



POLICY AND RESOURCES CABINET BOARD

***Immediately Following Scrutiny Committee on
WEDNESDAY, 14 JUNE 2017***

COMMITTEE ROOMS 1/2 - PORT TALBOT CIVIC CENTRE

PART 1

1. To agree the Chairman for this Meeting.
2. To receive any declarations of interest from Members.
3. To receive the Minutes of the previous Policy and Resources Cabinet Board held on 8 March 2017 (*Pages 5 - 10*)
4. Forward Work Programme 2017 - Policy and Resources Cabinet Board (*Pages 11 - 14*)

To receive the Report of Head of Corporate Strategy and Democratic Services

5. Welsh Language Standards (*Pages 15 - 96*)
6. Welsh Language Annual Report 2016-2017 (*Pages 97 - 156*)
7. Urgency Action No. 0030 - Procurement of ICT System (*Pages 157 - 160*)

To receive the Report of the Head of ICT and Corporate Procurement

8. Replacement of the Council's Telephony System with a Unified Communications Solution (*Pages 161 - 164*)

To receive the Report of the Director of Finance and Corporate Services

9. Neath Port Talbot Welsh Church Act Fund Trust Applications *(Pages 165 - 168)*
10. Neath Port Talbot Welsh Church Act Trust Fund *(Pages 169 - 186)*
11. Community Councils Minor Projects Scheme - Application *(Pages 187 - 188)*
12. Miscellaneous Grant Fund Applications *(Pages 189 - 192)*

To receive the Report of Head of Financial Services

13. Treasury Management Monitoring 2017/18 *(Pages 193 - 196)*
14. Margam Joint Crematorium Committee Minutes - 20 January, 2017 *(Pages 197 - 200)*
15. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Statutory Instrument 2001 No 2290 (as amended).
16. Access to Meetings - to resolve to exclude the public for the following items pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No. 2290 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the Local Government Act 1972.

PART 2

To receive the Private Report of the Head of Corporate Strategy and Democratic Services

17. Urgency Action No. 0368 - Non Domestic Rates High Street Rates Relief Scheme (Exempt under Paragraph(s) 14) *(Pages 201 - 210)*

To receive the Private Report of the Head of Financial Services

18. Hardship Relief - T.B.B. (Exempt under Paragraphs 12 and 14) *(Pages 211 - 216)*

19. Hardship Relief - M.P. (Exempt under Paragraphs 12 and 14) (Pages 217 - 222)
20. Council Tax Write Off (Exempt under Paragraph 14) (Pages 223 - 236)
21. Benefits Write Off (Exempt under Paragraphs 12 and 14) (Pages 237 - 240)

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Thursday, 8 June 2017

Cabinet Board Members:

Councillors: R.G.Jones, D.Jones and C.Clement-Williams and D.Jones

Notes:

- (1) *If any Cabinet Board Member is unable to attend, any other Cabinet Member may substitute as a voting Member on the Committee subject to the specified substitution above. Members are asked to make these arrangements direct and then to advise the Democratic Services.*
- (2) *The views of the earlier Scrutiny Committee are to be taken into account in arriving at decisions (pre decision scrutiny process).*

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EXECUTIVE DECISION RECORD
POLICY AND RESOURCES CABINET BOARD
8 MARCH, 2017

Cabinet Members:

Councillors: A.N.Woolcock (Chairperson) and P.A.Rees

Officers in Attendance:

D.Rees, S.John, Miss.C.Davies and Ms.N.Headon

1. **APPOINTMENT OF CHAIRMAN**

Agreed that Councillor A.N.Woolcock be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS POLICY AND RESOURCES CABINET BOARD HELD ON 15 FEBRUARY, 2017**

Noted by the Committee.

3. **CLOSE CIRCUIT TELEVISION SERVICE (CCTV) AND OUT OF HOURS UPDATE**

Decision:

That the report be noted.

4. **QUARTERLY PERFORMANCE MANAGEMENT DATA 2016-2017 -
QUARTER 3 PERFORMANCE (1ST APRIL - 31ST DECEMBER, 2016)**

Decision:

That the report be noted.

5. **NEATH PORT TALBOT WELSH CHURCH ACT TRUST FUND**

Decision:

That the Welsh Church Act Trust Fund applications be approved as follows:

1. Pisgah Congregational Chapel Cilfrew Neath (grant of 25% of the cost up to a maximum amount of £1,000);
2. St John the Baptist Church Glyncorrwg (maximum grant of £1,000 per policy provided they spend £4,000).

Reason for Decision:

To decide on providing financial support in respect of the grant applications received.

Implementation of Decision:

The decision will be implemented after the three day call in period.

6. **MISCELLANEOUS GRANT FUND APPLICATIONS**

Decisions:

1. That the miscellaneous grant fund applications be approved as follows:-
 - a. Blaenhonddan Community Council – Aberdulais Community Centre (to provide grant of 95% to cover rent for 5 year period in line with rent review period £410 to be paid by community council);

- b. Blaenhonddan Community Council (to provide a grant of £600 and Blaenhonddan Community Council to pay £50 per annum towards rent of Caewern Park);
 - c. Taibach Community Centre (grant of £3,600 per annum to cover the annual lease for an initial 5 year period in line with rent review period of Taibach Community Centre by Community Ventures);
 - d. Tyn y Twr Bowling Club, 9 Edgehill Close, Port Talbot (grant to cover the annual lease of £300 per annum for initial 5 year period in line with the rent review period for the pavilion at the Bowling Club);
2. That the miscellaneous grant fund applications be refused as follows, as they do not meet the criteria:
 - a. Brainwave
 - b. Derby Toc H Children's Camp

Reason for Decisions:

To decide on providing financial support in respect of the grant applications received.

Implementation of Decisions:

The decisions will be implemented after the three day call in period.

7. FRAMEWORKS - CORPORATE SERVICES

Decisions:

1. That delegated authority be granted to the Head of ICT and Procurement to make awards to suppliers who have been appointed to external organisations frameworks to enable the Council to enter into arrangements for the provision of various corporate services for the period set out in the respective Frameworks and in line with the respective Framework terms;

2. That delegated authority be granted to the Head of ICT and Procurement to establish and enter into Framework agreements (and any subsequent call off arrangements) for such corporate services where the Council does not utilise an existing Framework by and external organisation on such terms and conditions to be determined by the Head of ICT and Corporate Procurement.

Reason for Decisions:

To ensure efficient management in relation to the appointment of Suppliers under the Frameworks.

Implementation of Decisions:

The decisions will be implemented after the three day call in period.

8. **SUPPLY OF GROCERIES, PROVISIONS AND FROZEN FOODS**

Decisions:

1. That the requirements of competition be excluded and Rule 2.1 of the Corporate Procurement Rules be suspended;
2. That the current arrangements in relation to the Supply of Groceries, Provisions and Frozen Food be extended for the period of up to six months from 1 May, 2017.

Reason for Decisions:

To ensure continuity of the provision of the Services from the Suppliers pending the implementation of new contracts under the NPS Framework.

Implementation of Decisions:

The decisions will be implemented after the three day call in period.

9. **COUNCIL TAX AND BUSINESS RATES COURT COSTS**

Decision:

That approval be granted for the cost associated with obtaining a Summons and Liability Order in respect of Council tax remain at £42 for a Summons and £24 for a Liability Order and that Business Rates remain at £41 for a Summons and £29 for a Liability Order.

Reason for Decision:

To enable the Council to continue to charge costs in the recovery of Council Tax in the Magistrates Court.

Implementation of Decision

The decision will be implemented after the three day call in period.

10. **TREASURY MANAGEMENT MONITORING 2016/17**

Decision:

That the report be noted.

11. **ACCESS TO MEETINGS**

That pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No. 2290, the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972.

12. **WRITE OFF OF COUNCIL TAX**

Decision:

That the write off amounts contained within the private circulated report be approved.

Reason for Proposed Decision

The accounts are irrecoverable.

Implementation of Decision

The decision will be implemented after the three day call in period.

13. **SUNDRY DEBTORS WRITE OFFS**

Decision:

That the debts contained within the private circulated report be written off.

Reason for Decision:

The amounts due are irrecoverable.

Implementation of Decision:

The decision will be implementation after the three day call in period

CHAIRPERSON

**2017/2018 FORWARD WORK PLAN
POLICY AND RESOURCES CABINET BOARD**

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
25th July 17	Finance			
	Treasury Management Monitoring	Information	Monthly	H Jenkins
	Private Reports: Write offs	Decision	Monthly	D. Rees
	Miscellaneous Grant Applications	Decision	Monthly	H.Jenkins
	Chief Execs			
	Performance Reports Quarter 4 – 2016/17	Monitoring	Quarterly	C. Furlow / S.Davies

Policy and Resources Cabinet Board – Forward Work Programme

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
20 th Sept 17	Finance			
	Treasury Management Monitoring	Information	Monthly	H Jenkins
	Private Reports: Write offs	Decision	Monthly	D. Rees
	Miscellaneous Grant Applications	Decision	Monthly	H.Jenkins
	Treasury Management - Annual Report 16/17	Information	Annual	D.Rees
	Chief Execs			
	Performance Reports Quarter 1 – 2017/18	Monitoring	Quarterly	C. Furlow / S.Davies
	Corporate Governance Report Update	Information	Bi-Annual	C.Furlow
	Discretionary Housing Payment Policy <i>(Provisional date Re: Keith Davies)</i>	Information	Topical	H.Jenkins/ K.Davies

Policy and Resources Cabinet Board – Forward Work Programme

Meeting Date	Agenda Items	Type (Decision/ Monitoring Or Information)	Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)	Contact Officer/ Head of Service
1 st Nov 17	Finance			
	Treasury Management Monitoring	Information	Monthly	H Jenkins
	Private Reports: Write offs	Decision	Monthly	D. Rees
	Miscellaneous Grant Applications	Decision	Monthly	H.Jenkins
	Chief Execs			
	Strategic Equality Plan Annual Report (SEP)	Approval	Annual	C.Furlow
	Communications Strategy	Approval	Topical	S Griffiths

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

14 JUNE 2017

REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES – K.JONES

SECTION A- MATTER FOR DECISION

WARDS AFFECTED-ALL

WELSH LANGUAGE STANDARDS

Purpose of Report

1. To update Members on the Welsh Language Commissioner's response to the Council's submission, in February 2017, in relation to its Challenge to a number of standards and to seek Members' authorisation to submit a response as a consequence of the correspondence.

Background

- 2.. The Council received correspondence from the Welsh Language Commissioner on 6th June 2016 which detailed the Commissioner's initial consideration of the Challenge to 54 standards that were included in the Council's Compliance Notice. The Commissioner was, at that time, considering make one minor modification to one of the standards but offered the Council an opportunity to make further representations to her in relation to the other standards that we had challenged.
3. On 14th July 2016, the Policy and Resources Scrutiny Committee and the Cabinet Board considered a proposed response to the Commissioner's letter. Following detailed consideration of the issues, some changes to the proposed response were agreed by Members and that response was forwarded to the Commissioner on 18th July 2016.

4. On 24th October 2016 the Council received a response to its letter and accompanying evidence submitted on 18th July 2016.
5. Additionally, the Chief Executive met with the Commissioner on 25th October 2016 to discuss the reasons why the Council feels unable to fully comply with all of the standards it has been proposed should be applied to it.
6. Follow up meetings between officers and the Commissioner's representatives to try and agree a resolution to this work took place on 15th November and 19th December 2016, with Cllr Arwyn Woolcock also attending the latter meeting.
7. Following consideration of these discussions the Council submitted a further response on 15th February 2017 to which the Commissioner responded on 4th April 2017, Appendix 1.

Welsh Language Standards Update

8. As a result of ongoing dialogue with the Commissioner's representatives a number of the issues identified in the Council's challenge to several standards have been resolved.
9. The table attached at Appendix 2 provides Members with a brief account of the Council's submission and the Commissioner's responses since July 2016.
10. Of the 54 standards, which were challenged in January 2016, the Council accepted three standards in July 2016 and the Commissioner determined that a further three standards would not be imposed.
11. In her latest correspondence the Commissioner confirms that the Council has accepted an additional 19 standards, some with modifications, including extended imposition dates. The revised compliance notice, included at Appendix 1, indicates that 29 standards continue to be challenged.
12. The Council is minded to accept these remaining standards with modification and or qualification. The suggest approach is contained in the table at Appendix 2.

13. There remains some concern in respect of a few standards but the Council is mindful of the time and effort that has been spent on the process to date and is clear that continuing with the challenge would result in Tribunal. As stated previously this is considered neither a good use of public money nor an ideal position for public bodies to be in.

Financial Impact

14. There are a number of standards that the Council is challenging on the basis that there is a cost to achieving the standards that cannot be met within the existing budgets of the Council. No additional financial resources have been made available by the Welsh Government to implement the Welsh Language Standards however, the Welsh Language Commissioner has been provided with discretion to identify which standards should be applied in the Council's local circumstance.

Equality Impact Assessment

15. The introduction of the Welsh Language Standards is intended to ensure that Welsh is dealt with on an equal basis as the English language.

Workforce Impacts

16. There are a number of standards that are subject of Challenge because the Council does not have the linguistic capability to deliver a bilingual service as required by the standards in the way that the standards require. The Council's ability to impact on the linguistic profile is limited in the short term as there is a moratorium on external recruitment unless essential in order protect existing staff members from compulsory redundancy.
17. There are also standards that relate to the use of Welsh in the workplace that are subject of Challenge. These standards are challenged because there is a cost associated with compliance which cannot be met within existing budgets, or whether it is considered the consequences of meeting the standards would disproportionately affect other staff members.

Legal Impacts

18. The Welsh Language Standards have been introduced by the Welsh Government by virtue of the Welsh Language (Wales) Measure 2011.

Risk Management

19. If the Council's Challenge is unsuccessful there is a risk of non-compliance with standards which could attract complaints from members of the public with a consequential adverse impact on the Council's reputation and the potential for fines of £5,000 per standard not complied with.

Consultation

20. There is no requirement under the Constitution for external consultation on this item.

Recommendations

21. That Members note the update provided in respect of the Council's Challenge to the Welsh Language Commissioner and authorise the Chief Executive to submit the proposed response, subject to any changes agreed at committee, with the stipulation that dialogue continues to seek a mutually acceptable agreement.
22. That the Chief Executive is given delegated authority to make any further minor presentational changes in addition to any change suggested at Scrutiny Committee and agreed by the Cabinet Board prior to submission of the response to the Welsh Language Commissioner.

Reason for Proposed Decision

- 23.. To authorise a response along with additional information to be provided to the Welsh Language Commissioner, together with the Council's proposals for the Final Compliance Notice to be modified in order that the Welsh Language Standards to be applied to the Council in the first instance are reasonable and proportionate.

Implementation of Decision

24. The decision is an urgent one for immediate implementation, subject to the consent of the Scrutiny Chair (and is therefore not subject to the call in procedure).

Appendices

25. Appendix 1 – Welsh Language Commissioner’s letters dated 4th April 2017, including the revised Compliance Notice,
26. Appendix 2 – Table highlighting the Council’s submissions and the Welsh Language Commissioner’s subsequent response.

List of Background Papers

27. Policy and Resources Cabinet Board, October 2015, Welsh Language Standards Compliance Notice
28. Policy and Resources Cabinet Board, July 2016, Welsh Language Standards
29. Letter to the Welsh Language Commissioner providing further evidence in supporting of the Council’s Challenge to the Compliance Notice, 18th July 2016
30. Policy and Resources Cabinet Board, December 2016, Welsh Language Standards
31. Policy and Resources Cabinet Board, February 2017, Welsh Language Standards

Officer Contact:

32. Mrs Karen Jones, Head of Corporate Strategy and Democratic Services Tel: 01639 763284 e-mail: k.jones3@npt.gov.uk

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Steven Phillips
Chief Executive
Civic Centre
Port Talbot
SA13 1PJ

Dear Chief Executive,

04/04/2017

Dear Chief Executive,

Neath Port Talbot County Borough Council Compliance Notice: Determining an application by Neath Port Talbot County Borough Council [section 57 of the Welsh Language (Wales) Measure 2011]

The purpose of this letter is to inform Neath Port Talbot County Borough Council of the determination by the Welsh Language Commissioner in relation to applications made by the Council and to inform the organisation of the next steps.

Applications were made in relation to 55 standards and this letter relates to 25 of them. The Commissioner has already consulted with the Council and it was given an opportunity to provide further information in relation to the application and by sharing the Welsh Language Commissioner's initial considerations with the Council on 6 June 2016. Neath Port Talbot County Borough Council responded to the Commissioner's letter and two meetings were held in order to take advantage of the opportunity to come to an agreement.

In its most recent letter to the Commissioner the Council noted that it now accepts that imposing the following standards on the Council is reasonable and proportionate: 30, 33, 52, 76, 77, 77A, 79, 80, 104, 124, 130 131, 132, 137, 137A, 137B 140, 141, 142, 143, 154. Standards 126, 128 and 129 will not be imposed. The Commissioner therefore determines as follows:

Comisiynydd y Gymraeg
Siambrau'r Farchnad
5-7 Heol Eglwys Fair
Caerdydd CF10 1AT

Welsh Language Commissioner
Market Chambers
5-7 St Mary Street
Cardiff CF10 1AT

0845 6033 221
post@comisiynyddygyymraeg.org
Croesewir gohebiaeth yn y Gymraeg a'r Saesneg

0845 6033 221
post@welshlanguagecommissioner.org
Correspondence welcomed in Welsh and English



Standard Number	Commissioner's Case number	Determination	Subsequent steps
30	59-20160115-CBSCNP-30	That imposing the standard is reasonable and proportionate	No action
33	60-20160115-CBSCNP-33	That imposing the standard is reasonable and proportionate	No action
52	64-20160115-CBSCNP-52	That imposing the standard is reasonable and proportionate	No action
76	68-20160115-CBSCNP-76	That imposing the standard is not reasonable and proportionate	Provide a circumstance for the standard and extend the imposition day
77	69-20160115-CBSCNP-77	That imposing the standard is not reasonable and proportionate	Extend the imposition day
77A	70-20160115-CBSCNP-77A	That imposing the standard is not reasonable and proportionate	Extend the imposition day
79	71-20160115-CBSCNP-79	That imposing the standard is not reasonable and proportionate	Extend the imposition day
80	72-20160115-CBSCNP-80	That imposing the standard is not reasonable and proportionate	Extend the imposition day
104	80-20160115-CBSCNP-104	That imposing the standard is reasonable and proportionate	No action
124	90-20160115-CBSCNP-124	That imposing the standard is reasonable and proportionate	No action
126	91-20160115-CBSCNP-126	That imposing the standard is not reasonable and proportionate	Not to impose the standard
128	92-20160115-CBSCNP-128	That imposing the standard is not reasonable and proportionate	Not to impose the standard
129	93-20160115-CBSCNP-129	That imposing the standard is not reasonable and proportionate	Not to impose the standard



130	94-20160115-CBSCNP-130	That imposing the standard is reasonable and proportionate	No action
131	95-20160115-CBSCNP-131	That imposing the standard is reasonable and proportionate	No action
132	96-20160115-CBSCNP-132	That imposing the standard is reasonable and proportionate	No action
137	97-20160115-CBSCNP-137	That imposing the standard is not reasonable and proportionate	Extend the imposition day
137A	98-20160115-CBSCNP-137A	That imposing the standard is not reasonable and proportionate	Extend the imposition day
137B	99-20160115-CBSCNP-137B	That imposing the standard is not reasonable and proportionate	Extend the imposition day
140	101-20160115-CBSCNP-140	That imposing the standard is not reasonable and proportionate	Extend the imposition day
141	102-20160115-CBSCNP-141	That imposing the standard is reasonable and proportionate	No action
142	103-20160115-CBSCNP-142	That imposing the standard is reasonable and proportionate	No action
143	104-20160115-CBSCNP-143	That imposing the standard is reasonable and proportionate	No action
144	105-20160115-CBSCNP-144	That imposing the standard is not reasonable and proportionate	Provide a circumstance for the standard and extend the imposition day
154	108-20160115-CBSCNP-154	That imposing the standard is not reasonable and proportionate	Extend the imposition day



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

As a consequence of the determination on the standards noted above a revised compliance notice is attached for your attention. This was done under the provisions of section 57(6)(c) ¹.

The Commissioner notes the legal arguments that were tabled in relation to the standards agreed upon and which were varied or withdrawn in the Compliance Notice. The fact that the Commissioner has decided to agree to Neath Port Talbot County Borough Council's application does not mean that the Commissioner accepts the legal arguments presented by the organisation in order to justify the application nor does it affect the Commissioner's ability to refuse those arguments or similar in the future.

The Commissioner will consider the fact that these standards were challenged by the organisation if a complaint is received relating to a period when the standard was not in force.

After receiving this determination, if the Commissioner's determination is that the requirement to comply with a standard, or comply with a standard in a particular respect, is not unreasonable or disproportionate, you may appeal to the Welsh Language Tribunal (the Tribunal), requesting the Tribunal to determine whether the requirement to comply with a standard, or comply with a standard in a particular way, is unreasonable or disproportionate. A link to the Tribunal's website is included below:

<http://tribiwnllysygymraeg.llyw.cymru/?lang=cy>.

It should be noted, if the Commissioner has determined that the requirement to comply with a standard is not unreasonable or disproportionate, these standards will continue to be deferred until your rights to appeal have been exhausted. This means that the Compliance Notice attached to this letter will not be placed on the Welsh Language Commissioner's website until a period of 28 days has elapsed, which is the period for making an appeal, or until an appeal to the Tribunal or a further appeal has come to an end.

Yours faithfully,

Gwenith Price

On behalf of the Welsh Language Commissioner

CC: Beverly Austin, Secretary/ Personal Assistant to the Chief executive
Rhian Headon, Equalities and Engagement Officer

¹ It should be noted that sections 45(3), 46(3) and 47 do not apply in so far as the Commissioner and the organization have agreed the variation to the existing compliance notice.



