

Meeting	OLC Board Meeting	Agenda Item No.	8
		Paper No.	149.5
Date of meeting	23 September 2026	Time required	10 Minutes

Title	Report on the Welsh Language Scheme for 2025/26
Sponsor	Mike Harris, Head of Communications, Engagement and Impact
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary	
The Welsh Language Act 1993 established a duty for public organisations providing services in Wales to produce a Welsh Language Scheme (the Scheme). The Scheme produced by the Legal Ombudsman (LeO) was prepared under the requirements of the Welsh Language Act 1993 and in consultation with the Welsh Language Board (now the Welsh Language Commissioner) prior to publication. It describes how, when providing services to the public in Wales we will give effect to the principle that we treat the English and Welsh languages equally, so far as is both appropriate in the circumstances and reasonably practicable. The Scheme was prepared in accordance with Sections 12 to 14 of the Act and in accordance with guidelines issued by the Welsh Language Commissioner under Section 9 of the Act. The Scheme originally came into effect on 11 May 2011. LeO has made significant changes to its operations since LeO began operating and as a result our commitments under were updated consultation with the Welsh Language Commissioner. These were presented and approved in July 2025. The attached paper provides a summary of LeO's annual report to the Welsh Language Commissioner, setting out how we met our Scheme obligations when delivering services in Wales between April 2025 and March 2026.	
Recommendation / action required	
Board is asked to approve LeO's annual report to the Welsh Language Commissioner (Annex A)	
Equality Diversity and Inclusion	
EDI implications	Yes

The Scheme and our action plan give effect to LeO's obligation to treat the English and Welsh languages equally.	
Freedom of Information Act 2000 (Fol)	
Paragraph reference	Fol exemption and summary
Draft document attached	Fol Exempt S.22 – information intended for future publication
Value for Money (VfM)	
N/A	