

NPS Translation and Simultaneous Interpretation Framework Agreement is used exclusively for English to Welsh and Welsh to English translation and interpretation. Please see the accompanying document for a list of the languages provided under the Crown Commercial Services Language Services Framework which is available for use by Welsh Government officials, but not used by the Translation Service.

5. Roughly what proportion of your translations are outsourced? For example, 25%

Welsh Government Translation Service outsourced 35% of its translation work in the 2020/21 financial year. This figure can vary greatly from month to month and is dependent on the requirement to support in-house capacity. Information on other languages is not held centrally and I have estimated that it will take longer than the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to answer your requests. The appropriate limit specified for central

government is £600. This represents the estimated cost of it taking over 24 hours of time to determine whether we hold the information and to thereafter locate, retrieve and extract it.

The Welsh Government's finance system does not hold the specific information you have requested and as such, officials would need to review transactions/records to respond.

During the current financial year (alone), there have been 4,171 transactions booked to the translation nominal on the Welsh Government's finance system (the nominal describes the category of expenditure).

I estimate it would take approximately 3 minutes to extract and review each record categorised as Translation to determine whether any information related to other languages is held and whether any additional % information is recorded – the limit is therefore exceeded (4171 x 3 minutes = 12,513/60 = 208.55 hours).

6. When a new member of staff begins work in your department, do they complete an induction? Is there an induction booklet/guide related specifically to your Translation Department? If so, please provide a copy.

Every new member of staff joining Welsh Government completes a corporate induction programme which includes:

- Pre-starter information pack issued to new starters ahead of their start date to prepare for their first day

The following are sent direct to the new starter on their first day:

- Welcome pack, including information and development activities covering their first 12 weeks
- Welcome video from the Permanent Secretary
- Invitation to attend a corporate induction course which takes place over three sessions over three weeks
- Invitation to attend a programme of welcome events and information sessions covering a range of topics
- Invitation to join our online new starter network, hosted through MS Teams

In addition, the Welsh Government Translation Service provides a series of presentations for new starters joining the Translation Service. These give an overview of various aspects of the service's responsibilities and functions, and usually take place during the first two weeks.

The Translation Service handbook, provided to all new starters, is tailored to the specific job role. Please see attached copies of the generic sections. The following information is also provided as part of the generic induction into the Translation Service's work processes. However the Translation Service is currently in the process of procuring a Translation Memory and Termbase Solution via Sell2Wales. This could lead to using a different software solution from that specified in the information below.

Y Gyriant R:

*Rhaid i'r cyfieithwyr ddefnyddio'r gyriant R: fel lle dros dro i gadw'r gwaith cyfieithu y maent yn ei wneud yn y cof cyfieithu, gan nad yw DVX3 yn cyd-fynd ag iShare. Rhaid cofio mai gyriant **dros dro** yw'r gyriant R: felly mae'n rhaid trosglwyddo'r holl waith i iShare ar ôl ei gwblhau a'i ddileu o'r gyriant R:.. Er enghraifft, os nad oes gwaith ar y gweill gennyich, dylai'ch ffolderi ar y gyriant R: fod yn wag.*

Yr Uned Gyffredinol

Mae gan bawb ei ffolder bersonol ei hun yn **R:\FCS Translation**

Service\CYFFREDINOL\Deja Vu X3. Yn y ffolderi hynny, dylai fod tri is-ffolder: 'Cofau Personol Drafft', 'Gwaith', a 'Prosiectau'. Bydd yr is-ffolder 'Prosiectau' yn cynnwys eich prosiectau DVX3. Man i gadw eich cofau dros dro yw'r ffolder 'Cofau Personol Drafft'. Bydd yr is-ffolder 'Gwaith' yn cynnwys y dogfennau sydd i'w cyfieithu a chaiff y gwaith y byddwch yn ei wneud yn DVX3 ei allforio i is-ffolder 'cy_gb' yn y ffolder hwnnw.

Yr Uned Ddeddfwriaethol

Yn debyg i'r Uned Gyffredinol mae gan bawb ei ffolder bersonol ei hun yn **R:\FCS Translation Service\Cyfreithiol\Deja Vu X3**. Yn eich ffolder byddwch yn creu is-ffolder ar gyfer pob darn o waith (e.e. DLS(12345)) a byddwch yn cadw popeth sy'n ymwneud â'r gwaith hwnnw e.e. y cof personol drafft, y dogfen(nau) Word, y prosiect DVX3 a'r cyfieithiad yn y ffolder priodol.