Steven Phillips
Chief Executive
Civic Centre
Port Talbot
SA13 1PJ

Dear Chief Executive,

04/04/2017

Dear Chief Executive,

Neath Port Talbot County Borough Council Compliance Notice: Challenging future duties [section 54 of the Welsh Language (Wales) Measure 2011] Agree a variation to a compliance notice [section 57(7)(b)]

Thank you for your further letter dated 15 February 2017 and 6 March 2017 in relation to Neath Port Talbot County Borough Council's application challenging future duties under section 54 of the Welsh Language (Wales) Measure 2011. This letter is one which continues to seek to reach agreement on a number of standards.

The Council notes that it accepts that the imposition of the following standards is reasonable and proportionate subject to the inclusion of circumstances:

22, 42, 61,62, 64, 65, 65A, 84, 86, 100, 122, 139.

Although there is agreement in principle, further information is required from the Council in some cases before agreement can be reached on the precise wording of a proposed circumstance. Further discussion of the specific issues in question may be seen below and the Council is asked to respond to requests for information at the first possible opportunity. Otherwise please consider the amendments made in appendix 1 and confirm whether or not you're happy to accept the standards as amended.

Comisiynydd y Gymraeg
Siambrau'r Farchnad
5-7 Heol Eglwys Fair
Caerdydd CF10 1AT

Welsh Language Commissioner
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0845 6033 221
post@comisiynyddygyymraeg.org
Croesewir gohebiaeth yn y Gymraeg a'r Saesneg

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post@welshlanguagecommissioner.org
Correspondence welcomed in Welsh and English



- In the case of **standard 22**, the Council has noted difficulties in relation to Social Services Contact Centres and mobile phones. The standard relates to automated telephone service and creates a requirement to ensure that the entire service is automated in Welsh. This may mean that the system used by the Social Services Contact Centres uses the same automated service. In relation to the mobile phones, it is not clear whether the messages are those which give instructions at the beginning or end of a call. With this in view, I would be grateful if you could answer the following questions:

- (1) How many automated telephone systems does the Social Services Contact Centres use?
- (2) Can the Council please confirm the type of messages available on the mobile phones it refers to? If they lead to a message at the end of a call, directing a person to leave a message, the requirement of standard 16 may apply.

- In the case of **standard 42** the Commissioner has proposed a circumstance [see appendix 1]. However, the Commissioner cannot agree to establish a practice of providing a Welsh service on request. Will the Council confirm that it will always *offer* to provide a licence or a certificate in Welsh as a matter of course? Please also confirm the Council is satisfied with the circumstance proposed.
- Thank you for the additional information received (7/3/17) in relation to **standards 61 and 62**. Due regard was given to issues of road safety by Welsh Ministers during the drafting of Standards regulations and as such the Commissioner has confidence in the subordinate legislation approved by the National Assembly for Wales. A circumstance is not needed in order to allay the Councils' concerns in relation to the appropriate use of standardized place names. It should be noted that paragraph 25, Part 3 of The Welsh Language Standards (No1) Regulation 2016 notes the following:

A body is not required to produce to display or to send material in Welsh to the extent that another enactment has specified the wording of a document, a sign or a form which would run contrary to that requirement.

- In the case of **standard 64, (65 and 65A where relevant)** the Council has stated that a correction is required to the names of the central receptions that are to be included in the compliance notice. The Commissioner will make the amendment. Beyond this, it is not clear to the Commissioner why the Council refers to the provision of services via Skype under the provision of standard 64. The Commissioner is of the opinion that the provision of services via Skype would probably be captured under the requirement of standard 66 and not standard 64 as this standard enables a body to provide a reception service over the phone if a face to face service is not available.



The Council has referred to the provision of services "*via Skype, other technological provision, third party service etc*". This quotation from the Council does not give the Commissioner sufficient information to be able to provide a clear circumstance. I would be grateful if you could respond to the following requests:

- (1) Please list all receptions you wish to be exempt from standard 64 by using the interpretation of reception as contained in the Regulations.
 - (2) Of the receptions listed in response to question 1 (above) please note where a Welsh medium service would be offered via Skype.
 - (3) Please explain what other technological provision you propose to use as a means of offering a Welsh language service and list all relevant receptions.
- In the case of **standards 84 and 86** the Commissioner is of the view that it is possible to comply with the requirements of the standard by offering a course in Welsh by way of a translation services if it's not possible to do so without translation services and where appropriate. Consequently the Commissioner does not see a need to provide a circumstance.
 - In the case of **standard 100** the Council was offered more time to comply. The Council has not explained why the requirement to comply with the standard continues to be unreasonable and disproportionate. You are requested to respond to the following enquiries:
 - (1) Why is it unreasonable or disproportionate to provide contractual documents in Welsh?
 - (2) What documents and how many are produced from English only databases and how many Welsh speaking staff does this affect?
 - (3) Why is it not possible to produce the documents in Welsh or arrange for correspondence to be translated?
 - The Council requests a circumstance for **standard 122** in order to be able to continue to provide a dynamic home page in English whilst only providing static information in Welsh. In this context attention must be paid to the interpretation of the standard. The standard notes that a person must ensure that any Welsh language text on its intranet's homepage is fully functional and that the Welsh language should not be treated no less favourably than the English language in connection to this. Imposing a circumstance as sought changes the meaning and requirement of the standard and is contrary to the fundamental principle of the Welsh Language Measure. The Commissioner is unable to permit this. It should also be noted that the following does not currently apply to the standard:



- (a) documents to which a link is provided, advertising material, video and audio clips
 - (b) information presented by persons on the interactive page (for example, a section for comments or on a discussion forum).
- In the case of **standard 139** the Commissioner would like to better understand why the Council proposes to limit opportunities to use Welsh at interview.
 - In the case of **standards 145 and 146** it is evident that the Council has concerns regarding setting a target to maintain or increase the number of Welsh speakers in its catchment area. Whilst the Commissioner agrees with the Council that all standards set relate to the organisations functions, duties and powers, she remains of the view that it is reasonable to impose the standards in question because the authority does exercise functions which are relevant to the activity in question e.g. the Council is responsible for education and could therefore implement a strategy and set targets to maintain and/or increase the number of Welsh language speakers in its locality. The example demonstrates that the Council as a matter of fact could set a target as required by standard 146.

The Council has not changed its view in relation to the following standards: 41, 99, 101, 102, 103, 112, 114, 115, 116, 116A, 118, 119. The Commissioner remains unpersuaded by the Council's arguments that the requirement to comply with these standards or to comply with the standards in a particular way is unreasonable or disproportionate at this point. Further information is requested from you as detailed below:

- The Council continues to oppose being subject to **standard 41** and is reluctant to accept the circumstance proposed, referring to arguments previously presented. It also asserts it has evidence of non compliance among other local authorities. The Council has not explained why it is not possible to use an external translation service in order to meet standard 41. The Commissioner is unwilling to discount the the official status of the Council's Welsh language record as it would be contrary to a fundamental principle contained in the Welsh language Measure.
- The Council continues to argue that **standard 99** is not reasonable and proportionate. The Council has been offered more time to comply. The Council needs to provide an analysis of the anticipated take up. It would also be helpful to know how much time and cost would be required to satisfy that take up. To what extent would the time and the cost be unreasonable or disproportionate?
- In the case of **standards 101, 102 and 103**, the Council was offered more time to comply. The Council has stated that a proportion of the organisation's managers would be unable to prepare tailored text as part of staff training needs documents due to lack of confidence or skills in Welsh to do so. The Council has not explained



to what extent this would effect its ability to comply nor has it explained how the standard might be complied with by another means. The Council does not give a quantitative account of the likely demand.

- Although the Council states its intention to respect staff's language choice, it notes that it will not always be possible to comply with the following standards: **112A, 114, 115, 116, 116A, 118, 119**. The Council was offered more time to comply with these. The Council states that a quarter of all the current bilingual workforce have said they would like to use Welsh as outlined by the standards in question. The Council says this is not a large number but goes on to explain the budgetary context and states that the requirement is one that has not been budgeted for and is therefore unreasonable. The requirement would have a disproportionate effect on the remainder of the human resources services. The Council has not been able to demonstrate how this is a burden. Reference is made to linguistic ability within trade unions and the risk of not being able to hold meetings promptly. Again the information given is of a general nature. The Council needs to show that the requirement is a burden, without so doing, the Commissioner is unable to change her initial considerations.

In relation to standards 26, 26A, 29, 29A, some issues arise which are the subject of further attention in relation to statements made in the appendix to the Council's letter (6/3/17). In relation to these standards I would be pleased to receive confirmation and a response to the points raised below.

- In relation to standards **26, 26A, 29 and 29A**, officers did not agree at a meeting that it would be possible to provide a circumstance for the standards in relation to urgent cases. The only issue on which there was agreement was that simultaneous translation did not need to be provided unless an individual wished it. The standard itself makes this plain. Please confirm you accept these standards.
- In the case of standards **141, 142, 143** the Council has already agreed to accept the standards on the basis of the understanding that 'signs' refers to 'fixed' signs rather than notices. The Commissioner can confirm that these standards are relevant to fixed and temporary signs (as noted in the standard). The standards do not apply to notices. In the case of standards 141 and 142 they apply to new signs or renewed ones only.



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

I look forward to hearing from you soon as you are welcome to discuss any matter which is unclear at this point with me directly.

Yours faithfully,

Gwenith Price

On behalf of the Welsh Language Commissioner

CC: Beverly Austin, Secretary/ Personal Assistant to the Chief executive
Rhian Headon, Equalities and Engagement Officer



Appendix 1

Final Compliance Notice –Section 44	Proposed variation to the Compliance Notice
<p>Standard 42 – Any licence or certificate that you produce must be produced in Welsh. Imposition Day – 30/03/2016</p>	<p>Standard 42 – Any licence or certificate that you produce must be produced in Welsh.</p> <p>You must comply in relation to a licence or certificate that is published in every circumstance.</p> <p>You must comply in relation to a licence or certificate that is issued to a person, and that is not published in the following circumstances:</p> <ul style="list-style-type: none"> a) When you have offered to produce a licence of certificate in Welsh for a person, and b) When that person has informed you that they wish to receive a licence or certificate in Welsh. <p>Imposition day – 6 months from the date of the determination.</p>
<p>Standard 139 You must ensure that your application forms for posts –</p> <ul style="list-style-type: none"> (a) provide a space for individuals to indicate that they wish to to use the Welsh language in an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if required; <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you</p>	<p>Standard 139 You must ensure that your application forms for posts –</p> <ul style="list-style-type: none"> (a) provide a space for individuals to indicate that they wish to to use the Welsh language in an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if required; <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you</p>



<p>conduct the interview or assessment in Welsh without that transation service).</p> <p>Imposition Day – 30/03/2016</p>	<p>conduct the interview or assessment in Welsh without that transation service).</p> <p>Imposition Day – 6 months from the date of the determination.</p>
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Challenging Future Duties

On 15/01/2016 the Commissioner received applications from Neath Port Talbot County Borough Council under section 54(2) Welsh Language (Wales) Measure 2011.

As a consequence, and in accordance with section 60(2) of the Measure, the requirement on Neath Port Talbot County Borough Council to comply with standards **22, 26, 26A, 29, 29A, 41, 42, 61, 62, 64, 84, 86, 99, 100, 101, 102, 103, 112, 112A, 114, 115, 116, 116A, 118, 119, 122, 139, 145 and 146** has been postponed until:

- a) the Commissioner has determined whether or not the requirement is unreasonable or disproportionate, and
- b) P's rights to appeal are exhausted.

COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

Neath Port Talbot County Borough Council – Issue Date: 30/09/2015

Standard Number	Class of Standard	Standard	Imposition Day
1	Service Delivery	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	30/03/2016
2	Service Delivery	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must -	30/03/2016

		(a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	
3	Service Delivery	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if - (a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals; (b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals.	30/03/2016
4	Service Delivery	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	30/03/2016
5	Service Delivery	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	30/03/2016
6	Service Delivery	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact	30/03/2016

		details are provided on the English version, then the Welsh version must be treated in the same way).	
7	Service Delivery	You must state - (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	30/03/2016
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	30/03/2016
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	30/03/2016
10	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	30/03/2016
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/03/2016
13	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	30/03/2016
14	Service Delivery	When you publish your main telephone number, or any helpline	30/03/2016

		numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	
15	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	30/03/2016
16	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	30/03/2016
17	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	30/03/2016
19	Service Delivery	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as - (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2016
20	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	30/03/2016

21	Service Delivery	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.	30/03/2016
22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/09/2016
24	Service Delivery	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	30/03/2016
24A	Service Delivery	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
26	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
26A	Service Delivery	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting - (a) if the meeting relates to the well-being of an invited individual ("A"), and (b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the	30/03/2016

		assistance of a translation service.	
27	Service Delivery	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.	30/03/2016
27A	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	30/03/2016
27D	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
29	Service Delivery	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
29A	Service Delivery	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting -	30/03/2016

		(a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	
30	Service Delivery	If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	30/03/2016
31	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	30/03/2016
32	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	30/03/2016
33	Service Delivery	If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh - (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	30/03/2016

		<p>You must comply with standard 33 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting. 	
34	Service Delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	30/03/2016
35	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	30/03/2016
36	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	30/03/2016
37	Service Delivery	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.	30/03/2016
38	Service Delivery	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material	30/03/2016

		less favourably than the English language version.	
41	Service Delivery	<p>If you produce the following documents you must produce them in Welsh -</p> <p>(a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings;</p> <p>(b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p>You must comply with standard 41(a) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers that are available to the public, which relate to management board or cabinet meetings. <p>You must comply with standard 41(b) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers for meetings that are open to the public. 	30/03/2016
42	Service Delivery	Any licence or certificate you produce must be produced in Welsh.	30/09/2016
43	Service Delivery	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	30/03/2016
44	Service Delivery	<p>If you produce the following documents, and they are available to the public, you must produce them in Welsh -</p> <p>(a) policies, strategies, annual reports and corporate plans;</p> <p>(b) guidelines and codes of practice;</p> <p>(c) consultation papers.</p>	30/03/2016
45	Service Delivery	Any rules that you publish that apply to the public must be published in Welsh.	30/03/2016
46	Service Delivery	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English	30/03/2016

		language version of a statement, you must issue both versions at the same time.	
47	Service Delivery	If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh - (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	30/03/2016
48	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	30/03/2016
49	Service Delivery	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	30/03/2016
50	Service Delivery	Any form that you produce for public use must be produced in Welsh.	30/03/2016
50A	Service Delivery	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	30/03/2016
50B	Service Delivery	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	30/03/2016

51	Service Delivery	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	30/03/2016
52	Service Delivery	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	30/03/2016
55	Service Delivery	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	30/03/2016
56	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.	30/03/2016
57	Service Delivery	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	30/03/2016
58	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.	30/03/2016
59	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/03/2016
60	Service Delivery	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	30/03/2016

61	Service Delivery	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
62	Service Delivery	When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	30/03/2016
64	Service Delivery	<p>Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.</p> <p>You must comply with standard 64 in relation to the following by 30 March 2016:</p> <ul style="list-style-type: none"> ○ The body's main reception service <p>You must comply with standard 64 in relation to the following by 30 September 2016:</p> <ul style="list-style-type: none"> ○ Every other reception service 	30/03/2016
67	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	30/03/2016
68	Service Delivery	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	30/03/2016

69	Service Delivery	Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	30/03/2016
70	Service Delivery	When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
71	Service Delivery	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	30/09/2016
72	Service Delivery	When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	30/03/2016
72A	Service Delivery	You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	30/03/2016
74	Service Delivery	If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must - (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2016
75	Service Delivery	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was	30/03/2016

		submitted in Welsh.	
76	Service Delivery	<p>Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.</p> <p>You must comply with standard 76 in the following circumstances:</p> <p>(a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or</p> <p>(b) If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p>	04/10/2017
77	Service Delivery	When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	04/10/2017
77A	Service Delivery	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).	04/10/2017
79	Service Delivery	<p>If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must -</p> <p>(a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and</p> <p>(b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).</p>	04/10/2017
80	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	04/10/2017

81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/03/2016
82	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	30/03/2016
83	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/03/2016
84	Service Delivery	If you offer an education course that is open to the public, you must offer it in Welsh. You must comply with standard 84 in every circumstance, except: <ul style="list-style-type: none"> ○ when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh. 	30/03/2016
86	Service Delivery	If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.	30/03/2016
87	Service Delivery	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
88	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and	30/09/2016

		(b) treating the Welsh language no less favourably than the English language.	
89	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
90	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
91	Policy Making	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
92	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on	30/09/2016

		(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
93	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
94	Policy Making	You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant - (a) what effects, if any (and whether positive or negative), the awarding of a grant would have on - (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on - (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse	30/09/2016

		<p>effects, or so that it would have decreased adverse effects on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p>	
95	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	30/09/2016
96	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	30/09/2016
97	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could</p>	30/09/2016

		be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
98	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	30/03/2016
99	Operational	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	30/09/2016
100	Operational	You must - (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	30/09/2016
101	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
102	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
103	Operational	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh;	30/09/2016

		and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	
104	Operational	You must ask each employee whether he or she wishes to receive any forms that record and authorise - (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	30/09/2016
105	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	30/09/2016
106	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	30/09/2016
107	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	30/09/2016
108	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	30/09/2016
109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	30/09/2016
110	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	30/09/2016
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/09/2016
112	Operational	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	30/03/2016

112A	Operational	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	30/03/2016
114	Operational	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	30/03/2016
115	Operational	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	30/03/2016
116	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	30/03/2016
116A	Operational	You must -	30/03/2016

		<p>(a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and</p> <p>(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.</p>	
118	Operational	<p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must -</p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and</p> <p>(b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).</p>	30/03/2016
119	Operational	<p>When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff -</p> <p>(a) responded to allegations made against him or her in Welsh,</p> <p>(b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or</p> <p>(c) asked to use the Welsh language at a meeting regarding the disciplinary process.</p>	30/03/2016
120	Operational	<p>You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).</p>	30/03/2016
122	Operational	<p>You must ensure that -</p> <p>(a) the text of the homepage of your intranet is available in Welsh,</p>	30/03/2016

		(b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.	
124	Operational	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	30/03/2016
125	Operational	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	30/03/2016
127	Operational	You must assess the Welsh languages skills of your employees.	30/09/2016
130	Operational	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	30/03/2016
131	Operational	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.	30/03/2016
132	Operational	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the	30/03/2016

		workplace.	
133	Operational	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	30/03/2016
134	Operational	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	30/03/2016
135	Operational	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	30/03/2016
136	Operational	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
136A	Operational	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh.	30/03/2016
137	Operational	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	04/10/2017

137A	Operational	<p>If you publish -</p> <ul style="list-style-type: none"> (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; <p>you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.</p> <p>You must comply with standard 137A in every circumstance, except:</p> <ul style="list-style-type: none"> ○ job descriptions where a post has been categorised as one where Welsh language skills are not necessary. 	04/10/2017
137B	Operational	<p>You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).</p>	04/10/2017
139	Operational	<p>You must ensure that your application forms for posts -</p> <ul style="list-style-type: none"> (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you</p>	30/03/2016

		conduct the interview or assessment in Welsh without that translation service).	
140	Operational	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	04/10/2017
141	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
142	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	30/03/2016
144	Operational	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first. You must comply with standard 144 in every circumstance, except: ○ making the announcement in Welsh first during an emergency or an emergency drill.	02/05//2017
145	Promotion	You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to	30/09/2016

		<p>facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) -</p> <p>(a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and</p> <p>(b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).</p>	
146	Promotion	<p>Five years after publishing a strategy in accordance with standard 145 you must -</p> <p>(a) assess to what extent you have followed that strategy and have reached the target set by it, and</p> <p>(b) publish that assessment on your website, ensuring that it contains the following information -</p> <p>(i) the number of Welsh speakers in your area, and the age of those speakers;</p> <p>(ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.</p>	30/09/2016
147	Record Keeping	<p>You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.</p>	30/03/2016
148	Record Keeping	<p>You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.</p>	30/03/2016
149	Record Keeping	<p>You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).</p>	30/03/2016

150	Record Keeping	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
151	Record Keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	30/09/2016
152	Record Keeping	You must keep a record, for each financial year of - (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.	30/09/2016
153	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	30/03/2016
154	Record Keeping	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2017
155	Supplementary - Service Delivery	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is	30/03/2016

		available - (a) on your website, and (b) in each of your offices that are open to the public.	
156	Supplementary - Service Delivery	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/03/2016
157	Supplementary - Service Delivery	You must - (a) ensure that you have arrangements for (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/03/2016
158	Supplementary - Service Delivery	(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you	30/03/2016

		<p>have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
159	Supplementary - Service Delivery	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	30/03/2016
160	Supplementary - Service Delivery	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	30/03/2016
161	Supplementary - Policy Making	<p>You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/09/2016
162	Supplementary - Policy Making	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the</p>	30/09/2016

		<p>following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	
163	Supplementary - Policy Making	<p>You must -</p> <p>(a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/09/2016
164	Supplementary - Policy Making	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual</p>	30/09/2016

		report. (5) You must ensure that a current copy of your annual report is available - (a) on your website, and (b) in each of your offices that are open to the public.	
165	Supplementary - Policy Making	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	30/09/2016
166	Supplementary - Policy Making	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	30/09/2016
167	Supplementary - Operational	You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2016
168	Supplementary - Operational	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, and (b) publish a document that records that procedure on your intranet.	30/03/2016
169	Supplementary - Operational	You must - (a) ensure that you have arrangements for	30/03/2016

		<p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitate the use of those services, and</p> <p>(b) publish document that records that procedure on your intranet.</p>	
170	Supplementary - Operational	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) -</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);</p> <p>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where -</p> <p>(i) Welsh language skills were essential,</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post,</p>	30/03/2016

		<p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);</p> <p>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
171	Supplementary - Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	30/03/2016
172	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	30/03/2016
173	Supplementary - Promotion	<p>You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/09/2016
174	Supplementary - Promotion	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the promotion	30/09/2016

		standards with which you are under a duty to comply.	
175	Supplementary - Record Keeping	You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2016
176	Supplementary - Record Keeping	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	30/03/2016

Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 30/09/2015

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Welsh Language Standards

Appendix 2

What the standard says	Council's Position 18 th July 2016	Commissioner's Response October 2016	Council's Response 15 th February 2017	Commissioner's Response April 2017	Proposed Response
<p>22 Any automated telephone systems that you have must provide the complete automated service in Welsh</p>	<p>Comply immediately in the Corporate Contact Centre.</p> <p>Extend timetable for compliance in the Social Services contact centres</p> <p>Introduce requirement for automated messaging when the Council renews its mobile phone contracts</p>	<p>Position unchanged</p>	<p>Accept</p> <p>The Council would be able to comply with the standard in relation to the Corporate Contact Centre.</p> <p>With the ongoing limitations in relation to Welsh language skills amongst the workforce the Council's ability to comply with the standards in relation to the Social Services Contact Centres is greatly restricted. In addition recruitment is currently through internal advertisement and so the pool of candidates with Welsh language skills is not being widened. The ongoing challenge in recruiting social workers, regardless of language skills, only exacerbates the problem faced by the Council. This in turn impacts on the council's ability to meet the standard in relation to social service contact centres.</p> <p>Therefore in order to allow the council an opportunity to explore how best to comply we would seek to extend the timescale to comply with the standard in relation to the Social Services Contact Centres to 30 March 2019.</p> <p>The position regarding automated messaging on mobile phones was clarified with the Commissioner's representatives and as such we would seek an exemption in relation to mobile phones due to the limitations of pre-recorded language options.</p>	<p>The Council has noted difficulties in relation to Social Services Contact Centres and mobile phones. The standard relates to automated telephone service and creates a requirement to ensure that the entire service is automated in Welsh. This may mean that the system used by the Social Services Contact Centres uses the same automated service.</p> <p>In relation to the mobile phones, it is not clear whether the messages are those which give instructions at the beginning or end of a call. With this in view, I would be grateful if you could answer the following questions:</p> <p>(1) How many automated telephone systems does the Social Services Contact Centres use?</p> <p>(2) Can the Council please confirm the type of messages available on the mobile phones it refers to? If they lead to a message at the end of a call, directing a person to leave a message, the requirement of standard 16 may apply.</p>	<p>The definition of a fully automated system in relation to social services has been reassessed and as a result the council withdraw the challenges in relation to social services contact centres. *</p> <p>As stated in our previous response the Council is experiencing difficulties in recruiting welsh speaking staff which exacerbates the problem in providing a fully bilingual series across are all areas</p> <p>The challenges in respect of mobile phones centres around the standard messages supplied by the provider not being available in Welsh, e.g. 'press one to change your message' etc.</p> <p>Consequently a variation to exempt mobile phones, where provider supplied automated options are not available in Welsh.</p>
<p>26 If you invite an individual "A" to a meeting and the meeting relates to the wellbeing of A you must ask A whether A wishes to use the Welsh language at the meeting and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh.</p>	<p>That the standards are applied except in circumstances where the Council can show reliance on translation services would prejudice the safety or wellbeing of the individual, or where the individual does not wish a translation services to be provided</p>	<p>Position unchanged</p>	<p>Accept</p> <p>Officers reached an understanding with the Commissioner's office that the safety and wellbeing of the individual is paramount. Therefore the standard can be complied with on the understanding that where the individual does not wish for a translation service to be provided or where there is an urgent need to act there would be no expectation from the Commissioner that this would be imposed.</p>	<p>In relation to standards 26, 26A, 29 and 29A, officers did not agree at a meeting that it would be possible to provide a circumstance for the standards in relation to urgent cases. The only issue on which there was agreement was that simultaneous translation did not need to be provided unless an individual wished it. The standard itself makes this plain.</p> <p>Please confirm you accept these standards.</p>	<p>Accept</p>

<p>26A You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting a) if the meeting relates to the wellbeing of an invited individual A and b) if A has informed you that A wishes to use the Welsh language at the meeting unless you conduct the meeting in Welsh without the assistance of a translation service.</p>	<p>That the standards are applied except in circumstances where the Council can show reliance on translation services would prejudice the safety or wellbeing of the individual, or where the individual does not wish a translation services to be provided</p>	<p>Position unchanged</p>	<p>Accept</p> <p>Officers reached an understanding with the Commissioner’s office that the safety and wellbeing of the individual is paramount.</p> <p>Therefore the standard can be complied with on the understanding that where the individual does not wish for a translation service to be provided or where there is an urgent need to act there would be no expectation from the Commissioner that this would be imposed.</p>	<p>In relation to standards 26, 26A, 29 and 29A, officers did not agree at a meeting that it would be possible to provide a circumstance for the standards in relation to urgent cases. The only issue on which there was agreement was that simultaneous translation did not need to be provided unless an individual wished it. The standard itself makes this plain.</p> <p>Please confirm you accept these standards.</p>	<p>Accept</p>
<p>29 If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.</p>	<p>That the standards are applied except in circumstances where the Council can show reliance on translation services would prejudice the safety or wellbeing of the individual, or where the individual does not wish a translation services to be provided</p>	<p>Position unchanged</p>	<p>Accept</p> <p>Officers reached an understanding with the Commissioner’s office that the safety and wellbeing of the individual is paramount.</p> <p>Therefore the standard can be complied with on the understanding that where the individual does not wish for a translation service to be provided or there is an urgent need to act there would be no expectation from the Commissioner that this would be imposed.</p>	<p>In relation to standards 26, 26A, 29 and 29A, officers did not agree at a meeting that it would be possible to provide a circumstance for the standards in relation to urgent cases. The only issue on which there was agreement was that simultaneous translation did not need to be provided unless an individual wished it. The standard itself makes this plain.</p> <p>Please confirm you accept these standards.</p>	<p>Accept</p>
<p>29A You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she</p>	<p>That the standards are applied except in circumstances where the Council can show reliance on translation services would prejudice the safety or wellbeing of the individual, or where the individual does not wish a translation services to be provided</p>	<p>Position unchanged</p>	<p>Accept</p> <p>Officers reached an understanding with the Commissioner’s office that the safety and wellbeing of the individual is paramount.</p> <p>Therefore the standard can be complied with on the understanding that where the individual does not wish for a translation service to be provided or there is an urgent need to act there would be no expectation from the Commissioner that this would be imposed.</p>	<p>In relation to standards 26, 26A, 29 and 29A, officers did not agree at a meeting that it would be possible to provide a circumstance for the standards in relation to urgent cases. The only issue on which there was agreement was that simultaneous translation did not need to be provided unless an individual wished it. The standard itself makes this plain.</p> <p>Please confirm you accept these standards.</p>	<p>Accept</p>

wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service					
30 If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	Withdrawn	Position unchanged	The challenge to this standard was withdrawn in July 2016 following a reassessment of the Council's position.	Determination: That Imposing the standard is reasonable and proportionate Subsequent steps: No Action	
33 If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh - (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available. You must comply with standard 33 in every circumstance, except: • where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting.	Withdrawn	Position unchanged	The challenge to this standard was withdrawn in July 2016 following a reassessment of the Council's position.	Determination: That Imposing the standard is reasonable and proportionate Subsequent steps: No Action	

<p>41 If you produce the following documents you must produce them in Welsh: (a) agendas, minutes and other papers that are available to the public which relate to management board of cabinet meetings (b) agendas, minutes and other papers for meetings conferences or seminars that are open to the public</p> <p>You must comply with standard 41(a) in every circumstance, except:</p> <ul style="list-style-type: none"> • other papers that are available to the public, which relate to management board or cabinet meetings. <p>You must comply with standard 41(b) in every circumstance, except:</p> <ul style="list-style-type: none"> • other papers for meetings that are open to the public. 	<p>The standard should not be imposed</p>	<p>Position unchanged Standard has been varied already - see standard</p>	<p>The Council is unable to comply with this standard for the reasons provided in our earlier response.</p> <p>While it appears other councils have been able to accept the standard, evidence circulated by a range of other councils demonstrates that in some instances, the standard is not being complied with fully, the content of minutes have been substantially changed to enable Welsh versions of the minutes to be produced in accordance with the other legal requirements governing the conduct of meetings, additional staff have been recruited, the priority that has needed to be given to the minutes has created a delay in other work being translated. The evidence from elsewhere confirms that the Council's assessment of the impact of this standard is accurate and would be unreasonable and disproportionate.</p> <p>The Council maintains that the imposition of this standard is not workable in practice as meeting agendas and minutes are subject of change up to the deadline for meeting papers to be published. There is a separate set of legal rules governing the production of papers for formal meetings of the Council and the basis of the Council's challenge is to avoid a situation where it would be seeking to satisfy conflicting legal requirements. If the Council's Democratic Services Team were of a different linguistic profile then this problem would not arise. However, as pointed out in the earlier submission, there is only one member of the team who speaks Welsh and who does not have sufficient competence to read or write in Welsh. Therefore the team is unable to operate bilingually and will be reliant on external translation services.</p> <p>However, the council seeks to find a workable compromise in this area and would suggest a variation in addition to that already proposed. Bilingual agenda and minutes could be produced if there was no requirement for them to be produced simultaneously although it is acknowledged that this would incur additional costs. This would reduce the risk of not meeting our legal requirements governing the production of papers for council meetings. Additionally, to avoid the risk of challenge given that it is not possible to create identical records in Welsh and English in case of dispute, the English records would be deemed to represent the official record of the Council.</p>	<p>Further information is requested: ☑ The Council continues to oppose being subject to standard 41 and is reluctant to accept the circumstance proposed, referring to arguments previously presented. It also asserts it has evidence of non compliance among other local authorities. The Council has not explained why it is not possible to use an external translation service in order to meet standard 41. The Commissioner is unwilling to discount the official status of the Council's Welsh language record as it would be contrary to a fundamental principle contained in the Welsh language Measure.</p>	<p>The Council is minded to accept the standard on the understanding that:</p> <ul style="list-style-type: none"> • Translated Welsh versions of minutes will not be available contemporaneously. This is due to the time required for translations to be undertaken. While the cost of translating such documents remains an issue for the Council, unlike other authorities there is no view to change our practices potentially resulting in jeopardising the democratic process in order to reduce translation costs. • The English version of the minutes will be relied upon in the event of any dispute. This is not meant to undermine the fundamental principle of the contained in the Welsh language Measure but purely a practical approach as limited language skills within the relevant section would not allow for accuracy checks.
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<p>42 Any licence or certificate you produce must be produced in Welsh.</p>	<p>The standard should not be imposed</p>	<p>Prepared to extend the imposition date (6 months from date of determination)</p>	<p>Accept</p> <p>The Council would be able to comply with this standard if agreement on a variation to reflect the different licences or certificates that are issued could be reached. These fall into two categories:</p> <ul style="list-style-type: none"> • Licences and certificates that are displayed to the public • Licences and certificates which are not displayed to the public <p>The Council is able to provide bilingual licences/certificates that are displayed to the general public.</p> <p>The Council would be able to provide Welsh licences/certificates, which are not displayed to the public, where the individual has requested the licence/certificate in Welsh.</p>	<p>The Commissioner has proposed a circumstance [see below]. However, the Commissioner cannot agree to establish a practice of providing a Welsh service on request. Will the Council confirm that it will always <i>offer</i> to provide a licence or a certificate in Welsh as a matter of course? Please also confirm the Council is satisfied with the circumstance proposed.</p> <p>Standard 42 – Any licence or certificate that you produce must be produced in Welsh. You must comply in relation to a licence or certificate that is published in every circumstance. You must comply in relation to a licence or certificate that is issued to a person, and that is not published in the following circumstances:</p> <p>a) When you have offered to produce a licence of certificate in Welsh for a person, and</p> <p>b) When that person has informed you that they wish to receive a licence or certificate in Welsh</p> <p>Imposition day – 6 months from the date of the determination</p>	<p>Accept</p> <p>Further clarification was sought and received in relation to the Commissioner’s interpretation of the standard and variation and as a result the council is able to accept the standard</p> <p>The commissioner’s interpretation has been clarified as:</p> <p>Commissioner’s interpretation</p> <p>Licences and certificates that will be published and made public (for example on the website) to be produced in Welsh.</p> <p>Licences and certificates for a person, that will not be published or made public, a Welsh version to be offered and provided should the person wish. No requirement to produce in Welsh if the person has noted that they do not wish to receive it in Welsh.</p>
<p>52 You must ensure that a) the text of each page of your website is available in Welsh b) every Welsh language page on your website is fully functional and c) the Welsh language is not treated less favourable than the English language on your website</p>	<p>Clarification sought that the standard does not extend to third party systems that interface with the Council’s website</p>	<p>Position unchanged but clarification that standard relates only to information Council is responsible for</p>	<p>Accept</p> <p>Further clarification had been received from the Commissioner’s office that this standard would only apply to those webpages the Council is fully responsible for, with third party systems being outside of the standard.</p>	<p>Determination: That Imposing the standard is reasonable and proportionate</p> <p>Subsequent steps: No Action</p>	<p>Accept</p>
<p>61 When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (Whether on the same sign</p>	<p>The standard should be amended to exclude those that would prejudice public safety if the standard were to be fully applied</p>	<p>Position unchanged – further evidence required to substantiate arguments</p>	<p>Traffic Signs</p> <p>The Council maintains that in particular circumstances the mix of signs at certain locations could have safety implications.</p> <p>While the Council currently erects bilingual signs with where the English language is first there is a</p>	<p>Due regard was given to issues of road safety by Welsh Ministers during the drafting of Standards regulations and as such the Commissioner has confidence in the subordinate legislation approved by the National Assembly for Wales. A circumstance</p>	<p>The Council is minded to accept the Standard on the understanding that paragraph 25, Part 3 of The Welsh Language Standards (No1) Regulation 2016 provides suitable recourse.</p> <p>However, the Council remains of the view that the installation of large(r) signs may be impractical in some</p>

<p>as you display corresponding English language text or on a separate sign) and if the same text is displayed in Welsh and in English you must not treat the Welsh language text less favourable than the English language text</p>			<p>concern that erecting new or renewing signage will cause considerable safety and practical issues.</p> <p>A new bilingual sign, as per the prescribed standards, erected next to an existing bilingual sign would result in confusion for road users. A mix of languages placed first would result in the reduction of safety on highways with drivers requiring increased time to read the information, as well as necessitating a reduction in speed. A research study, 'Evaluating the effects of bilingual traffic signs on driver performance and safety', undertaken by the Institute for Transport Studies, University of Leeds, concluded that drivers reading long (four-line) messages reduce their speed which impact on following drivers who while reading the same message and also beginning to reduce speed might and not respond appropriately to the slowing of the lead vehicle. As vehicle headways decrease, the margins available for drivers to take avoidance action are reduced and accident risk increases. Although the study focused on motorway variable message signs the principle can be applied to general traffic signs.</p> <p>On practical grounds information must be displayed in line with Traffic Signs Regulations and General Directions 2016 and guidance LTN 1/94 The Design and Use of Directional Informatory Signs. These requirements determine the size of signs and if larger than that already at a location could result in larger post(s), additional support rails and larger foundations; due to larger signs being susceptible to more wind loading and overturning and/or bending at the base. Increasing the post size may also increase damage to errant vehicles and increase the risk of injury to passengers. In addition, larger signs cannot always be accommodated at the specific location: due to lack of space; potential issues in relation to access/egress as well as presenting difficulties for pedestrians particularly for those with a visible impairments, using wheelchairs or with small children and prams/pushchairs.</p> <p>With the language profile of the County Borough along with the cost and practical implications of erecting new signage, adherence to the standards in all instances is not considered reasonable or proportionate. However, the Council does recognise the importance of bilingual signage and as such would seek variations to the standards to take into</p>	<p>is not needed in order to allay the Councils' concerns in relation to the appropriate use of standardized place names.</p> <p>It should be noted that paragraph 25, Part 3 of The Welsh Language Standards (No1) Regulation 2016 notes the following:</p> <p><i>A body is not required to produce to display or to send material in Welsh to the extent that another enactment has specified the wording of a document, a sign or a form which would run contrary to that requirement</i></p>	<p>instances due to the location, size, safety of the site, etc.</p> <p>The Council is not persuaded that the Commissioner's response addresses the concerns raised in relation to street signs and so would welcome further dialogue on this.</p> <p>The council wishes to clarify the position re street signs. The Commissioner refers to standardised place names but these are not the same as names of local roads and streets.</p> <p>There is no issue with road/street names that are easily translated, e.g. High Street, Main Road, etc. Problems arise when names cannot be translated as the origin of the name cannot be determined, e.g. Constant Road, Conduit Street, or where a street historically known in Welsh does not have the same meaning when translated to English.</p> <p>The Council would welcome dialogue to further explore the issues surrounding signage and to seek a variation to reflect the above concerns.</p>
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			<p>account the above genuine concerns. For example:</p> <p>Except where the new/renewed sign requires larger signs, posts, foundations and the location cannot accommodate this due to space or 'clutter'.</p> <p>Except where a mix of English /Welsh language first signs would be located at road junctions on major arteries.</p> <p>Where the safety of pedestrians and road users would be impacted upon due to the installation of the required signage</p> <p>Street Signs</p> <p>The requirement of the standard is achievable for most signs without compromising the original name of the road, however, there are some instances where this will always be a challenge, i.e. where there is no appropriate translation/where a translation bears no resemblance to what the street is predominantly known as, for example, Conduit Street, Constant Road. It may be considered more appropriate in such instances to use the format: Heol Conduit Street.</p> <p>A variation reflecting this would be appropriate especially given the recent exercise undertaken by the Commissioner in respect of standardising place names where confirmation of locally used names and their spellings were sought.</p> <p>A variation is therefore sought in respect of street signs with an exemption for those established roads which are known in English and where a Welsh translation would be unsuitable.</p>		
<p>62</p> <p>When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English the Welsh language text must be positioned so that it is likely to read first.</p>	<p>The standard should be amended to exclude those that would prejudice public safety if the standard were to be fully applied</p>	<p>Position unchanged – further evidence required to substantiate arguments</p>	<p>Traffic Signs</p> <p>The Council maintains that in particular circumstances the mix of signs at certain locations could have safety implications.</p> <p>While the Council currently erects bilingual signs with where the English language is first there is a concern that erecting new or renewing signage will cause considerable safety and practical issues.</p> <p>A new bilingual sign, as per the prescribed standards, erected next to an existing bilingual sign would result in confusion for road users. A mix of languages placed first would result in the reduction of safety on highways with drivers requiring</p>	<p>Due regard was given to issues of road safety by Welsh Ministers during the drafting of Standards regulations and as such the Commissioner has confidence in the subordinate legislation approved by the National Assembly for Wales. A circumstance is not needed in order to allay the Councils' concerns in relation to the appropriate use of standardized place names.</p> <p>It should be noted that paragraph 25, Part 3 of The Welsh Language Standards (No1) Regulation 2016 notes the following:</p> <p><i>A body is not required to produce to display or to send material in Welsh to the extent</i></p>	<p>The Council is minded to accept the Standard on the understanding that paragraph 25, Part 3 of The Welsh Language Standards (No1) Regulation 2016 provides suitable recourse.</p> <p>However, the Council remains of the view that the installation of large(r) signs may be impractical in some instances due to the location and size of site, etc.</p> <p>The Council is unsure that the Commissioner's response addresses the concerns raised in relation to Street signs and so would welcome further dialogue on this.</p> <p>The council wishes to clarify the position re street signs. The Commissioner refers to standardised place names but</p>

			<p>increased time to read the information, as well as necessitating a reduction in speed. A research study, 'Evaluating the effects of bilingual traffic signs on driver performance and safety', undertaken by the Institute for Transport Studies, University of Leeds, concluded that drivers reading long (four-line) messages reduce their speed which impact on following drivers who while reading the same message and also beginning to reduce speed might and not respond appropriately to the slowing of the lead vehicle. As vehicle headways decrease, the margins available for drivers to take avoidance action are reduced and accident risk increases. Although the study focused on motorway variable message signs the principle can be applied to general traffic signs.</p> <p>On practical grounds information must be displayed in line with Traffic Signs Regulations and General Directions 2016 and guidance LTN 1/94 The Design and Use of Directional Informatory Signs. These requirements determine the size of signs and if larger than that already at a location could result in larger post(s), additional support rails and larger foundations; due to larger signs being susceptible to more wind loading and overturning and/or bending at the base. Increasing the post size may also increase damage to errant vehicles and increase the risk of injury to passengers. In addition, larger signs cannot always be accommodated at the specific location: due to lack of space; potential issues in relation to access/egress as well as presenting difficulties for pedestrians particularly for those with a visible impairments, using wheelchairs or with small children and prams/pushchairs.</p> <p>With the language profile of the County Borough along with the cost and practical implications of erecting new signage, adherence to the standards in all instances is not considered reasonable or proportionate. However, the Council does recognise the importance of bilingual signage and as such would seek variations to the standards to take into account the above genuine concerns. For example:</p> <p>Except where the new/renewed sign requires larger signs, posts, foundations and the location cannot accommodate this due to space or 'clutter'.</p> <p>Except where a mix of English /Welsh language first signs would be located at road junctions on major</p>	<p><i>that another enactment has specified the wording of a document, a sign or a form which would run contrary to that requirement</i></p>	<p>these are not the same as names of local roads and streets.</p> <p>There is no issue with road/street names that are easily translated, e.g. High Street, Main Road, etc. Problems arise when names cannot be translated as the origin of the name cannot be determined, e.g. Constant Road, Conduit Street, or where a street historically known in Welsh does not have the same meaning when translated to English.</p> <p>A variation is sought to reflect the above.</p>
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			<p>arteries.</p> <p>Where the safety of pedestrians and road users would be impacted upon due to the installation of the required signage</p> <p>Street Signs</p> <p>The requirement of the standard is achievable for most signs without compromising the original name of the road, however, there are some instances where this will always be a challenge, i.e. where there is no appropriate translation/where a translation bears no resemblance to what the street is predominantly known as, for example, Conduit Street, Constant Road. It may be considered more appropriate in such instances to use the format: Heol Conduit Street.</p> <p>A variation reflecting this would appear to be appropriate especially given the recent exercised undertaken by the Commissioner in respect of standardising place names where confirmation of locally used names and their spellings were sought.</p> <p>A variation is therefore sought in respect of street signs with an exemption for those established roads which are known in English and where a Welsh translation would be unsuitable.</p>		
<p>64</p> <p>Any reception service you make available in English must also be available in Welsh and any person who requires a Welsh language reception service ,must not be treated less favourably than a person who requires an English language reception service</p>	<p>The standard is applied at Port Talbot Civic Centre, Neath Civic Centre and Pontardawe but modified to reflect the fact that a bilingual service may only be available in other reception areas via Skype or via a third party service.</p>	<p>Standard will be modified:</p> <p>By 30 March 2016 at:</p> <ul style="list-style-type: none"> • Civic Centre Neath • Civic Centre Port Talbot • Civic Centre Pontardawe <p>By 30 March 2018 at:</p> <ul style="list-style-type: none"> • Every other reception service 	<p>Accept</p> <p>The proposed modification accepts the Council’s position where a bilingual reception service may only be available in the specified areas due to language and staffing limitations. It is proposed that the modification is accepted, with an amendment for accuracy in relation to the Hub, Pontardawe:</p> <p>By 30 March 2016 at:</p> <ul style="list-style-type: none"> • Civic Centre Neath • Civic Centre Port Talbot • Hub Pontardawe <p>The proposed modification to comply at every other reception service by 30 March 2018 is acceptable providing the Commissioner accepts that a reception service offered in Welsh in these areas may not be in person but via Skype, other technological provision, third party service etc.</p>	<p>The Council has stated that a correction is required to the names of the central receptions that are to be included in the compliance notice. The Commissioner will make the amendment.</p> <p>Beyond this, it is not clear to the Commissioner why the Council refers to the provision of services via Skype under the provision of standard 64.</p> <p>The Commissioner is of the opinion that the provision of services via Skype would probably be captured under the requirement of standard 66 and not standard 64 as this standard enables a body to provide a reception service over the phone if a face to face service is not available.</p> <p>The Council has referred to the provision of services "<i>via Skype, other technological provision, third party service etc</i>". This quotation from the Council does not give the Commissioner sufficient information to be able to provide a clear circumstance. I would be grateful if you could respond to the</p>	<p>The Council acknowledges the Commissioner’s agreement to the correction.</p> <p>However, in relation to other reception areas the Council is unable to give sufficient assurance that a bilingual service would be possible by the suggested date. Therefore, given the previously stated alternatives to providing a face to face bilingual reception service as well as giving full consideration of the Commissioner’s suggestion the Council now requests that Standard 66 is applied in relation to other reception services.</p> <p>The Council is currently looking to introduce a video conferencing system across its sites and this would alleviate any pressures on reception areas should a bilingual service be required. However, even where this system is fully introduced Standard 66 would remain relevant as with the system not all reception areas would be manned.</p> <p>Apply Standard 66 instead of the variation for other</p>

