

Passport policy - Welsh Language

Staff guidance

The Welsh Language Act 1993 enshrines in legislation the basic principle of parity in the English and Welsh languages in the delivery of public services to the population in Wales.

The Act requires public bodies to draw up a Welsh Language scheme based on this principle of parity and this needs to be agreed with the Welsh Language Board before being put officially in place. The Identity and Passport Service (IPS) have agreed a scheme in consultation with the Welsh Language Board and it confirms the IPS commitment to the principles of the 1993 Act.

All literature for use in Wales will be printed in both languages. Application packs in both English and Welsh are available via Post Office Ltd, Teleperformance (TP) and the Newport office for customers applying in Wales. Customers should not have to request a Welsh version, this should be automatically provided.

Correspondence received in Welsh should be replied to in Welsh via the Newport Office. Any customer telephoning IPS who wishes to converse in Welsh should be able to do so, and arrangements are in place with TP to ensure that this is possible. This may entail Telephone Enquiries Bureau (TEB) staff taking the details of the applicant and arranging for a Welsh speaker in Newport to return their call.

Entries in United Kingdom passports relating to the place of birth may be entered in Welsh where the applicant specifically requests this, or gives the Welsh place name in the application. This only applies to places of birth in Wales and applicants do not have the option of having any place of birth outside of Wales shown in Welsh. Please also see Place of Birth.

Where an applicant wishes to have “**ap surname**” (son of) shown as part of their surname on their passport, this should be shown in the surname field providing it is shown in the surname field on the birth certificate. This is not common practise and it could be used either in English or Welsh names. Please also see Names - Diacritical Marks/Accent Characters.

NOTE: Certain Welsh names cannot be completely accurately recorded as there is no facility for producing diacritical characters in the passport.