Cyflwyniad Byr i DÉJÀ VU X3 (DVX3)

Hon yw'r feddalwedd cof cyfieithu a ddefnyddir gan y Gwasanaeth Cyfieithu.

Ffordd o ailgylchu hen gyfieithiadau fel na fydd byth angen cyfieithu'r un frawddeg ddwywaith yw cof cyfieithu. Yn aml, wrth gyfieithu dogfennau ailadroddus (ee dogfennau cyfreithiol) neu ddogfennau sy'n cael eu diweddar'u'n achlysurol, bydd y cyfieithydd yn gweld ei hun yn cyfieithu rhywbeth y mae wedi'i gyfieithu o'r blaen. Y syniad y tu ôl i gof cyfieithu yw cael gwared â hyn, neu o leiaf ei leihau'n sylweddol trwy gynnig cyfieithiad o segment o ddogfen (brawddeg, pennawd, paragraff, pwynt bwled ac ati) sydd wedi ei storio yn y cof o gyfieithiad blaenorol.

Mae'r feddalwedd yn storio hen gyfieithiadau yn y cof, fesul segment. Os oes segment eisoes yn y cof o ddarn sydd i gael ei gyfieithu, bydd y cyfieithiad yn ymddangos ar y sgrin. Gellir gosod y feddalwedd i ddangos nid yn unig segmentau sy'n cyfateb 100% i segment yn y cof ('exact match'), ond rhai sy'n cyfateb i 70%, 80% neu ganran arall ('fuzzy match').

Os nad ydych wedi defnyddio cof cyfieithu o'r blaen, peidiwch â phoeni. Byddwch yn cael hyfforddiant ac mae canllawiau ysgrifenedig manwl ar gael i'ch helpu.

7. Are there any skills you specifically look for as an in-house translator? If so, are there any new skillsets that are becoming more desired from potential applicants?

Please refer to the skills listed in the most recent job advert for translators, available online: [Ymgrych recriwtio cyfieithwyr 2021 | LLYW.CYMRU](#)

8. Do you distribute information to staff, so they comply with the Welsh Standard? For example, instructions on when they need to ask for a translation and how? If so, would you send the information to me?

Information is provided to all staff, stating that the Welsh Government has a statutory duty to provide many internal and external services in Welsh and that consideration should be given as to when it is appropriate and essential to provide services through another language or accessibility format. More detailed guidance is provided on the staff intranet regarding the specific requirements of the Welsh Language Standards, in terms of services, policy making and operational matters. The Welsh Language Standards Team, established at the beginning of 2015, lead on this work and provide advice and guidance as necessary.

Further to this, the Translation Service states that it provides English to Welsh and Welsh to English translation to support compliance with the Welsh Language Standards and the Senedd's Standing Orders where the source text is supplied, prepared and written by Welsh Government officials.

Some business areas may fulfil the requirements of the Welsh Language Standards by commissioning translations directly, as stated in question 3.

9. I need to understand your translation workflow procedure. For example, when you receive a translation request through to sending the translation back to the originator. Do you have anything you could send?

Guidance is provided on the Welsh Government's intranet pages on how to commission an English to Welsh or Welsh to English professional translation through the Translation Service, and on commissioning work directly via the NPS Framework Agreement in certain circumstances.

The Translation Service requires the requesting department to complete an online translation request form which, once centrally received by our business unit, is assessed and a decision made on whether to deal with the request internally or to outsource depending on the nature, size and timescale of the work. The completed translation is saved, recorded and returned to the customer via email.

The Translation Service is currently in the process of procuring a Translation Memory and Termbase Solution via Sell2Wales. The specification includes a workflow system as a desirable service, which would lead to streamlining of the process. Please see the relevant section of the specification below:

A Translation Management solution which will allow translation work to be delegated to members of the internal team and to external suppliers while allowing them access to the TS's repository of Translation Memories and Terminological databases in order to maximise the efficiency of the entire workflow and minimise the cost of external translation;

For other languages, please refer to the link under question 3.