				<p>following requests:</p> <p>(1) Please list all receptions you wish to be exempt from standard 64 by using the interpretation of reception as contained in the Regulations.</p> <p>(2) Of the receptions listed in response to question 1 (above) please note where a Welsh medium service would be offered via Skype.</p> <p>(3) Please explain what other technological provision you propose to use as a means of offering a Welsh language service and list all relevant receptions.</p>	<p>reception services –</p> <p>If you have no face to face Welsh language reception service available, you must ensure that a Welsh language reception service is available over a phone in your reception.</p> <p>Reception defined as: an area in a body’s offices and service locations where staff are made available¹ for the purpose of welcoming persons; (b) “reception service” means a service for welcoming persons to the body’s offices or service locations by staff who are made available for that purpose; (c) “service locations” include libraries, leisure centres, arts centres, advice centres and drop in centres.</p> <p>Currently the following reception areas would benefit from the application of Standard 66:</p> <ul style="list-style-type: none"> • Baglan Bay Innovation Centre • Sandfields Young Business Centre • The Quays • Pontardawe Arts Centre • Registrars • Crematorium • Croeserw Community Centre • Cefn Coed Museum • Tirmorfa • Libraries – Glynneath <ul style="list-style-type: none"> Cwmavon Port Talbot Neath Baglan Sandfields Skewen Pontardawe
<p>65 If you arrange a visit or appointment in advance for a person (“P”) which will mean that P will come to your reception, you must ask P whether P wishes to receive a Welsh language reception service (unless you already know whether P wishes to receive that service in</p>		<p>These are proposed in order to cover the time before the Standard 64 comes into force</p>	<p>Accept</p> <p>This is accepted as an interim standard for those reception areas where standard 64 comes into force on 30 March 2018.</p>	<p>See Standard 64</p>	<p>As above</p>

Welsh). You must comply with standard 65 until 30 March 2018					
65A You must provide a face to face Welsh language reception service for a person (“P”) at your reception if you have arranged a visit or appointment for P in advance and— (a) P has informed you in advance that P wishes to receive the service in Welsh, or (b) you are already aware that P wishes to receive the service in Welsh. You must comply with standard 65A until 30 March 2018.		These are proposed in order to cover the time before the Standard 64 comes into force	Accept This is accepted as an interim standard for those reception areas where standard 64 comes into force on 30 March 2018.	See Standard 64	As above
76 Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. You must comply with standard 76 in the following circumstances: (a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or (b) If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	The Council is not able to provide a competent legal service to meet this standard	Prepared to extend the imposition date (6 months from the date of determination)	Accept With the modification and in light of the national review of the regulations recently announced by Welsh Government the Council has been able to reconsider its position. While it is acknowledged a small risk of noncompliance remains a possibility the Council is confident that any such risk would be manageable.	Determination: That imposing the standard is not reasonable and proportionate. Subsequent steps: Provide a circumstance for the standard and extend the imposition day. (to 04.10.17)	Accept Following dialogue with the Commissioner and her representatives and in light of the Welsh Government’s review of the Regulations the Council is in a position to accept this standard with the extended imposition day of 4 th October 2017.
77 When you publish			Accept In light of the national review of the regulations	Determination: That imposing the standard is not reasonable and proportionate.	Accept Following dialogue with the Commissioner and her representatives and in light of the Welsh Government’s

<p>invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English</p>			<p>recently announced by Welsh Government the Council has been able to reconsider its position. While it is acknowledged a small risk of noncompliance remains a possibility the Council is confident that any such risk would be manageable.</p>	<p>Subsequent steps: Extend the imposition day. (to 04.10.17)</p>	<p>review of the Regulations the Council is in a position to accept this standard with the extended imposition day of 4th October 2017.</p>
<p>77A You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).</p>			<p>Accept With the modification and in light of the national review of the regulations recently announced by Welsh Government the Council has been able to reconsider its position. While it is acknowledged a small risk of noncompliance remains a possibility the Council is confident that any such risk would be manageable.</p>	<p>Determination: That imposing the standard is not reasonable and proportionate. Subsequent steps: Extend the imposition day (to 04.10.17)</p>	<p>Accept Following dialogue with the Commissioner and her representatives and in light of the Welsh Government's review of the Regulations the Council is in a position to accept this standard with the extended imposition day of 4th October 2017.</p>
<p>79 If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must - (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).</p>			<p>Accept With the modification and in light of the national review of the regulations recently announced by Welsh Government the Council has been able to reconsider its position. While it is acknowledged a small risk of noncompliance remains a possibility the Council is confident that any such risk would be manageable.</p>	<p>Determination: That imposing the standard is not reasonable and proportionate. Subsequent steps: Extend the imposition day (to 04.10.17)</p>	<p>Accept Following dialogue with the Commissioner and her representatives and in light of the Welsh Government's review of the Regulations the Council is in a position to accept this standard with the extended imposition day of 4th October 2017.</p>
<p>80 When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.</p>			<p>Accept With the modification and in light of the national review of the regulations recently announced by Welsh Government the Council has been able to reconsider its position. While it is acknowledged a small risk of noncompliance remains a possibility the Council is confident that any such risk would be manageable.</p>	<p>Determination: That imposing the standard is not reasonable and proportionate. Subsequent steps: Extend the imposition day (to 04.10.17)</p>	<p>Accept Following dialogue with the Commissioner and her representatives and in light of the Welsh Government's review of the Regulations the Council is in a position to accept this standard with the extended imposition day of 4th October 2017.</p>

<p>84 If you offer an education course that is open to the public, you must offer it in Welsh. You must comply with standard 84 in every circumstance, except:</p> <ul style="list-style-type: none"> • when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh. 	<p>The standards should not be imposed. An alternative way of assessing the requirement for such courses should be developed which is less onerous</p>	<p>Position unchanged-interpretation of standard in line with regulations</p>	<p>Accept The Council could comply with this standard if the following exceptions were accepted:</p> <p>Courses where the content is determined by another organisation e.g.: Driver Vehicle Standards Agency (DVSA)</p> <p>Where the accredited trainers providing the course are non-Welsh speakers.</p> <p>In the Council's previous submission Communities First courses were highlighted. However, in light of recent announcements by Welsh Government the Council withdraws its comments in respect of Communities First courses.</p>	<p>The Commissioner is of the view that it is possible to comply with the requirements of the standard by offering a course in Welsh by way of a translation services if it's not possible to do so without translation services and where appropriate.</p> <p>Consequently the Commissioner does not see a need to provide a circumstance.</p>	<p>Proposed response: The Council accepts that in some cases simultaneous translations may be appropriate but considers in the following circumstances this would be neither appropriate or practicable:</p> <ul style="list-style-type: none"> • Courses that can only be delivered by non-Welsh speaking accredited trainers – the use of simultaneous translation could lead to mistranslation/ Misinterpretation or where not accepted by accredited organisations • Courses that are not classroom orientated, e.g. in cars, on motorbikes, etc. <p>The Council would welcome dialogue to further explore the issues and to seek a variation to reflect the above concerns</p>
<p>86 If you develop an education course that is to be offered to the public you must assess the need for that course to be offered in Welsh and you must ensure that the assessment is published on your website.</p>	<p>The standards should not be imposed. An alternative way of assessing the requirement for such courses should be developed which is less onerous</p>	<p>Position unchanged-interpretation of standard in line with regulations</p>	<p>Accept The Council could comply with this standard if the following exceptions were accommodated :</p> <p>Courses where the content is determined by another organisation e.g.: Driver Vehicle Standards Agency (DVSA)</p> <p>Where the accredited trainers providing the course are non-Welsh speakers</p> <p>In the Council's previous submission Communities First courses were highlighted. However, in light of recent announcements by Welsh Government the Council withdraws its comments in respect of Communities First courses</p>	<p>The Commissioner is of the view that it is possible to comply with the requirements of the standard by offering a course in Welsh by way of a translation services if it's not possible to do so without translation services and where appropriate.</p> <p>Consequently the Commissioner does not see a need to provide a circumstance.</p>	<p>Proposed response: The Council accepts that in some cases simultaneous translations may be appropriate but considers in the following circumstances this would be neither appropriate or practicable:</p> <ul style="list-style-type: none"> • Courses that can only be delivered by non-Welsh speaking accredited trainers – the use of simultaneous translation could lead to mistranslation/ Misinterpretation or where not accepted by accredited organisations • Courses that are not classroom orientated, e.g. in cars, on motorbikes, etc. <p>The Council would welcome dialogue to further explore the issues and to seek a variation to reflect the above concerns</p>
<p>99 When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.</p>	<p>Standards only to be applied in Welsh medium schools</p>	<p>Position unchanged – but further evidence invited. Timetable for meeting the standard</p>	<p>HR contracts are not standardised across the Council. While there are some common features terms and conditions are not easily transferable with the majority of these specific to an individual. Meeting this requirement would entail time and cost implications for HR staff and would impact on the service available to more widely to non-Welsh speakers at a time when resources continue to diminish.</p>	<p>The Council continues to argue it is not reasonable and proportionate. The Council has been offered more time to comply. The Council needs to provide an analysis of the anticipated take up. It would also be helpful to know how much time and cost would be required to satisfy that take up. To what extent would the time and the cost be unreasonable or disproportionate?</p>	<p>In 2016 / 2017 1,295 Statement of Particulars (employment contracts) were issued. This data excludes school based staff, as schools issue their own Statements.</p> <p>The cost of translating one Statement of Particulars is £230 and it will take at least one week for translation via the Council's Welsh Translation Unit. Statements must be issued within 8 weeks, under the Employment Rights Act 1996, and as Statements are issued by a small team of 8 employment administrators, who also undertake a significant number of other duties, including recruitment administration, pre-employment vetting, payroll administration, etc, there is some risk that adding an additional week to the timescale for issuing Statements will result in the Council not complying with the statutory timeframe.</p>

					As Welsh language skills have reduced in the HR team since the last provision of information to the Commissioner, following the resignation of an HR Officer and the deployment of an HR Officer to the field, the team have no internal professional HR Welsh language ability – therefore, whilst the Welsh Language Unit can provide a translation, there is no-one within the team that could confirm from a professional point of view that the language of the employment contract has translated accurately and that the contractual meaning is maintained in the Welsh language version. This represents a risk to the Council.
100 You must - (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.		Position unchanged – but further evidence invited. Timetable for meeting the standard	Accept On further consideration it would be possible to accept this standard with specific variations to reflect the size of the task and limitations in respect of current systems. Therefore a variation is proposed: To accept in relation to new employees except for contractual documentation and where correspondence is generated from English only databases. To accept for all other employees by 30 March 2019 except for contractual documentation and where correspondence is generated from English only databases.	The Council was offered more time to comply. The Council has not explained why the requirement to comply with the standard continues to be unreasonable and disproportionate. You are requested to respond to the following enquiries: (1) Why is it unreasonable or disproportionate to provide contractual documents in Welsh? (2) What documents and how many are produced from English only databases and how many Welsh speaking staff does this effect? (3) Why is it not possible to produce the documents in Welsh or arrange for correspondence to be translated?	See response above. In addition to 1,295 Statements of Particulars, 57 mail merge letters are produced via the Council's VISION HR database, provided by English company Selima. Selima have confirmed that they are not undertaking any further development work on the VISION product, as they now have a new product in development. The new product is not available in Welsh, and in any case, the costs of moving to the new product have been explored by the Council and ruled out at the present time.
101 You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.		Position unchanged – but further evidence invited. Timetable for meeting the standard	It would be possible to produce documentation to facilitate this as part of the Council's performance appraisal procedures. However, in relation to setting out individual training needs this is carried out by line managers in the annual performance appraisal and because of the linguistic profile of our managers, with lack of confidence/ability to use the Welsh language as part of the appraisal process it is unlikely that the majority will be able to comply with this.	The Council was offered more time to comply. The Council has stated that a proportion of the organisation's managers would be unable to prepare tailored text as part of staff training needs documents due to lack of confidence or skills in Welsh to do so. The Council has not explained to what extent this would effect its ability to comply nor has it explained how the standard might be complied with by another means. The Council does not give a quantitative account of the likely demand.	Appraisal documentation forms part of a conversation about employee performance, and that an employee will complete documentation in advance of the discussion, and following the discussion the manager will complete the rest of the document, provide it in draft form for the employee to agree. A requirement to translate this documentation from Welsh to English and English to Welsh will create additional bureaucracy and expense, but it is not impossible
102 You must ask each employee whether he or she wishes to receive any documents that outline his		Position unchanged – but further evidence invited. Timetable for meeting the standard	It would be possible to produce documentation to facilitate this as part of the Council's performance appraisal procedures. However, in relation to setting out individual training needs this is carried out by line managers in the annual performance appraisal	The Council was offered more time to comply. The Council has stated that a proportion of the organisation's managers would be unable to prepare tailored text as part of staff training needs documents due	As above

<p>or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh</p>			<p>and because of the linguistic profile of our managers, with lack of confidence/ability to use the Welsh language as part of the appraisal process it is unlikely that the majority will be able to comply with this.</p>	<p>to lack of confidence or skills in Welsh to do so. The Council has not explained to what extent this would effect its ability to comply nor has it explained how the standard might be complied with by another means. The Council does not give a quantitative account of the likely demand.</p>	
<p>103 You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh</p>		<p>Position unchanged – but further evidence invited. Timetable for meeting the standard</p>	<p>The Council does not have career plans and as such the standard should not be imposed.</p>	<p>The Council was offered more time to comply. The Council has stated that a proportion of the organisation's managers would be unable to prepare tailored text as part of staff training needs documents due to lack of confidence or skills in Welsh to do so. The Council has not explained to what extent this would effect its ability to comply nor has it explained how the standard might be complied with by another means. The Council does not give a quantitative account of the likely demand.</p>	<p>Please note that the Council does not outline or record career plans therefore compliance is not an issue.</p>
<p>104 You must ask each employee whether he or she wishes to receive any forms that record and authorise - (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.</p>		<p>Position unchanged – but further evidence invited. Timetable for meeting the standard</p>	<p>Accept After further consideration the Council is able to comply with the standard. The Council is able to produce documentation by 30 September 2017; however as this would also form part of the appraisal process full compliance would be more appropriate by 30 September 2018.</p>	<p>Determination: That Imposing the standard is reasonable and proportionate Subsequent steps: No Action</p>	<p>Accept</p>
<p>112 You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.</p>	<p>Standards only to be applied in Welsh medium schools</p>	<p>Position unchanged – but further evidence invited. Timetable for meeting the standard</p>	<p>The Council is able to comply with this standard in relation to Welsh Medium schools as the service is already established and funded. Being mindful of the linguistic profile of its staff, the legal timescales associated with its complaints, discipline and grievance processes as well as the significant cost implications the Council would endeavour to respect language preference of staff accessing these procedures. However, this may not always be practical/possible. To clarify a point made in the Council's previous submission the 25% of staff who indicated they</p>	<p>Although the Council states its intention to respect staff's language choice, it notes that it will not always be possible to comply with the following standards: 112A, 114, 115, 116, 116A, 118, 119. The Council was offered more time to comply with these. The Council states that a quarter of all the current bilingual workforce have said they would like to use Welsh as outlined by the standards in question. The Council says this is not a large number but goes on to explain the budgetary context and states that the requirement is one that has not been budgeted for and is therefore unreasonable.</p>	<p>We do not have professional HR Welsh language ability. We did seek to recruit an HR Officer to the team in September 2016, following the resignation of an HR Officer with Welsh language ability, and the deployment of an HR Officer with Welsh language ability to the field. We advertised for an HR Officer with essential Welsh skills, but of 16 applicants, only 4 were appropriately professionally qualified with the CIPD and of these none were Welsh language speakers. We therefore have no HR professional resource in Welsh, and can only rely on expensive translation and interpreting services. This will have the effect of reducing HR resource further as there is no available budget for this.</p>

			<p>would use the service was in fact 25% of staff who had Welsh language skills. Although not a large number, given the current and expected ongoing financial situation this additional unfunded cost is unreasonable for the Council to meet.</p> <p>Consequently, the cost of meeting this standard would disproportionately impact on the service provided by HR to other staff regardless of their language skills and other support requirements.</p> <p>Additionally, with limited language skills amongst local trade union representatives there is a risk of a delay in obtaining representation if representatives not available. There is an expectation that matters are dealt with in a timely manner and failure to meet timescales could prejudice the handling of a case.</p>	<p>The requirement would have a disproportionate effect on the remainder of the human resources services. The Council has not been able to demonstrate how this is a burden. Reference is made to linguistic ability within trade unions and the risk of not being able to hold meetings promptly. Again the information given is of a general nature. The Council needs to show that the requirement is a burden, without so doing, the Commissioner is unable to change her initial considerations.</p>	
<p>112A You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.</p>		<p>Position unchanged – but further evidence invited. Timetable for meeting the standard</p>	<p>The Council is able to comply with this standard in relation to Welsh Medium schools as the service is already established and funded.</p> <p>Being mindful of the linguistic profile of its staff, the legal timescales associated with its complaints, discipline and grievance processes as well as the significant cost implications the Council would endeavour to respect language preference of staff accessing these procedures. However, this may not always be practical/possible.</p> <p>To clarify a point made in the Council’s previous submission the 25% of staff who indicated they would use the service was in fact 25% of staff who had Welsh language skills. Although not a large number, given the current and expected ongoing financial situation this additional unfunded cost is unreasonable for the Council to meet.</p> <p>Consequently, the cost of meeting this standard would disproportionately impact on the service provided by HR to other staff regardless of their language skills and other support requirements.</p> <p>Additionally, with limited language skills amongst local trade union representatives there is a risk of a delay in obtaining representation if representatives not available. There is an expectation that matters are dealt with in a timely manner and failure to meet timescales could prejudice the handling of a</p>	<p>See Above</p>	<p>See above</p>

			case.		
114 If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).		Position unchanged – but further evidence invited. Timetable for meeting the standard	The Council is able to comply with this standard in relation to Welsh Medium schools as the service is already established and funded. Being mindful of the linguistic profile of its staff, the legal timescales associated with its complaints, discipline and grievance processes as well as the significant cost implications the Council would endeavour to respect language preference of staff accessing these procedures. However, this may not always be practical/possible. To clarify a point made in the Council’s previous submission the 25% of staff who indicated they would use the service was in fact 25% of staff who had Welsh language skills. Although not a large number, given the current and expected ongoing financial situation this additional unfunded cost is unreasonable for the Council to meet. Consequently, the cost of meeting this standard would disproportionately impact on the service provided by HR to other staff regardless of their language skills and other support requirements. Additionally, with limited language skills amongst local trade union representatives there is a risk of a delay in obtaining representation if representatives not available. There is an expectation that matters are dealt with in a timely manner and failure to meet timescales could prejudice the handling of a case.	See Above	See above
115 When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff - (a) made the complaint in Welsh,		Position unchanged – but further evidence invited. Timetable for meeting the standard	The Council is able to comply with this standard in relation to Welsh Medium schools as the service is already established and funded. Being mindful of the linguistic profile of its staff, the legal timescales associated with its complaints, discipline and grievance processes as well as the significant cost implications the Council would endeavour to respect language preference of staff accessing these procedures. However, this may not always be practical/possible. To clarify a point made in the Council’s previous	See Above	See above

