

INFORMATION RELEASED UNDER THE FREEDOM OF INFORMATION ACT

Information released title	Language advice
Original request	<p>Could you please quote the reference Language1 in all correspondence.</p> <p>1...Has the organisation issued any recent guidance to its staff on their use of language as part of their everyday work? This advice will include but will not be limited to lists of words and phrases which should be used or which should be avoided during face to face contact and or during telephone conversations and or in correspondence and emails. The advice will relate to how staff communicate with each other either in person and or over the telephone and and or in internal communications (including emails). It will also relate to how staff communicate with members of the public either in person and or over the telephone and or in correspondence including emails.</p> <p>2...Could the organisation please provide copies of this advice? Could it please state why this advice was issued? Could it state when this advice was issued?</p> <p>3...Has the organisation drawn up or circulated a list of words and or phrases which staff should avoid when talking/communicating/corresponding to each other and or members of the public. If so can you please provide a list of these words and phrases. Does the organisation recommend the use of any alternatives words and phrases. If so can it please provide details. Could it please state why it has issued this advice?</p> <p>4...Has the organisation circulated any material which aims to raise the awareness of staff to the fact that certain words and phrases could cause offence on the grounds of race and or faith and or gender and or sexuality. If so can you please provide details and copies of the advice. Please also provide details of similar advice given which relates to the issue of disability.</p> <p>5...Has the organisation encouraged staff to attend workshops, lectures, seminars (or similar) on the correct use of language in different settings. These workshops will encompass many of the issues outlined above. Could the organisation state how many of these workshops have taken place? Could it provide the title of each of the workshop or lecture and state where they took place. Could the organisation state how much the session cost? Could the organisation state how many people attended each workshop? Could the organisation provide the name of any outside body which was involved in the session?</p>
Date of release	07.08.09

Requester type	Journalist – Sunday Times
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Information released:

I can confirm that UKCES has a nil response to all of your questions. We have not issued any guidance, drawn up lists, circulated materials or organised any workshops relevant to language guidance.