<p>(b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint</p>			<p>submission the 25% of staff who indicated they would use the service was in fact 25% of staff who had Welsh language skills. Although not a large number, given the current and expected ongoing financial situation this additional unfunded cost is unreasonable for the Council to meet.</p> <p>Consequently, the cost of meeting this standard would disproportionately impact on the service provided by HR to other staff regardless of their language skills and other support requirements.</p> <p>Additionally, with limited language skills amongst local trade union representatives there is a risk of a delay in obtaining representation if representatives not available. There is an expectation that matters are dealt with in a timely manner and failure to meet timescales could prejudice the handling of a case.</p>		
<p>116 You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.</p>		<p>Position unchanged – but further evidence invited. Timetable for meeting the standard</p>	<p>The Council is able to comply with this standard in relation to Welsh Medium schools as the service is already established and funded.</p> <p>Being mindful of the linguistic profile of its staff, the legal timescales associated with its complaints, discipline and grievance processes as well as the significant cost implications the Council would endeavour to respect language preference of staff accessing these procedures. However, this may not always be practical/possible.</p> <p>To clarify a point made in the Council’s previous submission the 25% of staff who indicated they would use the service was in fact 25% of staff who had Welsh language skills. Although not a large number, given the current and expected ongoing financial situation this additional unfunded cost is unreasonable for the Council to meet.</p> <p>Consequently, the cost of meeting this standard would disproportionately impact on the service provided by HR to other staff regardless of their language skills and other support requirements.</p> <p>Additionally, with limited language skills amongst local trade union representatives there is a risk of a delay in obtaining representation if representatives not available. There is an expectation that matters</p>	<p>See Above</p>	<p>See above</p>

			are dealt with in a timely manner and failure to meet timescales could prejudice the handling of a case.		
<p>116A You must - (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.</p> <p style="text-align: center;">Page 87</p>		<p>Position unchanged – but further evidence invited. Timetable for meeting the standard</p>	<p>The Council is able to comply with this standard in relation to Welsh Medium schools as the service is already established and funded.</p> <p>Being mindful of the linguistic profile of its staff, the legal timescales associated with its complaints, discipline and grievance processes as well as the significant cost implications the Council would endeavour to respect language preference of staff accessing these procedures. However, this may not always be practical/possible.</p> <p>To clarify a point made in the Council’s previous submission the 25% of staff who indicated they would use the service was in fact 25% of staff who had Welsh language skills. Although not a large number, given the current and expected ongoing financial situation this additional unfunded cost is unreasonable for the Council to meet.</p> <p>Consequently, the cost of meeting this standard would disproportionately impact on the service provided by HR to other staff regardless of their language skills and other support requirements.</p> <p>Additionally, with limited language skills amongst local trade union representatives there is a risk of a delay in obtaining representation if representatives not available. There is an expectation that matters are dealt with in a timely manner and failure to meet timescales could prejudice the handling of a case.</p>	See Above	See above
<p>118 If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation</p>		<p>Position unchanged – but further evidence invited. Timetable for meeting the standard</p>	<p>The Council is able to comply with this standard in relation to Welsh Medium schools as the service is already established and funded.</p> <p>Being mindful of the linguistic profile of its staff, the legal timescales associated with its complaints, discipline and grievance processes as well as the significant cost implications the Council would endeavour to respect language preference of staff accessing these procedures. However, this may not always be practical/possible.</p> <p>To clarify a point made in the Council’s previous</p>	See Above	See above

<p>service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).</p>			<p>submission the 25% of staff who indicated they would use the service was in fact 25% of staff who had Welsh language skills. Although not a large number, given the current and expected ongoing financial situation this additional unfunded cost is unreasonable for the Council to meet.</p> <p>Consequently, the cost of meeting this standard would disproportionately impact on the service provided by HR to other staff regardless of their language skills and other support requirements.</p> <p>Additionally, with limited language skills amongst local trade union representatives there is a risk of a delay in obtaining representation if representatives not available. There is an expectation that matters are dealt with in a timely manner and failure to meet timescales could prejudice the handling of a case.</p>		
<p>119 When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff- (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.</p>		<p>Position unchanged – but further evidence invited. Timetable for meeting the standard</p>	<p>The Council is able to comply with this standard in relation to Welsh Medium schools as the service is already established and funded.</p> <p>Being mindful of the linguistic profile of its staff, the legal timescales associated with its complaints, discipline and grievance processes as well as the significant cost implications the Council would endeavour to respect language preference of staff accessing these procedures. However, this may not always be practical/ possible.</p> <p>To clarify a point made in the Council’s previous submission the 25% of staff who indicated they would use the service was in fact 25% of staff who had Welsh language skills. Although not a large number, given the current and expected ongoing financial situation this additional unfunded cost is unreasonable for the Council to meet.</p> <p>Consequently, the cost of meeting this standard would disproportionately impact on the service provided by HR to other staff regardless of their language skills and other support requirements.</p> <p>Additionally, with limited language skills amongst local trade union representatives there is a risk of a delay in obtaining representation if representatives not available. There is an expectation that matters</p>	<p>See Above</p>	<p>See above</p>

			are dealt with in a timely manner and failure to meet timescales could prejudice the handling of a case.		
<p>122 You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet</p> <p style="text-align: center;">Page 89</p>	The standards should not be imposed	over interpreted	<p>Accept with variation</p> <p>While it was considered that the Council had over interpreted the standard it remains the case that the intranet homepage is dynamic not passive. In order to fully comply a redesign into a passive homepage would be required and would diminish what the Council was trying to achieve.</p> <p>Therefore a variation is sought to accommodate this: to comply with the standard expect where dynamic features are available on the intranet homepage</p>	<p>The Council requests a circumstance for standard 122 in order to be able to continue to provide a dynamic home page in English whilst only providing static information in Welsh. In this context attention must be paid to the interpretation of the standard. The standard notes that a person must ensure that any Welsh language text on its intranet's homepage is fully functional and that the Welsh language should not be treated no less favourably than the English language in connection to this. Imposing a circumstance as sought changes the meaning and requirement of the standard and is contrary to the fundamental principle of the Welsh Language Measure. The Commissioner is unable permit this. It should also be noted that the following does not currently apply to the standard: (a) documents to which a link is provided, advertising material, video and audio clips (b) information presented by persons on the interactive page (for example, a section for comments or on a discussion forum).</p>	<p>The Council is minded to accept this standard</p> <p>The Council aims to continue to provide the homepage as current. However, this may not be sustainable and will review the matter in due course and revise the page should, it be necessary.</p> <p>The communications section is able to provide some translation although it may not be as grammatically as correct as we would wish. However, there are also the following alternatives:</p> <p>Translations to be sought from staff already identified as Welsh speakers (those that can also write in Welsh) within the relevant directorates/service areas</p> <p>Create a new homepage – in essence a landing page with limited information and then an 'enter here' button linking to the current 'homepage'.</p> <p>(While the above appears tokenistic in reality having the whole homepage in Welsh is tokenistic – the detail is only available in English)</p>
<p>124 If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.</p>	The standards should not be imposed	over interpreted	<p>Accept</p> <p>This standard could be accepted as it refers in essence only to the homepage only.</p>	<p>Determination: That Imposing the standard is reasonable and proportionate</p> <p>Subsequent steps: No Action</p>	Accepted
<p>126 You must provide the</p>	The standards should not be imposed	The standards should not be imposed	The Commissioner reconsidered the position and has determined this standard should not be	Determination: That imposing the standard is not	Not imposed

interface and menus on your intranet pages in Welsh			imposed	reasonable and proportionate. Subsequent steps: Not imposed	
128 These standards require the Council to provide internal training on recruitment, performance management, complaints and discipline, induction, health and safety and customer services in Welsh. Training would also be required in Welsh for using Welsh effectively in meetings, interviews and complaints and discipline procedures.	The standards should not be imposed	The standards should not be imposed	The Commissioner reconsidered the position and has determined this standard should not be imposed	Determination: That imposing the standard is not reasonable and proportionate. Subsequent steps: Not imposed	Not imposed
129 You must provide training (in Welsh) on using Welsh effectively in: (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	The standards should not be imposed	The standards should not be imposed	The Commissioner reconsidered the position and has determined this standard should not be imposed	Determination: That imposing the standard is not reasonable and proportionate. Subsequent steps: Not imposed	Not Imposed
130 You must provide opportunities during working hours: (a) for your employees to receive basic Welsh language lessons and (b) for employees who manage others to receive training on using the Welsh language in their role as managers	Specific training for managers in their role of managers should be excluded from the standard	Preliminary determination to be made	Accept Having given further consideration to this standard the Council is minded to Accept the standard but remains of the view that a national training programme would be advantageous for all. It would allow for a more consistent content and approach as well as being more widely available.	Determination: That imposing the standard is reasonable and proportionate. Subsequent steps: No Action	Accepted
131 You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop	Withdrawn	Preliminary determination to be made	The Challenge to this standard was withdrawn by the Council in July 2016	Determination: That imposing the standard is reasonable and proportionate. Subsequent steps: No Action	Withdrawn

their language skills.					
132 You must provide training courses so that your employees can develop (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture) (b) an understanding of the duty to operate in accordance with the Welsh language standards (c) an understanding of how the Welsh language can be used in the workplace	Specific training for managers in their role of managers should be excluded from the standard	Preliminary determination to be made	Accept Having given further consideration the Council is minded to Accept the standard but remains of the view that a national training programme would be advantageous for all. It would allow for a more consistent content and approach as well as being more widely available.	Determination: That imposing the standard is reasonable and proportionate. Subsequent steps: No Action	Accept
137 When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	Standard should apply to Welsh essential posts only	Prepared to extend the imposition date(6 months from the date of determination)	Accept On further consideration the Council is able to comply with this standard	Determination: That imposing the standard is not reasonable and proportionate. Subsequent steps: Extend the imposition day	Accept
137A If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no	Standard should apply to Welsh essential posts only	Prepared to extend the imposition date(6 months from the date of determination)	Accept On further consideration the Council is able to comply with this standard	Determination: That imposing the standard is not reasonable and proportionate. Subsequent steps: Extend the imposition day	Accept

<p>less favourably than any English language versions of those documents.</p> <p>You must comply with standard 137A in every circumstance, except:</p> <ul style="list-style-type: none"> • job descriptions where a post has been categorised as one where Welsh language skills are not necessary. 					
<p>137B</p> <p>You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scales for informing individuals of decisions).</p>	<p>Standard should apply to Welsh essential posts only</p>	<p>Prepared to extend the imposition date (6 months from the date of determination)</p>	<p>Accept</p> <p>On further consideration the Council is able to comply with this standard</p>	<p>Determination:</p> <p>That imposing the standard is not reasonable and proportionate.</p> <p>Subsequent steps:</p> <p>Extend the imposition day</p>	<p>Accept</p>
<p>139</p> <p>You must ensure that your application forms for posts -</p> <ul style="list-style-type: none"> (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the</p>		<p>Prepared to extend the imposition date(6 months from the date of determination)</p>	<p>Accept</p> <p>On further consideration the Council would be able to comply with the standard with some variation.</p> <p>A suggested variation to take into the following is sought:</p> <ul style="list-style-type: none"> (a) Where a post is Welsh essential individuals are asked if they wish to use the Welsh language at interview in the 'invite to interview' email/letter. (b) This requirement would be for Welsh essential posts only 	<p>The Commissioner would like to better understand why the Council proposes to limit opportunities to use Welsh at interview.</p> <p>Imposition day:</p> <p>6 months from the date of the determination</p>	<p>The Council will seek to comply with the standard</p>

interview or assessment in Welsh without that translation service).					
140 When you inform an individual of your decision in relation to an application for a post you must do so in Welsh if the application was made in Welsh	Standard should apply to Welsh essential posts only	Prepared to extend the imposition date(6 months from the date of determination)	Accept On further consideration the Council is able to comply with this standard	Determination: That imposing the standard is not reasonable and proportionate. Subsequent steps: Extend the imposition day	Accept
141 When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	Definition of a sign to be provided in order for the standard to be fully assessed	Position unchanged. Clarified that this applies to new signs only.	Accept The Council would be able to Accept this standard on the understanding that signs refer to fixed signs rather than notices. This would be further reinforced with the development of an internal policy to distinguish the difference between signs and notices.	Determination: That imposing the standard is reasonable and proportionate. Subsequent steps: No Action The Council has already agreed to accept the standards on the basis of the understanding that 'signs' refers to 'fixed' signs rather than notices. The Commissioner can confirm that these standards are relevant to fixed and temporary signs (as noted in the standard). The standards do not apply to notices. In the case of standards 141 and 142 they apply to new signs or renewed ones only.	Accept
142 When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.		Position unchanged. Clarified that this applies to new signs only.	Accept The Council would be able to Accept this standard on the understanding that signs refer to fixed signs rather than notices. This would be further reinforced with the development of an internal policy to distinguish the difference between signs and notices.	Determination: That imposing the standard is reasonable and proportionate. Subsequent steps: No Action The Council has already agreed to accept the standards on the basis of the understanding that 'signs' refers to 'fixed' signs rather than notices. The Commissioner can confirm that these standards are relevant to fixed and temporary signs (as noted in the standard). The standards do not apply to notices. In the case of standards 141 and 142 they apply to new signs or renewed ones only.	Accept
143 You must ensure that the Welsh language text on signs displayed in your		Position unchanged. Clarified that this applies to new signs only.	Accept The Council would be able to Accept this standard on the understanding that signs refer to fixed signs	Determination: That imposing the standard is reasonable and proportionate.	Accept

workplace is accurate in terms of meaning and expression.			rather than notices. This would be further reinforced with the development of an internal policy to distinguish the difference between signs and notices.	Subsequent steps: No Action	
144 When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.		Different in October letter compared to initial consideration (we didn't comment on the initial consideration)	Accept The Council is able to accept the standard with the modification stated in the initial consideration: You must comply with standard 144 in all circumstances except: making an announcement first in Welsh during a crisis or emergency	DETERMINATION: That imposing the standard is not reasonable and proportionate. Subsequent steps: Provide a circumstance for the standard and extend the Imposition day You must comply with standard 144 in every circumstance except: <ul style="list-style-type: none"> making the announcement in Welsh first during an emergency or an emergency drill 	Accept
145 You must produce and publish on your website a 5 year strategy that sets out how you propose to promote the Welsh language at facilitate the use of the Welsh language more widely in your area and the strategy must include (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned and (b) a statement setting out how you intend to reach that target and you must review the strategy and publish revised version on your website within 5 years of publishing a strategy (or of published a revised strategy)	The standard should exclude the need to set a target	Position unchanged	Accept The Council is able to accept the standard with the understanding that targets can be set only where the activity is within the council's control or under its influence. Consequently, the Council is unable to set a target in respect of increasing the number of Welsh speakers within Neath Port Talbot.	It is evident that the Council has concerns regarding setting a target to maintain or increase the number of Welsh speakers in its catchment area. Whilst the Commissioner agrees with the Council that all standards set relate to the organisations functions, duties and powers, she remains of the view that it is reasonable to impose the standards in question because the authority does exercise functions which are relevant to the activity in question e.g. the Council is responsible for education and could therefore implement a strategy and set targets to maintain and/or increase the number of Welsh language speakers in its locality. The example demonstrates that the Council as a matter of fact could set a target as required by standard 146.	Accept In light of the information provided previously, discussion with the Commissioner's representatives and the resulting response from the Commissioner, the Council is able to accept this standard. The Council remains of the view that this standard and standard 146 are more appropriate for national government but does accept that there are areas where it does have influence or control and as such can be considered for inclusion.

<p>146 Five years after publishing a strategy in accordance with standard 145 you must -</p> <p>(a) assess to what extent you have followed that strategy and have reached the target set by it, and</p> <p>(b) publish that assessment on your website, ensuring that it contains the following information -</p> <p>(i) the number of Welsh speakers in your area, and the age of those speakers;</p> <p>(ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.</p>	<p>The standard should exclude the need to set a target</p>	<p>Position unchanged</p>	<p>Accept</p> <p>The Council is able to accept the standard with the understanding that targets can be set only where the activity is within the Council's control or under its influence. Consequently, the Council is unable to set a target in respect of increasing the number of Welsh speakers within Neath Port Talbot.</p>	<p>See Above</p>	<p>Accept</p> <p>In light of the information provided previously, discussion with the Commissioner's representatives and the resulting response from the Commissioner, the Council is able to accept this standard.</p> <p>The Council remains of the view that this standard and standard 146 are more appropriate for national government but does accept that there are areas where it does have influence or control and as such can be considered for inclusion.</p> <p>Targets will be set to meet the standard but in setting them the Council will be mindful of its limitations in control and influence.</p>
<p>154 You must keep a record in relation to each financial year of the number of new and vacant posts which were categorised in accordance with standard 136A posts where:</p> <p>(a) Welsh language skills are essential</p> <p>(b) Welsh language skills need to be learnt when appointed to the post</p> <p>(c) Welsh language skills are desirable or</p> <p>(d) Welsh language skills are not necessary</p>	<p>Extend imposition date to 30th March 2017</p>	<p>Prepared to extend the imposition date to 30th March 2017</p>	<p>Accept</p> <p>The Council is able to accept the standard as modified by the Commissioner</p>	<p>DETERMINATION: That imposing the standard is not (ERROR?) reasonable and proportionate.</p> <p>Subsequent steps: Extend the imposition day</p>	<p>Accept</p> <p>Extended imposition date agreed to by Commissioner</p>

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

14 June 2017

Report of the Head of Corporate Strategy and Democratic Services K.Jones

Matter for Monitoring

Wards Affected: All Wards

Welsh Language Standards - Annual Report 2016-2017

Purpose of Report

1. To present the Welsh Language Standards Annual Report for 2016-2017, produced in accordance with the Welsh Language Standards (No.1) Regulations 2015.

Executive Summary

2. This is the first annual report produced in accordance with the Standards for a complete financial year. The report provides information on the way in which the Council has complied with service delivery, operational and policy making standards with which we had a duty to comply during the year.
3. The report includes:
 - the way in which the Council has complied with the service delivery, operational and policy making standards
 - the number of complaints received which relate to compliance with the service delivery, operational and policy making standards and the Welsh language generally.
4. In addition there is additional specific information that must be included:
 - (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);

- (ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where –
 - (i) Welsh language skills were essential,
 - (ii) Welsh language skills needed to be learnt when appointed to the post,
 - (iii) Welsh language skills were desirable, or
 - (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);
- 5. Three complaints were received during the year; two in relation to compliance with the Welsh Language Standards and one in relation to the Welsh language. Details of these are also included in the report

Background

- 6. The Compliance notice issued on 30 September 2015 imposed 171 Standards. 116 of these were considered achievable as they mirrored or were very similar to the commitments made in the existing Welsh Language Scheme. The remaining 55 standards were the subject of a challenge which was submitted to the Welsh Language Commissioner on 15 January 2016; 54 of which the Commissioner considered valid.
- 7. There have been meetings and correspondence with the Commissioner and her representatives over recent months in relation to the Challenge. The Council is currently considering the latest correspondence and will bring this and a proposed response to members at the Policy and Resources Cabinet Board on 14th June 2017.
- 8. The requirement for the Council to comply with the Standards being challenged is postponed until the Welsh Language Commissioner makes a final determination or the appeal process has been exhausted. Therefore, the Annual Report does not contain reference to these standards.

The Annual Report

- 9. The annual report, attached at Appendix 1, provides information on the way in which the Council complied with the service delivery, operational and policy making standards that were imposed during the year 1 April 2016 - 31 March 2017.

10. As the standards were similar to the commitments expressed in the Council's previous Welsh Language Scheme expectations on compliance was not significantly different post April 2016.
11. However, there were some areas where work was required to ensure compliance was possible; the single main telephone number, creating Welsh corporate social media accounts, amendments to the Equality Impact Assessment framework, revision of email signatures, etc.
12. The Council received 2 complaints via the Welsh Language Commissioner which has required us to follow the Commissioner's procedure and timetable – which has been a rather protracted experience. One of the complaints has yet to reach the end of the process.

Financial Impact

13. The standards imposed from 30 March 2016 are considered to be the same as, or similar to, commitments in the previous Welsh Language Scheme. However, because of the impact of austerity on the Council's human and financial resources full compliance with these standards is proving to be a challenge.

In so far as the Standards that are subject to the challenge is concerned the cost of full compliance is estimated to be very considerable and there is presently no additional funding made available to the Council to meet such costs.

Equality Impact Assessment

14. As the focus of the annual report is to report on compliance there is no requirement to undertake an equality impact assessment.

Workforce Impacts

15. Staff with Welsh language skills continue to be encouraged to use Welsh in their work.
16. In order to help increase the future language capability of staff the Council encourages the uptake of available Welsh courses. The

Council also recognises the limits to increasing language capability currently due to restrictions on external recruitment.

Legal Powers

- 17 This report deals with the Council's duty to comply with the Compliance Notice issued on 30 September 2015.

Risk Management

18. Failure to comply with the standards could lead to a £5,000 fine per standard. There is also a risk of damage to the Council's reputation.

Consultation

19. There is no requirement under the constitution for external consultation on this item.

Recommendation

20. It is recommended that:

Members monitor the Neath Port Talbot County Borough Council Welsh Language Standards Annual Report 2016 – 2017, attached at Appendix 1, and authorise the Head of Corporate Strategy and Democratic Services to publish the report on the Council's website.

Reasons for Proposed Decision

21. To discharge the Council's duty in relation to Welsh Language (Wales) Measure 2011 and the Welsh Language Standards (No.1) Regulations 2015.

Implementation of Decision

22. The decision is proposed for implementation after the three day call in period.

Appendices

23. Appendix 1 - Neath Port Talbot County Borough Council Welsh Language Standards Annual Report 2016-2017

List of Background Papers

24. Welsh Language (Wales) Measure 2011
Welsh Language Standards (No.1) Regulations 2015

Officer Contact

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Neath Port Talbot County Borough Council

Welsh Language Standards

Annual Report 2016-2017

This document is also available in Welsh

The Welsh Language Standards Annual Report for 2016-2017 is produced in accordance with the Welsh Language Standards (No.1) Regulations 2015.

Contents

The Welsh Language Standards

Compliance Notice

Implementing the Standards

Service Delivery Standards

Meeting the Standards

Operational Standards

Meeting the Standards

Specific requirements

Policy making Standards

Complaints

The Welsh Language Standards

The Welsh Language Standards (No.1) Regulations 2015 imposed on Count Councils and County Borough Councils, national parks and Welsh Ministers a range of standards of conduct in respect of the Welsh Language. The standards were grouped into the following areas:

- service delivery
- policy making
- operational
- promotion
- record keeping

Under the Welsh Language (Wales) Measure 2011 the Welsh Language Commissioner was enabled to apply standards, considered reasonable and proportionate, along with imposition dates; dates by which compliance was required.

The Council lodged a challenge against 54 Standards in January 2016 on the grounds they were unreasonable and disproportionate in terms of timescale, staffing levels, or the additional finances required to comply. As a consequence, and in accordance with section 60(2) of the Welsh Language (Wales) Measure 2011, the requirement for the council to comply with these standards has been postponed until:

- a) the Commissioner has determined whether or not the requirement is unreasonable or disproportionate, and
- b) the council's rights to appeal are exhausted

The Welsh Language Standards with which the Council has a duty to comply is appended to this document **Appendix 1** (which also identifies the standards which are part of the challenge and as a result are not included in this report)

Implementing the Standards

The Council has ultimate responsibility for the implementation of the standards, with the Chief Executive having responsibility for ensuring arrangements are in place to secure compliance. In addition, we recognise that each member of staff has a role to play in the successful implementation of the standards.

The Heads of Service Equality and Community Cohesion Group has responsibility for overseeing the implementation of the standards and consists of representatives from each of the Council's directorates along with the Cabinet Member Equality Champion.

A Welsh Language Officer Group has been re-established in order to support the administration of the standards, to help with the early resolution of any issues that may occur and to support staff in the delivery of services in accordance with the duties placed on the Council.

Welsh Language Officer Group actions are reported to the Heads of Service Equality and Community Cohesion Group, whose notes in turn are reported at individual directorate management teams for action/information.

The Council's Policy and Resources Scrutiny Committee and Cabinet Board keep the implementation of the standards under regular review and are responsible for monitoring performance against the standards.

All Senior Management Teams received a presentation on the requirements of the Welsh Language Standards, the similarities to the previous Welsh Language Scheme, the differences as well as information on those standards which the subject of our challenge.

The existing Welsh Language Employee Guide was revised and publicised, along with other support materials, through the Council's usual mechanisms including the internal newsletter, 'In the Loop'. All information and support materials relating to the implementation of the Welsh Language Standards are available on the intranet.

Service Delivery Standards

Service Delivery Standards affect all aspects of delivering services from correspondence to meetings, from the website to all documentation we produce. However, as the standards, with which we had to comply during the year, were very similar to the commitments made in our previous Welsh Language Scheme there was limited additional work involved to ensure their implementation.

Never the less various methods have been utilised to raise staff awareness of the requirements of the Standards. These have included the use of internal publicity, briefing senior management teams, team meetings, and support on the implementation of the standards available corporately and from peer support groups.

While there were similarities with the previous Welsh Language Scheme, the standards have also highlighted limitations particularly due to advances in technology. As a result it has been necessary to amend some practices or put new practices in place.

Meeting the Standards

Correspondence

The previous standard text welcoming correspondence in both languages, 'The council welcomes correspondence in English and Welsh', has been amended to 'We welcome correspondence in Welsh and will deal with Welsh and English correspondence to the same standards and timescales' to reflect the additional requirements of the standards.

This revised standard text has been included on all letterhead templates and is available electronically via the Intranet.

Language preference

A form for individual completions linked to a databased has been developed which will allow a person's language preference to be recorded and that information used when contacting the person in future. Email signatures have been amended to include appropriate text inviting people to use Welsh in their dealing with the Council. The email signatures are standardised and have been made available via the Intranet.

Main telephone number

Previously the Council utilised separate Welsh and English telephone numbers as its main contact number. However, the Welsh language number was withdrawn and, in accordance with the standards, a single telephone number was introduced which provided touch tone access to a Welsh language service.

An additional Welsh language speaking member of staff was recruited in order to help manage the likely increase in Welsh language telephone calls through the main telephone number.

During 2016-2017 there were 1364 (0.94%) recorded calls to the Welsh language service via the main telephone number. The total number of calls received for the seam period through our main telephone number was 144,785. This compares to 2015-2016 where the figures were 103 (0.064%) and 158,847 respectively. The Council's performance in answering Welsh language calls compared to English language calls during the period:

	Welsh Calls	English Calls
Average time to answer	18 seconds	21 seconds
Abandoned rate (adjusted for call abandoned within 5 seconds)	11.14%	3.71%

Direct Line Telephone calls

The requirements of the Standards in relation to answering direct line telephone calls mirror established practice and procedures within the Council and these have been reinforced to staff through guidance notes, team meetings, and other internal publicising methods.

Staff who were highly proficient in Welsh were contacted and encouraged to use their language skills to help provide services to the public in Welsh either in their own area of work or more generally across other services. Out of the 322 staff contacted (staff indicating fluent/ fairly fluent language skills as at March 2016) 63 responded positively with 42 willing to use Welsh only for their own service area.

The employee directory was updated with this information and is accessible to all staff to ensure a Welsh speaker can be located easily to provide a Welsh language service as and when required.

Theatre address system

Housekeeping information which is played at the beginning of shows etc., in the theatres has been translated with the Welsh language information being played first.

Social media

In response to the Welsh Language Standards, corporate Welsh language Twitter and Facebook accounts have been created. As at 31 March 2017:

Twitter

English corporate account	-	10,705 followers
Welsh corporate account	-	98 followers

Facebook

English corporate account	-	4,783 followers
Welsh corporate account	-	22 followers

In addition individual services areas have their own social media accounts and these total 75 across the Council.

Website updated and bilingual

As part of the Council's ongoing drive for clearer and more accessible information, work has been undertaken to update and streamline the website as well as to ensure that the content for which the Council is responsible is bilingual.

As at 31 March 2016, 91% of our webpages were available in Welsh. This percentage has since increased, with 99.9% bilingual webpages now available on the website (31 March 2017). This is a significant improvement given that only 39% of our webpages were fully bilingual in August 2014.

During 2016-2017 there were 2,838,679 hits on our website, with 21,230 (0.75%) of these on the Welsh webpages; this compares to 2015-2016 where there were 2,896,429 hits with 19,738 (0.68%) of these on the Welsh webpages.

Grants

Staff have been made aware of the requirements in relation to grant applications. Application forms and/or information relating to grant applications have been updated to include, where appropriate, text to meet the requirements. Revision of the Third Sector Grant 2017-2018 application process is nearing completion and will include all relevant considerations under the Welsh Language Standards.

Public meetings and events

Since its first Welsh Language Scheme, the Council has been committed to the use of Welsh at public meetings in those areas where the language is predominant, with simultaneous translation where necessary. Procedures for arranging such meetings have been long established and largely remain unchanged. However, the more detailed requirements of the standards have necessitated some minor revisions which have been included in the revised staff guidance.

While the number of public events held by the Council has reduced over recent years procedures for arranging events remain and, as with the procedures for arranging public meetings those for arranging public events has been updated to reflect the Standards and have been publicised to all staff.

Reception areas

Badges indicating Welsh speaker/Welsh learner, have been made available to all staff including those at reception, while signs welcoming the use of Welsh are displayed in the main reception areas of Neath and Port Talbot Civic Centres.

To help manage the likely increase in the number of callers to the One Stop Shops who would require a Welsh language service a Welsh speaking modern app was recruited. Although the standard relating to the provision of a Welsh language reception service is being challenged, during 2016-2017 26 people (0.03%) wished, and were able, to conduct their enquiry through Welsh, out of a total number of 71,589 enquiries.

Operational Standards

The Operational Standards relate to primarily to the human resources functions and the internal administration of the Council. A number of these standards reflect commitments expressed in the previous Welsh Language Scheme; including training, language requirements, and advertising, of posts. However, the requirements of the standards exceed these previous commitments, particularly in relation to the human resources functions.

The Council is currently developing an employee portal which will allow staff to update/edit their existing details e.g. name, address language skills and other personal information. This information was previously held on a central HR system which allowed only restricted access by managers and HR personnel. This portal will allow staff freedom to update personal information instantaneously and at a time convenient for them. It is intended that the portal will be available to staff via the internet, on mobile phones and other devices

Meeting the Standards

Polices

All polices identified within the Standards have been translated and have been made available for staff to access via the Human Resources section on the Intranet.

Email signatures and out of office messages

During the spring 2016, email signatures were redesigned to publicise the Council's move to a more digital way of working as part of the 'Switch' campaign. As a result there was an opportunity to revise the content of email signatures to also include the requirements of standards relating. Two versions of the email signatures have been produced, for Welsh and non-Welsh speakers; the 'Cymraeg' logo being included in the signature for Welsh speakers.

These revised email signatures, both for Welsh and non-Welsh speakers have been made available on the Intranet as well as being publicised through the usual channels, e.g. internal newsletter, team meetings and senior management briefings. These email signatures can be found at **Appendix 2**.

Members have been encouraged to use these standardised bilingual email signatures. The updated email signatures are to be referred to in the new member induction programme developed for those taking office following the local government elections in May 2017.

A variety of 'out of office' messages to cover a range of circumstances have been translated, and publicised, and are available on the Help and Support pages in the Welsh Language Standards section of the intranet. In addition current job titles have been translated for use in email signatures and other means of correspondence.

Information and support

All documentation relating to the Welsh Language Standards are available on the Intranet. Support documentation which includes for example, email signatures, staff guidance, the compliance notice and how to access the translation services, are available on the Welsh Language Standards section of the intranet. The HR pages which include information on policies, job vacancies and other related documentation are also available on the Intranet.

Assessing Welsh Language Skills

Language skills continue to be captured for new starters via the job application form. As part of the new requirements staff who had previously identified as having Welsh language skills have been asked to confirm/update their language ability. This exercise has resulted in a more accurate reflection of current ability amongst staff.

In addition, those who identified themselves as fluent/fairly fluent were asked to indicate their ability and willingness to use their language skills in their own or any service area in order to provide a service to members of the public if required to do so.

Vacant posts

During the year all new or vacant posts have been assessed for the need for Welsh language skills via a 'post details form' which is submitted by managers to, and recorded by, the Workforce Information Team. Details as to the number and category of posts assessed for language skills can be found in the 'specific requirements' section below

Posts categorised where Welsh language skills were essential or desirable, 94 in total, have been advertised in Welsh and the requirement specified in the advertisement.

Computer software

Welsh spell checking software is available Windows and Microsoft and has been installed on pcs and laptops on request.

Welsh language training

A section on the Training & Development intranet is currently under development to provide information to staff including links to guidance documentation (e.g. Active Offer, More than Just Words etc.) and Welsh Language chat group 'Sgwrs' and Welsh language training and development opportunities.

10 week (20 hour) 'Introduction to learning Welsh' courses have been made available for staff interested in learning Welsh, including managers. 'Welsh for Adults' courses have also been made available for staff which offer training from entry to advanced level. The cost of attendance is met by training budgets, and day release to

attend is provided. Opportunities to access 'Learning Welsh for Work' through National Centre for Learning Welsh are currently being explored, with the intent to increase Welsh learning opportunities in the area. An informal group/forum 'Sgwrs' has been established for staff who speak Welsh in order to encourage the use of Welsh in the workplace, at home and in the community. All abilities from learners to fluent speakers are encouraged to attend.

Several publications are available for loan from the Learning, Training & Development Team. They include phrasebooks, course books, dictionaries and story books.

Welsh Language awareness courses are provided from Social Services employees involved in the role of providing assessment to social work students. All social work students hosted by the Council must attend Welsh language awareness training as mandatory.

Welsh language awareness e-learning is being explored through the All Wales Academy for Local Government.

Information for new employees

Our corporate induction includes information on Welsh language resources and encourages managers to discuss and make new employees aware of the Welsh Language Standards and Welsh language awareness. Other sections of the induction including set up of bilingual signatures, answering the telephone bilingually etc. are also covered.

Specific requirements

The number of employees with Welsh language skills at the end the year 2016-2017 is as follows:

Fairly Fluent Speaker and Writer	181
Fairly Fluent Welsh Speaker	131
Fluent Speaker and Writer	425
Fluent Welsh Speaker	101
Welsh Learner	716
Total	1554

In order to assist with accurate record keeping an employee portal is being developed for staff to update their records themselves, allowing for greater accuracy in the data held.

The number of new and vacant posts that were advertised during 2016-2017 were categorised as follows:

Welsh language skills were desirable	79
Welsh language skills were essential	15
Welsh language skills were not necessary	313
Welsh language skills needed to be learnt when appointed to the post	0

Policy Making Standards

Assessing the impact of new and revised policies on people who share protected characteristics has been key feature in policy development over many years. While previously there was no legal requirement to consider the Welsh language when assessing impact it has been Council practice to include it as a 'protected characteristic' and treat it accordingly.

However, with the introduction of the Welsh Language Standards consideration of the impact on Welsh language is now a legal requirement and the Equality Impact Assessment form and associated guidance has been amended accordingly thus ensuring that the requirements are effectively and consistently taken into account when developing new or revising existing policy.

The assessment section of the framework has been strengthened to allow those developing or revising policy to fully explore the impact(s) of the policy in relation to the opportunities to use, and the equal treatment of, the Welsh language.

In addition the consultation section of the guidance has been expanded to cover the subject more fully with the requirements in relation to the Welsh language being included for the first time.

The revised Equality Impact Assessment form and associated guidance is available to all staff via the Equality Impact Assessment page of the Performance Hub on the intranet.

Complaints

There have been three complaints received during 2016-2017; two relating to compliance with the Service Delivery Standards and the third relating to the Welsh language. Two complaints were received via the Welsh Language Commissioner and one direct to a service area.

The complaints received in August 2016 via the Welsh Language Commissioner continue to make their progress through the Commissioner's own complaints process and while the Council has responded to the various information and recommendation requests a final decision has yet to be made.

Although the third complaint was received via a telephone call and not via written correspondence as according to the standard, it is considered appropriate to refer to it in this report. The complaint challenged the use of Welsh used in a waste services leaflet but was not upheld as the Welsh text was grammatically correct.



Challenging Future Duties

On 15/01/2016 the Commissioner received applications from Neath Port Talbot County Borough Council under section 54(2) Welsh Language (Wales) Measure 2011.

As a consequence, and in accordance with section 60(2) of the Measure, the requirement on Neath Port Talbot County Borough Council to comply with standards **22, 26, 26A, 29, 29A, 30, 33, 41, 42, 52, 61, 62, 64, 76, 77, 77A, 79, 80, 84, 86, 99, 100, 101, 102, 103, 104, 112, 112A, 114, 115, 116, 116A, 118, 119, 122, 124, 126, 128, 129, 130, 131, 132, 137, 137A, 137B, 139, 140, 141, 142, 143, 144, 145, 146 and 154** has been postponed until:

- a) the Commissioner has determined whether or not the requirement is unreasonable or disproportionate, and
- b) P's rights to appeal are exhausted.

COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

Neath Port Talbot County Borough Council – Issue Date: 30/09/2015

Standards required to comply with within 6 months.

Standard Number	Class of Standard	Standard	Imposition Date
1	Service Delivery	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	30/03/2016
2	Service Delivery	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive	30/03/2016

		<p>correspondence in Welsh you must -</p> <ul style="list-style-type: none"> (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh. 	
3	Service Delivery	<p>When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if -</p> <ul style="list-style-type: none"> (a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals; (b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals. 	30/03/2016
4	Service Delivery	<p>When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.</p>	30/03/2016
5	Service Delivery	<p>If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.</p>	30/03/2016
6	Service Delivery	<p>If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language</p>	30/03/2016

		version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	
7	Service Delivery	You must state - (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	30/03/2016
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	30/03/2016
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	30/03/2016
10	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	30/03/2016
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/03/2016
13	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	30/03/2016

14	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	30/03/2016
15	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	30/03/2016
16	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	30/03/2016
17	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	30/03/2016
19	Service Delivery	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as - (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2016
20	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English	30/03/2016

		language.	
21	Service Delivery	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.	30/03/2016
24	Service Delivery	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	30/03/2016
24A	Service Delivery	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
26	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
26A	Service Delivery	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting - (a) if the meeting relates to the well-being of an invited individual ("A"), and (b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a	30/03/2016

		translation service.	
27	Service Delivery	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.	30/03/2016
27A	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	30/03/2016
27D	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
29	Service Delivery	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
29A	Service Delivery	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting -	30/03/2016

		<p>(a) if you have invited more than one person to the meeting,</p> <p>(b) if the meeting relates to the well-being of one or more of the individuals invited, and</p> <p>(c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting;</p> <p>unless you conduct the meeting in Welsh without the assistance of a translation service.</p>	
30	Service Delivery	If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	30/03/2016
31	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	30/03/2016
32	Service Delivery	<p>If you invite persons to speak at a meeting that you arrange which is open to the public you must -</p> <p>(a) ask each person invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p>	30/03/2016
33	Service Delivery	<p>If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh -</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p>	30/03/2016

		<p>You must comply with standard 33 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting. 	
34	Service Delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	30/03/2016
35	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	30/03/2016
36	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	30/03/2016
37	Service Delivery	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.	30/03/2016
38	Service Delivery	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material	30/03/2016

		less favourably than the English language version.	
41	Service Delivery	<p>If you produce the following documents you must produce them in Welsh -</p> <p>(a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings;</p> <p>(b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p>You must comply with standard 41(a) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers that are available to the public, which relate to management board or cabinet meetings. <p>You must comply with standard 41(b) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers for meetings that are open to the public. 	30/03/2016
43	Service Delivery	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	30/03/2016
44	Service Delivery	<p>If you produce the following documents, and they are available to the public, you must produce them in Welsh -</p> <p>(a) policies, strategies, annual reports and corporate plans;</p> <p>(b) guidelines and codes of practice;</p> <p>(c) consultation papers.</p>	30/03/2016
45	Service Delivery	Any rules that you publish that apply to the public must be published in Welsh.	30/03/2016
46	Service Delivery	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the	30/03/2016

		same time.	
47	Service Delivery	If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh - (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	30/03/2016
48	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	30/03/2016
49	Service Delivery	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	30/03/2016
50	Service Delivery	Any form that you produce for public use must be produced in Welsh.	30/03/2016
50A	Service Delivery	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	30/03/2016
50B	Service Delivery	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	30/03/2016
51	Service Delivery	If you pre-enter information on a Welsh language version of a form	30/03/2016

		(for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	
52	Service Delivery	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	30/03/2016
55	Service Delivery	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	30/03/2016
56	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.	30/03/2016
57	Service Delivery	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	30/03/2016
58	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.	30/03/2016
59	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/03/2016
60	Service Delivery	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	30/03/2016
61	Service Delivery	When you erect a new sign or renew a sign (including temporary	30/03/2016

		signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	
62	Service Delivery	When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	30/03/2016
64	Service Delivery	<p>Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.</p> <p>You must comply with standard 64 in relation to the following by 30 March 2016:</p> <ul style="list-style-type: none"> ○ The body's main reception service. <p>You must comply with standard 64 in relation to the following by 30 September 2016:</p> <ul style="list-style-type: none"> ○ Every other reception service. 	30/03/2016
67	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	30/03/2016
68	Service Delivery	You must ensure that staff at the reception who are able to provide a	30/03/2016

		Welsh language reception service wear a badge to convey that.	
69	Service Delivery	Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	30/03/2016
70	Service Delivery	When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
72	Service Delivery	When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	30/03/2016
72A	Service Delivery	You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	30/03/2016
74	Service Delivery	If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must - (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2016
75	Service Delivery	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	30/03/2016
76	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version	30/03/2016

		<p>of any invitation less favourably than an English language version.</p> <p>You must comply with standard 76 in the following circumstances:</p> <p>(a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or</p> <p>(b) If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p>	
77	Service Delivery	When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	30/03/2016
77A	Service Delivery	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).	30/03/2016
79	Service Delivery	<p>If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must -</p> <p>(a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and</p> <p>(b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).</p>	30/03/2016
80	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	30/03/2016
81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/03/2016
82	Service Delivery	If you provide a service in Welsh that corresponds to a service you	30/03/2016

		provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	
83	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/03/2016
84	Service Delivery	<p>If you offer an education course that is open to the public, you must offer it in Welsh.</p> <p>You must comply with standard 84 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh. 	30/03/2016
86	Service Delivery	If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.	30/03/2016
87	Service Delivery	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
98	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	30/03/2016
112	Operational	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	30/03/2016

112A	Operational	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	30/03/2016
114	Operational	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	30/03/2016
115	Operational	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	30/03/2016
116	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	30/03/2016

116A	Operational	You must - (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	30/03/2016
118	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	30/03/2016
119	Operational	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff - (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	30/03/2016
120	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for	30/03/2016

		software (where an interface exists).	
122	Operational	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.	30/03/2016
124	Operational	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	30/03/2016
125	Operational	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	30/03/2016
130	Operational	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	30/03/2016
131	Operational	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.	30/03/2016
132	Operational	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the	30/03/2016

		Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.	
133	Operational	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	30/03/2016
134	Operational	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	30/03/2016
135	Operational	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	30/03/2016
136	Operational	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
136A	Operational	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh.	30/03/2016
137	Operational	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will	30/03/2016

		not be treated less favourably than an application submitted in English.	
137A	Operational	<p>If you publish -</p> <ul style="list-style-type: none"> (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; <p>you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.</p> <p>You must comply with standard 137A in every circumstance, except:</p> <ul style="list-style-type: none"> ○ job descriptions where a post has been categorised as one where Welsh language skills are not necessary. 	30/03/2016
137B	Operational	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).	30/03/2016
139	Operational	<p>You must ensure that your application forms for posts -</p> <ul style="list-style-type: none"> (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; <p>and, if the individual wishes to use the Welsh language at the</p>	30/03/2016

		interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).	
140	Operational	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	30/03/2016
141	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
142	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	30/03/2016
144	Operational	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
147	Record Keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	30/03/2016
148	Record Keeping	You must keep a copy of any written complaint that you receive that	30/03/2016

		relates to your compliance with the standards with which you are under a duty to comply.	
149	Record Keeping	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	30/03/2016
150	Record Keeping	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
153	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	30/03/2016
154	Record Keeping	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
155	Supplementary - Service Delivery	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2016
156	Supplementary - Service Delivery	You must - (a) ensure that you have a complaints procedure that deals with the following matters -	30/03/2016

		<p>(i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	
157	Supplementary - Service Delivery	<p>You must -</p> <p>(a) ensure that you have arrangements for</p> <p>(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2016
158	Supplementary - Service Delivery	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p>	30/03/2016

		<p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
159	Supplementary - Service Delivery	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	30/03/2016
160	Supplementary - Service Delivery	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	30/03/2016
167	Supplementary - Operational	<p>You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
168	Supplementary - Operational	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints, and</p>	30/03/2016

		(b) publish a document that records that procedure on your intranet.	
169	Supplementary - Operational	<p>You must -</p> <p>(a) ensure that you have arrangements for</p> <p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitate the use of those services, and</p> <p>(b) publish document that records that procedure on your intranet.</p>	30/03/2016
170	Supplementary - Operational	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) -</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);</p> <p>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where -</p>	30/03/2016

		<p>(i) Welsh language skills were essential,</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);</p> <p>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
171	Supplementary - Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	30/03/2016
172	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	30/03/2016
175	Supplementary - Record Keeping	You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available -	30/03/2016
		(a) on your website, and	

		(b) in each of your offices that are open to the public.	
176	Supplementary - Record Keeping	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	30/03/2016

Standards required to comply with within a year.

Standard Number	Class of Standard	Standard	Imposition Date
22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/09/2016
42	Service Delivery	Any licence or certificate you produce must be produced in Welsh.	30/09/2016
71	Service Delivery	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	30/09/2016
88	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
89	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would	30/09/2016

		have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
90	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
91	Policy Making	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
92	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
93	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the	30/09/2016

		<p>policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	
94	Policy Making	<p>You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant -</p> <p>(a) what effects, if any (and whether positive or negative), the awarding of a grant would have on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(ch) whether you need to ask the applicant for any additional</p>	30/09/2016

		information in order to assist you in assessing the effects of awarding a grant on - (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.	
95	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
96	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
97	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016

99	Operational	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	30/09/2016
100	Operational	You must - (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	30/09/2016
101	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
102	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
103	Operational	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
104	Operational	You must ask each employee whether he or she wishes to receive any forms that record and authorise - (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any	30/09/2016

		such forms to him or to her in Welsh.	
105	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	30/09/2016
106	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	30/09/2016
107	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	30/09/2016
108	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	30/09/2016
109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	30/09/2016
110	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	30/09/2016
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/09/2016
126	Operational	You must provide the interface and menus on your intranet pages in Welsh.	30/09/2016
127	Operational	You must assess the Welsh languages skills of your employees.	30/09/2016
128	Operational	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	30/09/2016
129	Operational	You must provide training (in Welsh) on using Welsh effectively in -	30/09/2016

		(a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	
145	Promotion	You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) - (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).	30/09/2016
146	Promotion	Five years after publishing a strategy in accordance with standard 145 you must - (a) assess to what extent you have followed that strategy and have reached the target set by it, and (b) publish that assessment on your website, ensuring that it contains the following information - (i) the number of Welsh speakers in your area, and the age of those speakers; (ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.	30/09/2016
151	Record Keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must	30/09/2016

		keep a record of the skill level of those employees.	
152	Record Keeping	You must keep a record, for each financial year of - (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.	30/09/2016
161	Supplementary - Policy Making	You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/09/2016
162	Supplementary - Policy Making	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/09/2016
163	Supplementary - Policy Making	You must - (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a	30/09/2016

		<p>duty to comply,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	
164	Supplementary - Policy Making	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/09/2016
165	Supplementary - Policy Making	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	30/09/2016
166	Supplementary - Policy Making	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	30/09/2016
173	Supplementary - Promotion	You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent	30/09/2016

		to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	
174	Supplementary - Promotion	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the promotion standards with which you are under a duty to comply.	30/09/2016

Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 30/09/2015

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Mae'r e-bost hwn ac unrhyw ffeiliau a drosglwyddir gydag ef yn gyfrinachol ac at ddefnydd yr unigolyn neu'r corff y cyfeiriwyd hwy atynt yn unig. Os ydych wedi derbyn yr e-bost hwn mewn camgymeriad, dylech hysbysu'r person a anfonodd yr e-bost ar unwaith. Hefyd, sylwer nad oes unrhyw sicrwydd nad yw'r e-bost hwn neu unrhyw ymgysylltiad yn rhydd o firws ac nad yw chwaith wedi'i ryng-gipio na'i newid.

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

Report of the Head of Corporate Strategy and Democratic Services - K.Jones

Matter for Information

Ward Affected: All

Officer Urgency Action 0030

Re: Procurement of ICT System to underpin the Council's Performance Management and Risk Management Arrangements

Details of the above Urgency Action taken by the Head of ICT in consultation with the requisite Members, for immediate implementation.

There is no call-in of this matter.

The report was dated 28 April 2017 and is attached below for Members' Information.

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URGENCY ACTION

PROCUREMENT OF AN ICT SYSTEM TO UNDERPIN THE COUNCIL'S PERFORMANCE MANAGEMENT AND RISK MANAGEMENT ARRANGEMENTS

REPORT OF THE HEAD OF CORPORATE STRATEGY AND DEMOCRATIC SERVICES

Purpose of Report

To seek authority to set aside the Council's contract procedure rules in order to procure an ICT system from CAMMS to underpin the Council's performance management and risk management arrangements.

Background

The Council has been developing its performance management and risk management arrangements in recent years in response to recommendations arising from a number of audit recommendations from our external auditors – Wales Audit Office.

There are now recognised processes in place to ensure that there is a consistent model of business planning and report cards across the Council which are routinely scrutinised by elected Members. Similarly, there has been a revision of the Council's risk management policy and arrangements with the corporate risk register being reviewed regularly by the Cabinet and the Audit Committee reviewing the arrangements for managing risk.

However, all of the above arrangements rely heavily on largely manual processes which are proving administratively burdensome to maintain. In a climate where the Council's staffing resources are significantly reduced and reducing, more efficient means need to be secured to ensure good governance.

Officers have been reviewing practice elsewhere and have identified CAMMS as a suitable system that would release officer capacity but also have the benefit of making access to performance management and risk management

information for elected Members and if thought appropriate members of the public and other stakeholders much easier.

Authority is sought to procure a proprietary system from CAMMS which provides an integrated performance management and risk management solution with the potential to extend the system in the future to cover project management, workforce planning or financial management as provided for in the contract procedure rules 3.1(i).

Financial Implications

A discounted price of £30,000 per annum, plus a one off set-up cost of £35,000 has been negotiated. Officers expect non-cashable savings of at least these values to be delivered by the end of year three of the contract. Provision has already been made in the Council's budgets to cover the expenditure.

Recommended

That authority be granted for the Head of ICT to enter into a three year contract with CAMMS for the procurement of a performance management and risk management system from CAMMS without the need for a competitive tendering process as provided for in the Contract Procedure Rules 3.1 (i).

Officer Contact:

Mrs Karen Jones, Head of Corporate Strategy and Democratic Services, Tel 01639 763284 or e mail: k.jones3@npt.gov.uk

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Policy and Resources Cabinet Board

14th June 2017

Report of the Head of ICT and Corporate Procurement

Stephen John

Matter for Decision

Wards Affected: All

Replacement of the Council's Telephony System with a Unified Communications Solution

Purpose of the Report

1. To seek approval to grant delegated authority to the Head of ICT and Corporate Procurement to procure a replacement Telephony System and associated systems for the Council.

Executive Summary

2. The current telephony system is no longer supported by the providing supplier and there are significant additional services that are available in a modern telecommunications system.
3. The report seeks authorisation to grant delegated authority to the Head of ICT and Corporate Procurement to procure a modern Telephone and Communications System for the Council. The new facility to include mobile integration, video conferencing, remote access via "soft" phone clients,

auto attendant capability, social media integration and a new system to underpin the Contact Centre.

Background

4. The Council is currently operating its desktop telephony system via a Seimens HiPath 4000 System which delivers a voice service across the Council's data network.
5. This is the second system installed by the Council since its inception in April 1996 and was first installed in the Civic Centre at Neath during the Summer of 2006 but has since been re-located to The Quays.
6. This HiPath 4000 has now reached end of life and although it continues to operate across our main civic buildings the company has ceased support for our version of the system.
7. The HiPath also operates across a Microsoft Windows platform which itself has fallen out of support and for which Microsoft no longer issues security patches and this adds another level of risk to the service.
8. Technology moves apace and telephony is no exception. The system installed in 1996 facilitated wired desktop extensions with a limited facility set. Each main civic building retained its own PBX system and these were linked with specific, high capacity connections which allowed internal calls to be passed between staff. This was expensive in revenue terms.
9. Replacing that system with the HiPath increased the facilities available to staff and reduced costs. All buildings are facilitated by a single system backed up in resilience terms with a smaller platform based in Port Talbot Civic Centre. All calls within and between buildings are passed across the Council's data network thereby removing the need for specific connections. Staff are able to "bring" their number to any handset and this was a cornerstone of the Council's agile working strategy. The revenue cost was also reduced.
10. Replacing the HiPath 4000 provides the opportunity to procure a modern solution which builds on current capability but also allows for the introduction of collaborative facilities which will deliver true Unified Communications. These new facilities can be embraced by Directorates to

re-engineer their processes and delivery to improve services and reduce costs and to support this full training will be provided to all staff.

11. The ICT Division has also consulted with the two neighbouring Western Bay Councils and ABMU to ensure that any solution considered will be capable of supporting a wider collaboration.
12. It is expected that the new system will be procured during the Summer with the first of the phased implementations taking place this Autumn.

Financial Impact

13. Budgets to purchase the replacement system and associated technologies are already in place as part of the budget setting process.
14. The annual cost of the existing systems amount to £126k and it is envisaged that there will be a revenue saving delivered as part of this exercise which will be built into future budgets.

Equality Impact Assessment

15. There is no requirement under the Constitution for an Equality Impact Assessment on this item.

Workforce Impacts

16. Continuity of supply is critical to ensure efficient management for all Council service users.

Legal Impacts

17. The Head of ICT and Corporate Procurement will utilise compliant frameworks to procure the replacement system.

Risk Management

18. This Report seeks to minimise the risk to the Council by ensuring continuity of its Telephony Service and associated systems.

Consultation

19. There is no requirement under the Constitution for external consultation on this item.

Recommendations

20. It is recommended that the Head of ICT and Corporate Procurement is granted delegated authority to procure a replacement telephony system for the Council.

Reasons for Proposed Decision

21. To ensure the Council continues to operate a fully functional unified communications system that meets the demands of the service users.

Implementation of Decision

22. It is proposed for the three day call in period to apply.

Appendices

N/A

Officer Contact

Stephen John, Head of ICT and Corporate Procurement, Telephone 01639 686218, email s.john@npt.gov.uk

David Giles, IT Infrastructure Manager, Telephone 01639 686258, email d.b.giles@npt.gov.uk

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

14 JUNE 2017

REPORT OF THE DIRECTOR OF FINANCE & CORPORATE SERVICES

Matter for Decision

Wards Affected – Neath North

NEATH PORT TALBOT WELSH CHURCH ACT TRUST FUND

1. Purpose of Report

To seek Member approval in relation to grant applications received from various bodies. Appendix 1 attached.

2. Background and Financial Impact

Review of Award Criteria

Welsh Church Acts Fund Guidelines for Grant Applications

- a) Each application will be considered on its merits.
- b) Grants will only be awarded to charities and voluntary bodies which are based in, or active in, or provide significant benefits to some or all of the residents of the Neath Port Talbot County Borough area.
- c) Grants will only be awarded to individuals in exceptional circumstances.
- d) Grants will not normally exceed £1,000 and in exceptional circumstances £4,000 per applicant and successful applicants will not normally be reconsidered for a further grant within 3 years of the date of approval of the last grant.
- e) Grants will have a time limit for the take up of said grant of two years from the date of approval.
- f) Grants will not normally be awarded where the service could be dealt with out of the annual budget of the Council's service Committees activities or by other public bodies.

- g) Grants will not normally be awarded where they would commit the fund to regular annual payments nor will recurring annual expenses be supported.
- h) Grants will only be made out of the income of the fund, preserving the Fund's capital assets.
- i) Priority will be given to applications which are of significant benefit to the Neath Port Talbot County Borough area.
- j) Grant aid will not normally cover the full cost of a project/proposal and normally will be approved at 25% of actual costs incurred up to the maximum as outlined in condition (d) above. The grant of £4,000 will only be approved where expenditure exceeds £50,000.
- k) Organisations assessed as being able to meet the cost (e.g. by size or nature) are unlikely to receive any grant aid.
- l) Grants towards work of a structural nature will only be considered where
 - there is evidence that a professional assessment has been made of the works
 - the applicant organisation can demonstrate that there is no other impediment to work proceeding at an early date (e.g. planning permission).
- m) In the case of Churches and Chapels grants will only be approved for the repair of the fabric of buildings which are more than 50 years old and of the highest architectural and historic interest. Church halls, however, where available and used significantly by the public for non-religious purposes will not be subject to these criteria.
- n) No retrospective applications are considered.
- o) The Panel will take into account the Church membership and the normal size of the congregation.
- p) In the case of students undertaking further Education courses, contributions towards the costs of individual instruments or pieces of equipment etc. will be made as follows - 50% of all costs over a threshold of £2,000 up to a maximum grant of £1,000.

4. Consultation

There is no requirement under the Constitution to consult on this item.

6. Recommendation

It is recommended that Members approve the applications set out in Appendix 1 to this report

7. Reason for Proposed Decision

To decide on providing financial support in respect of the grant applications received.

8. Implementation of Decision

The decision is proposed for implementation after the three day call in period.

10. List of Background Papers

Grant Applications.

11. Officer Contact

Mr Hywel Jenkins – Director of Finance and Corporate Services
Tel. No: 01639 763251
email: h.jenkins@npt.gov.uk

Appendix 1

Applicant	Purpose	Amount Request/Cost of "Project"	Previous Support	Comments
St Illtyd's Church Llantwit	Request for grant assistance re internal redecoration of walls at St Illtyd's Church Llantwit	Total project cost £3,786,000 (excluding VAT). If this application is successful the grant will be 25% of the cost up to a maximum amount of £1,000 where total costs exceed £4,000.	N/A	Maximum grant of 25% i.e. £946.50

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

14th JUNE 2017

REPORT OF DIRECTOR OF FINANCE & CORPORATE SERVICES

MATTER FOR DECISION

WARDS AFFECTED - ALL

NEATH PORT TALBOT WELSH CHURCH ACT TRUST FUND

1. Purpose of Report

- 1.1 This report provides details of the Neath Port Talbot Welsh Church Act Trust Fund draft annual report and financial statements for 2016/17.

2. Draft annual report and financial statements 2016/17

- 2.1 The format of this year's annual report and financial statements has been updated to take account of the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from January 2015.
- 2.2 The annual report and financial statements for the year ended 31st March 2017 are attached at Appendix 1, with the following table summarising the financial position.

	31-Mar-17	31-Mar-16
	£	£
Opening value of Fund	608,817	608,379
Income	4,503	5,124
Gain/(loss) on sale of asset	-	-
Expenditure	(9,922)	(4,686)
Closing value of Fund	603,398	608,817

- 2.3 The annual report and financial statements will be independently examined by the Wales Audit Office as is required by the Welsh Church Act 1914.

3. External Audit

- 3.1 Any material changes resulting from the audit of the annual report by the Independent Examiner will be reported back to the Board for consideration, prior to the final submission of the financial information to the Charity Commission.

4. Recommendations

- 4.1 It is recommended that Members:

- Approve the draft annual report and financial statements for the year ended 31st March 2017.
- Agree for the draft annual report and financial statements to be submitted to the Wales Audit Office for independent examination.
- Approve that the financial information be submitted to the Charity Commission, if there are no material changes following the independent examination by the Wales Audit Office.

5. Reason for Proposed Decision

To approve the draft annual report and financial statements for the Welsh Church Act Trust Fund 2016/17.

6. Implementation of Decision

The decision is proposed for implementation after the three day call in period.

7. Consultation

There is no requirement to consult on this item.

8. Appendices

Draft annual report and financial statements.

9. List of Background Papers

Welsh Church Act Trust Fund accounts and working papers
Charity Commission guides and accounting practices

10. Officer Contact

Mr Hywel Jenkins – Director of Finance and Corporate Services
Telephone 01639 763251
Email: h.jenkins@npt.gov.uk

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
WELSH CHURCH ACT TRUST FUND

DRAFT

ANNUAL REPORT AND FINANCIAL STATEMENTS
YEAR ENDED 31ST MARCH 2017

REGISTERED CHARITY NUMBER: 1076440

Neath Port Talbot Welsh Church Acts Fund

Report of the trustees for the year ended 31st March 2017

The trustees present their annual report and financial statement for the charity for the year ended the 31st March 2017. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from January 2015.

The financial statements have been prepared to give a “true and fair” view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a “true and fair view”. This departure has involved following the guidance Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on the 16th July 2014, rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1st April 2005, which has since been withdrawn.

Objectives and activities

The purpose of the Fund is to receive grant applications from charities or voluntary bodies which are based in, active in, or provide significant benefits to some or all of the residents of the Neath Port Talbot County Borough area.

The Fund furthers its charitable purposes for the local public benefit through its grant making policies which cover the following areas:

- Educational
- Libraries, museums, art galleries, etc.
- Relief of poverty
- Advancement of religion
- Other purposes beneficial to the community
- Relief in sickness
- Welfare of elderly persons
- Social and recreational
- Aesthetic, architectural, historical and scientific matters
- Medical and social research, treatment, etc.
- Probation, etc.
- Visually impaired or blind individuals

- Emergencies or disasters
- Other charitable organisations whose purposes are consistent with the provisions included above.

Grant making policy

Welsh Church Acts Fund Guidelines for Grant Applications

- a) Each application will be considered on its merits.
- b) Grants will only be awarded to charities and voluntary bodies which are based in, or active in, or provide significant benefits to some or all of the residents of the Neath Port Talbot County Borough area.
- c) Grants will only be awarded to individuals in exceptional circumstances.
- d) Grants will not normally exceed £1,000 and in exceptional circumstances £4,000 per applicant and successful applicants will not normally be reconsidered for a further grant within 3 years of the date of approval of the last grant.
- e) Grants will have a time limit for the take up of said grant of two years from the date of approval.
- f) Grants will not normally be awarded where the service could be dealt with out of the annual budget of the Council's service Committees activities or by other public bodies.
- g) Grants will not normally be awarded where they would commit the fund to regular annual payments nor will recurring annual expenses be supported.
- h) Grants will only be made out of the income of the fund, preserving the Fund's capital assets.
- i) Priority will be given to applications which are of significant benefit to the Neath Port Talbot County Borough area.
- j) Grant aid will not normally cover the full cost of a project/proposal and normally will be approved at 25% of actual costs incurred up to the maximum as outlined in condition (d) above. The grant of £4,000 will only be approved where expenditure exceeds £50,000.

- k) Organisations assessed as being able to meet the cost (e.g. by size or nature) are unlikely to receive any grant aid.
- l) Grants towards work of a structural nature will only be considered where:
 - there is evidence that a professional assessment has been made of the works;
 - the applicant organisation can demonstrate that there is no other impediment to work proceeding at an early date (e.g. planning permission).
- m) In the case of Churches and Chapels grants will only be approved for the repair of the fabric of buildings which are more than 50 years old and of the highest architectural and historic interest. Church halls, however, where available and used significantly by the public for non-religious purposes will not be subject to these criteria.
- n) No retrospective applications are considered.
- o) The Panel will take into account the Church membership and the normal size of the congregation.
- p) In the case of students undertaking further Education courses, contributions towards the costs of individual instruments or pieces of equipment etc. will be made as follows - 50% of all costs over a threshold of £2,000 up to a maximum grant of £1,500.

Grants awarded

The Fund has paid out or committed three of the grants previously approved, as follows:

Year approved	Name	Purpose	Payment made £
2015/16	Llewellyn Almshouses	Refurbishment £1,000, unless project exceeds £50k	4,000
2015/16	Grove Place Chapel	Chapel roof	966
2015/16	Eglwys Brynlllynfell	Vestry roof	1,000
Total grants paid or committed during year			5,966

The Fund trustees have approved the following grants:

Year approved	Name	Purpose	Maximum value £
2004/05	Musica Rediviva	Church organ manuscript	4,000
2015/16	St Thomas' Church	Church Tower £1,000, unless project exceeds £50k	4,000
2015/16	Action for Children	Specialist play equipment	1,000
2016/17	Saron Welsh Ind Chapel, Crynant	Decoration and repair to the chapel interior	250
2016/17	Cilybebyll Church	Maintenance of tower	4,000
2016/17	Pisgah Chapel, Cilfrew	Roof works at church	1,000
2016/17	St John the Baptist Church, Glyncorrwg	Replastering, pointing, decorating and car park	1,000
Total grants approved but not committed			15,250

Although the Fund has approved these grants, none of them have been drawn down or committed as at the 31st March 2017. They have not been accrued in the accounts as the grant recipients have not yet demonstrated that they have fulfilled performance conditions.

Structure, governance and management

The Fund is a registered charity, number 1076440. The Charity is governed by the Welsh Church Act 1914 and the Welsh Church Act (Designation and Specification) Order 1996.

The Welsh Church Act Fund was established from the proceeds and assets of the disestablishment of the Church in Wales and was originally created in 1914. The assets were distributed evenly amongst the former county councils in Wales, and then divided between the Welsh Unitary Authorities when they were formed in 1996, with Neath Port Talbot County Borough Council taking responsibility for the share of the Fund included in this report.

The Trustee to the Fund is Neath Port Talbot County Borough Council who has delegated responsibility to the Policy and Resources Cabinet Board. This Board considers applications received for grants for the Fund and makes decisions on whether they should be granted or not. The Fund does not directly employ any staff, with the day to day administration and the processing and handling of applications prior to consideration being managed by the Director of Finance and Corporate Services. A proportion of his team's time is charged to the Fund.

Reference and administrative information

The registered address is:

Neath Port Talbot County Borough Council
Finance & Corporate Services Directorate
Civic Centre
Port Talbot
SA13 1PJ

The Trustee is:

Neath Port Talbot County Borough Council, who has delegated responsibility to the Policy and Resources Cabinet Board.

The following advisors have assisted the trustees in the year:

Honorary Treasurer:

Mr Hywel Jenkins
Director of Finance & Corporate Services
Neath Port Talbot County Borough Council
Civic Centre
Port Talbot SA13 1PJ

Independent Examiner:

Mr Richard Harries
On behalf of the Auditor General for Wales
24 Cathedral Road
Cardiff CF11 9LJ

Bankers:

Santander Commercial Bank
Bridle Road
Bootle
Merseyside L30 4GB

Trustees' responsibilities in relation to the financial statements

The charity trustees are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom accounting standards (UK Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the resources and application of the resources of the charity for the accounting period. In preparing the financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the applicable Charities Statement of Recommended Practice
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the appropriate Act and the applicable Charities Regulations. They are also responsible for safeguarding the assets of the charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees 14th June 2017 and signed on their behalf by:

Honorary Treasurer

Date 14th June 2017

**Report of the independent examiner to the trustees of Neath Port
Talbot Welsh Church Acts Fund**

To be inserted once the independent examination is completed by Wales
Audit Office.

Neath Port Talbot Welsh Church Act Trust Fund

Statement of Financial Activities for the year ending 31st March

Statement of Financial Activities

	Note	Total Unrestricted Funds 31-Mar-17 £	Total Unrestricted Funds 31-Mar-16 £
Incoming resources			
Investment income	2	3,836	4,441
Estate Rental income	3	667	683
Total Income		4,503	5,124
Resources expended			
Governance/admin costs:			
Management and administration	4	(2,632)	(2,607)
Governance costs	5	(1,324)	(2,079)
Expenditure on charitable activities:			
Grants	6	(5,966)	-
Total expenditure		(9,922)	(4,686)
Net income/expenditure) before investment gains/(losses)		(5,419)	438
Net gains/(losses) on investments	7		
Gain on sales of fixed assets		-	-
Net movements in funds		(5,419)	438
Reconciliation of Funds			
Total Funds brought Forward		608,817	608,379
Total Funds Carried Forward		603,398	608,817

Neath Port Talbot Welsh Church Act Trust Fund

Balance Sheet as at 31st March

Balance Sheet

	Note	31-Mar-17 £	31-Mar-16 £
Fixed Assets			
Tangible Investment Assets	8	65,234	65,234
Total Fixed Assets		65,234	65,234
Current Assets			
Debtors	9	5,104	4,450
Short Term Investments	10	537,620	543,042
Total Current Assets		542,724	547,492
Liabilities			
Creditors: Amounts falling due within 1 year	11	(4,560)	(3,909)
Net Current Assets		538,164	543,583
Total Net Assets		603,398	608,817
The Funds of the Charity			
Unrestricted Income Funds	12		
Fund Balance		537,355	537,355
Income Accumulation Account		66,043	71,462
TOTAL CHARITY FUNDS		603,398	608,817

The following notes form part of these accounts.

Neath Port Talbot Welsh Church Act Trust Fund

Notes to the accounts

1. Accounting Policies

a) Basis of preparation and assessment of going concern

The financial statements have been prepared in accordance with the requirements of the Welsh Church Act and the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from January 2015.

The financial statements have been prepared to give a “true and fair” view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a “true and fair view”. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) issued on the 16th July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1st April 2005, which has since been withdrawn.

The accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to the accounts.

The application of FRS102 in 2016/17 has not resulted in any significant change to the presentation of these accounts and there is no change to the financial position.

b) Fund structure

The Welsh Church Act Fund was established from the proceeds and assets of the disestablishment of the Church in Wales and was originally created in 1914. The assets were distributed evenly amongst the former county councils in Wales, and then divided between the Welsh Unitary Authorities when they were formed in 1996, with Neath Port Talbot County Borough Council taking responsibility for the share of the Fund included in this report.

Funds are unrestricted funds which are available for use at the discretion of the Trustee in furtherance of the general objectives of

the Charity and which have not been designated for other purposes.

c) Basis of Accounting

The accounts have been prepared using the accruals basis and there has been no change to this accounting basis.

Income is recognised once the trust fund becomes entitled to the income and there is sufficient certainty that the income will be received and the amount receivable can be measured reliably.

Expenditure or the liability to spend is recognised as soon as there is a legal or constructive obligation committing the trust fund to that expenditure. All expenditure on governance and support services is accounted for on an accruals basis.

Grants payable are accrued where there is certainty that the funds will be drawn down. However, where grants awarded are subject to the recipient fulfilling performance conditions, the grant is only accrued at the time that the performance conditions are met.

2. Investment Income

The Welsh Church Acts Fund has short term cash deposits with Neath Port Talbot County Borough Council. These investments operate on an instant access basis, and interest is based on the Council's return on its investments. The average interest rate for 2016/17 was 0.7% (2015/16 was 1.00%).

Details of short term deposits are provided at Note 10.

3. Other income

The Welsh Church Acts Fund receives rental income from various properties, land and wayleaves. Further details of the properties are included in note 8 to the Balance Sheet.

4. Management and Administration/Related parties

Payments of £2,120 (2015/16 £2,100) for financial support services and £512 (2015/16 £507) for legal advice have been paid to Neath Port Talbot Council.

This payment is the only related party transaction within these accounts.

5. Governance costs

The Independent examiners fees for the Wales Audit Office to report on the accounts are anticipated to cost £1,662. The value being charged to the accounts is £338 less than this, as the 2015/16 accrual of £2,000 was greater than the anticipated charge for that year.

The Welsh Church Act 1914 requires that these accounts are audited by the Auditor General, so these costs are unavoidable.

6. Grants

The Fund has paid out or committed three of the grants previously approved. No grants were paid out during 2015/16.

Year approved	Name	Purpose	Payment made £
2015/16	Llewellyn Almshouses	Refurbishment £1,000, unless project exceeds £50k	4,000
2015/16	Grove Place Chapel	Chapel roof	966
2015/16	Eglwys Brynlllynfell	Vestry roof	1,000
Total grants paid or committed during year			5,966

The Fund trustees have approved the following grants.

Year approved	Name	Purpose	Maximum value £
2004/05	Musica Rediviva	Church organ manuscript	4,000
2015/16	St Thomas' Church	Church Tower £1,000, unless project exceeds £50k	4,000
2015/16	Action for Children	Specialist play equipment	1,000
2016/17	Saron Welsh Ind Chapel, Crynant	Decoration and repair to the chapel interior	250
2016/17	Cilybebyll Church	Maintenance of tower	4,000
2016/17	Pisgah Chapel, Cilfrew	Roof works at church	1,000
2016/17	St John the Baptist Church, Glyncorwg	Replastering, pointing, decorating and car park	1,000
Total grants approved but not committed			15,250

Although the Fund has approved these grants, none of them have been drawn down or committed as at the 31st March 2017. They have not been accrued in the accounts as the grant recipients have not yet demonstrated that they have fulfilled performance conditions.

7. Gains or losses on investments

There was no sale of fixed investments assets during 2016/17 or 2015/16.

8. Tangible Investment Assets

The tangible investment assets relate to holdings of agricultural land and buildings and freehold reversions. The valuer has undertaken an annual revaluation review and confirmed that there is no requirement to restate the valuation position.

Details of the holdings are as follows:

Details		Value 31-Mar-16 £	Sales £	Value 31-Mar-17 £
Vale of Neath				
Residential Neath	80 Llantwit Road, Neath	17,000		17,000
Agricultural Land	Llantwit Road Neath opp St Illtyds Church	3,250		3,250
Agricultural Land	Glebe under canal	100		100
Land Cadoxton Neath	5.4 Acres at Cwmbach Road	9,250		9,250
Land Cadoxton Neath	3.74 Acres North of Cwmbach Road	3,750		3,750
Land Cadoxton Neath	0.4 Acres South of Cwmbach Road	500		500
Misc. Interest Cadoxton Neath	Garage Site, Cwmbach Road	1,500		1,500
Misc. Interest Cadoxton Neath	Garage Site, Glebeland Street	1,500		1,500
Land Cadoxton Neath	Land and stream adjoining 25 Church Road	1		1
Total		36,851	-	36,851
Vale of Glamorgan - Agricultural				
Peterson-Super-Ely	Gwern y Gae Uchaf Farm	11,500		11,500
Peterson-Super-Ely	Backway Farm	16,000		16,000
Total		27,500	-	27,500
Vale of Glamorgan – Wayleaves				
St Brides Super Ely	Electricity wayleaves	883		883
Total		883	-	883
TOTAL FIXED ASSETS		65,234	-	65,234

9. Analysis of Debtors

The debtors falling due within one year are as follows:

	31-Mar-17 £	31-Mar-16 £
Investment Income	3,836	4,441
Estate rentals	1,268	9
Total	5,104	4,450

10. Analysis of Short term investments

The trust fund's short term investments are held as deposits with Neath Port Talbot Council, with interest based on the average investment rate.

	31-Mar-17	31-Mar-16
	£	£
Opening value	543,042	537,403
Additions/Investments	(5,422)	5,639
Total	537,620	543,042

11. Analysis of Creditors

The creditors falling due within one year are as follows:

	31-Mar-17	31-Mar-16
	£	£
Independent examination fees	(3,324)	(3,736)
Grant accrual	(1,000)	-
Estate rental prepayments	(236)	(173)
Total	(4,560)	(3,909)

12. Unrestricted Income Funds – analysis of net assets

All of the trust's funds are unrestricted and made up as follows:

	31-Mar-17	31-Mar-16
	£	£
Fixed investment assets	65,234	65,234
Current assets	542,724	547,492
Current liabilities	(4,560)	(3,909)
Total	603,398	608,817

The movement in the income funds is:

Fund b/fwd	Income	Expenditure	Fund c/fwd
£	£	£	£
608,817	4,503	(9,922)	603,398

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

14 JUNE 2017

REPORT OF THE DIRECTOR OF FINANCE & CORPORATE SERVICES – MR. HYWEL JENKINS

MATTER FOR DECISION

WARDS AFFECTED –Seven Sisters

COMMUNITY COUNCILS MINOR PROJECTS SCHEME – APPLICATION

Purpose of Report

1. To seek Members' approval to provide a grant to Seven Sisters Community Council under the Council's Minor Projects Scheme.

Background and Financial Impact

2. Neath Port Talbot Council has approved a Community Council Minor Projects Grants Scheme in order to assist Community Councils in undertaking minor capital projects which will alleviate to some degree the perceived unfairness about "double rating". Approved grants are required to be claimed within two years of approval.
3. The Council has received an application for grant aid under the above mentioned scheme from Seven Sisters Community Council. This application is for grant assistance towards the cost of replacing play equipment following an unsatisfactory report by ROSPA at a teenage play park and under 8 yrs of age play area in the community of Seven Sisters with an estimated cost of £155,000 plus VAT. The play grounds in Seven Sisters are very well used.

4. The Community Council have been granted a loan of £25,000 from Welsh Government PWLB and have applied for a grant of £118,000 from the Welsh Government Rural Development Programme.

Consultation

5. There is no requirement under the Constitution for external consultation on this item.

Proposal

6. The application from Seven Sisters Community Council complies with the conditions of grant and is entitled to grant support at 60% up to a maximum of £12,000 in accordance with the Minor Projects Grants Scheme and payment be made on receipt of paid invoices together with a copy bank statement.

Recommendation

7. It is recommended that Members approve a maximum grant of £12,000 to Seven Sisters Community Council.

Reason for Proposed Decision

8. The decision is in compliance with the approved policy and to enable community improvements.

Implementation of Decision

9. The decision is proposed for implementation after the 3 day call-in period.

List of Background Papers

10. Application form from Seven Sisters Community Council.

Officer Contact

11. Mr. H. J. Jenkins – Director of Finance & Corporate Services
(Tel. 01639 763251 - email: h.jenkins@neath-porttalbot.gov.uk)

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

14 JUNE 2017

REPORT OF THE DIRECTOR OF FINANCE & CORPORATE SERVICES

Matters for Decision

Wards Affected Port Talbot and Briton Ferry

MISCELLANEOUS GRANT FUND APPLICATIONS

1. Purpose of Report

To seek Member approval in relation to grant applications received.

2. Background and Financial Impact

Existing Policy Statement

- a) Each application will be considered on its merits.
- b) The Committee will only approve applications for financial assistance from voluntary or charitable organisations which are manifestly committed to voluntary endeavours of a local nature. This will not preclude the consideration of applications where the disposal of funds is outside the area but still provides significant benefits for the people from the Neath Port Talbot area.
- c) No applications will be considered from religious bodies except relating to church halls and other premises where there is significant community use of the property for non-religious activities.
- d) No applications will be considered from other public funded bodies such as community councils, hospital trusts, etc. or where the benefit may be in lieu of their contributions such as appeals for hospital equipment.
- e) Applications from individuals may be considered where both the person and the community derive a benefit.
- f) No grants will be made to any individual or organisation whose prime purpose is to distribute their funds to other charitable bodies.

4. Miscellaneous Grant funding available

Members have approved a budget of £3,650 for miscellaneous grants for 2017/18.

5. Consultation

There is no requirement under the Constitution to consult on these items.

6. Recommendation

It is recommended that Members determine the applications set out in Appendix 1 of this report.

7. Reason for Proposed Decision

To decide on providing financial support in respect of the grant applications received.

8. Implementation of Decision

The decisions are proposed for implementation after the three day call in period.

9. List of Background Papers

Grant Application

10. Appendices

Appendix 1 – Miscellaneous Grant Applications

11. Officer Contact

Mr Hywel Jenkins – Director of Finance and Corporate Services
Tel. No: 01639 763251
email: h.jenkins@npt.gov.uk

Miscellaneous Grant Applications

Applicant	Purpose	Amount Request/Cost of "Project"	Previous Support	Comments
Age Cymru Afan Nedd	Grant assistance towards annual rent of £3,300 for Afan Nedd Day Centre Port Talbot. Increased from £3,000 per annum from 18 th January 2017 (five yearly reviews).	£3,300 per annum	Grant assistance of £2,900	
Me, Myself & I Club registered charity address Briton Ferry.	Grant to cover core costs associated with providing services to people living with memory loss and their families across Neath Port Talbot. Funding will be made available to support people living with dementia via a Community Friendship Club and outreach service for people living in other parts of the County Borough. The group has completed the application under the Council's grant application process to support core funding over £1,000 and following assessment by the Social Services Department a grant of £9,318 is supported. This will be funded from the balance from the reserves provision carried forward from 2016/17.	£17,499.52.	None	A grant offer for 2017/18 of £9,318 be made under cover of the Council's grant application scheme.

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

POLICY AND RESOURCES CABINET BOARD

Report of the Head of Financial Services – David Rees

14th June 2017

Matters for Information

Wards Affected - All

Treasury Management Monitoring 2017/18

1. Purpose of Report

- 1.1 This report sets out treasury management action and information since the previous report.

2. Rates of Interest

- 2.1 After remaining at 0.50% for over seven years the Bank of England's Monetary Policy Committee voted on the 4th August 2016 to reduce the bank rate to 0.25%. The cut in rate is intended to reduce borrowing costs in an attempt to stimulate growth in the economy.

Effective Date	Bank Rate
10 April 2008	5.00%
08 October 2008	4.50%
06 November 2008	3.50%
04 December 2008	2.00%
08 January 2009	1.50%
05 February 2009	1.00%
05 March 2009	0.50%
04 August 2016	0.25%

- 2.2 The following table provides examples of external borrowing costs as provided by the Public Works Loans Board as at 2nd June 2017.

	Equal Instalments of Principal		Annuity		Maturity	
	Previous 28Feb17	Current 2Jun17	Previous 28Feb17	Current 2Jun17	Previous 28Feb17	Current 2Jun17
	%	%	%	%	%	%
5-5.5 years	1.18	1.19	1.18	1.19	1.52	1.49
10-10.5 years	1.52	1.49	1.52	1.49	2.19	2.13
20-20.5 years	2.19	2.13	2.24	2.17	2.82	2.75
35-35.5 years	2.74	2.67	2.80	2.73	2.74	2.65
49.5-50 years	2.87	2.79	2.84	2.76	2.64	2.52

3. General Fund Treasury Management Budget

3.1 The following table sets out details of the treasury management budget for 2017/18 along with budget and outturn figures for 2016/17. The budget consists of a gross budget for debt charges i.e. repayment of debt principal and interest, and interest returns on investment income.

2016/17 Original Budget	2016/17 Outturn		2017/18 Original Budget £'000
16,762	16,798	Principal and Interest charges	18,434
		Investment Income	
(614)	(727)	- Total	(504)
260	153	- less allocated to other funds*	250
(354)	(574)	Subtotal Income	(254)
	(360)	Contribution from General Reserves	(350)
	655	Contribution to/(from) treasury management reserve	
16,408	16,519	Net General Fund	17,830

NB: Other funds include Trust Funds, Social Services Funds, Schools Reserves, Bonds etc.

4. Borrowing

- 4.1 No long term borrowing has been undertaken since the last report.

5. Investment Income

- 5.1 In line with the Council's Investment Strategy, the 2017/18 Original Budget for investment income is £504k; treasury management investment income generated on investments made to date is £374k.

Members should note that the majority of investments are classified as 'specified' i.e. up to 12 months and are currently deposited with Local Authorities, UK banks including Barclays, Lloyds Group, Bank Santander and Nationwide Building Society.

- 5.2 The Council policy will allow investments up to a maximum of £25m for periods of more than 1 year and up to 5 years, and this will be considered when decisions on investing surplus funds are made.
- 5.3 No additional long term investments have been carried out since the last report. The Council currently has £10m invested for periods in excess of 12 months:

Counterparty	Value £'000	Period	Maturity	Rate %
Eastbourne Borough Council	4,000	4.5 Years	June 18	2.20%
Peterborough City Council	6,000	5.0 Years	Dec 18	2.10%
TOTAL	10,000			

- 5.4 Members should note that since the last report a further dividend of £27,777 has been received from the administrators of the former Icelandic related bank Kaupthing, Singer & Freidlander.

Financial Impact

6. The report is for information only. All relevant financial information is provided in the body of the report.

Equality Impact Assessment

7. An equality impact assessment was not required for this report.

Workforce Impacts

8. There are no workforce impacts arising from this report.

Legal Impacts

9. There are no legal impacts arising from this report.

Risk Management

10. There are no risk management issues arising from this report.

Consultation

11. There is no requirement under the Constitution for external consultation on this item.

Appendices

12. None

List of Background Papers

Treasury Management Files
PWLNB Notice Number 209/17

Officer Contact

Mr David Rees – Head of Financial Services

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Mr Huw Jones – Chief Accountant – Capital and Corporate

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Mr Chris Rees – Senior Accountant

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E-mail - c.rees@npt.gov.uk

MARGAM JOINT CREMATORIUM COMMITTEE

(Acting with Plenary Powers)

Members Present:

20 January, 2017

**Representing Neath
Port Talbot County
Borough Council:**

Councillors R.G.Jones, E.V.Latham
(Chairperson) and A.Taylor

**Representing
Bridgend County
Council:**

Councillors Mrs. P.James and M.Reeves

**Officers in
Attendance:**

H.Jenkins, D.Michael, S.Brennan, C.Phillips,
Mrs.A.Dixon and Mrs.T.Davies

1. **MINUTES OF THE PREVIOUS MEETINGS OF THE JOINT
COMMITTEE HELD ON 23 SEPTEMBER, 2016**

RESOLVED: That the Minutes of the previous meeting held on the 23 September, 2016 be confirmed as a true and accurate record of proceedings.

2. **MARGAM CREMATORIUM PROPOSED LISTING UNDER THE
PLANNING (LISTED BUILDINGS AND CONSERVATION AREAS)
ACT 1990**

Members received the information report, which explained that a proposal had been made to include Margam Crematorium in the List of Buildings of Special Architectural or Historic Interest, with Cadw. Members noted that the listing would be 'Grade 2*', which would be the same as Coychurch Crematorium in Bridgend.

RESOLVED: that the report be noted.

3. **IMPLEMENTATION OF MEDICAL EXAMINER SCHEME IN WALES**

Members received an overview of the report concerning the implementation of a Medical Examiner Scheme in England and Wales, and noted the responses to the consultation made by the Head of Legal Services on behalf of the Joint Committee.

RESOLVED: that the report be noted.

4. **ANNUAL BUDGET REPORT 2017/18**

Members were provided with the Margam Crematorium Joint Committee revised budget for 2016/17 and the Estimate for 2017/18 as detailed in the circulated report.

Members were pleased to note that there was no proposed increase in the Cremation Fees and Charges for 2017/18.

- RESOLVED:**
- (a) that approval be granted for the Revised Budget for 2016/17 as detailed in the circulated report;
 - (b) that approval be granted for the Budget for 2017/18 as detailed in the circulated report;
 - (c) that the fees for 2017/18 be approved as detailed at Appendix 2 to the circulated report;
 - (d) that the projected position in relation to the Reserve, as detailed in the circulated report, be noted.

5. **APPLICATIONS FOR CREMATATIONS**

Members received information regarding applications for cremations, for the period 1 July 2016 and 31 December 2016.

RESOLVED: That the report be noted.

6. **BUILDING PROJECTS**

Members received an overview of the circulated report, which contained an update on works completed and more detailed costings on proposed works. A sample of the proposed surface for the new path under the canopy was examined, following advice from Cadw. It was noted that the new audio and visual works were due to be finished at the end of January, but discussion with the service provider (Wesley) and the Authority's IT section was ongoing, with regards internet connectivity. It was also felt that an extra monitor for the entrance hallway would be beneficial. Members discussed a proposed wind break along the new canopy, and felt that the use of a fast growing evergreen shrub (*griselinia littoralis*), purchased in 4/5 foot heights, would be the best option.

- RESOLVED:**
1. that *griselinia littoralis* be purchased in 4/5 foot heights, and planted along the south elevation of the new canopy, to serve as a wind break;
 2. that an extra monitor for the new audio/visual system be purchased from Wesley, to be placed in the Crematorium entrance way.

CHAIRPERSON

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