

**Neath Port Talbot County Borough Council**

**Welsh Language Standards**

**Annual Report 2017-2018**

**This document is also available in Welsh**

This Annual Report is produced in accordance with the Welsh Language Standards (No.1) Regulations 2015.

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## **The Welsh Language Standards**

The Welsh Language Standards (No.1) Regulations 2015 imposed on County 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 permitted to apply standards, that were considered reasonable and proportionate, along with imposition dates (dates by which compliance was required) to these bodies.

## **The Challenge**

The Council lodged a challenge to 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 challenge process has been lengthy and demanding. However, during 2017-2018 ongoing dialogue with the Commissioner's representatives helped clarify the interpretation of the standards as applied to the Council.

Consequently, we were able to reassess our position and were able to identify a number standards with which we were able to comply as well as standards which, with some modification, were workable in practice.

As a result during 2017-2018 the majority of standards being challenged were determined, including a few which were not applied. Following further meetings with the Commissioner's representatives during the latter part of 2017-2018 issues with the remaining standards were resolved. The Commissioner's final determination was received on 28 April 2018.

The compliance notice that was valid during 2017-2018 is attached at **Appendix 1** for information. This compliance notice also identifies which standards remained part of the challenge and are therefore not part of 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 for Corporate Services and Equality.

A Welsh Language Officer Group was re-established in 2016 in order to support the administration and implementation 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.

The Group has been instrumental in establishing processes for capturing language preference, identification of appropriate text for use in email signatures, etc., as well as being the driver for both internal and external awareness campaigns.

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

During 2017-2018 the Council's Policy and Resources Scrutiny Committee and Cabinet Board were responsible for keeping the implementation of the standards under regular review and were responsible for monitoring performance against the standards. With the decommissioning of the Policy and Resources Scrutiny Committee and Cabinet Board from May 2018 responsibility has passed to Cabinet and Cabinet Scrutiny Committee.

All information and support materials relating to the implementation of the Welsh Language Standards are available on the intranet and can be accessed by all staff. What is required from staff in implementing the requirements of the standards is publicised through Corporate Management Group, directorate management teams, team meetings as well as through the Council's usual internal publicity mechanisms, e.g. the internal newsletter, 'In the Loop'.

## **Meeting the Service Delivery Standards**

During the latter half of 2017-2018 we began working with Menter Iaith Castell-nedd Port Talbot to identify areas for improvement in implementing of the standards. Menter Iaith Castell-nedd Port Talbot has undertaken an audit of the 20 most visited pages on our website and our main telephone line, undertaken mystery shopper exercises across a number of service areas, is helping develop a Welsh dictionary of commonly used terms and phrases used in social media and is providing advice and support in the development of the Welsh Language Promotion Strategy.

At the time of writing this report, a draft report has been received from Menter Iaith Castell-nedd Port Talbot following the undertaking of the above audit with feedback being generally positive. The majority of service users who took part in the audit felt that they were able to use their language of choice and felt that steps had been taken to improve the front line services over recent months. While this was particularly true of the main telephone a number of people were less satisfied when they required specific information or expertise and were transferred from the front line operator to a department; it was often the case that the conversation could not continue through the medium of Welsh. Menter Iaith has acknowledged that 'this is completely understandable when considering that less than 10% of Neath Port Talbot County Borough Council's employees are Welsh speakers'.

*'When we look at the number of measures that Neath Port Talbot had appealed against we were worried that no services would be available through the medium of Welsh however things like having a bilingual phone operator have improved things, and although the service isn't perfect we can see that there are small improvements.'* **NPT resident**

Menter Iaith report indicated that generally service areas responded to correspondence, both written and email correspondence, in a timely manner however there were some services that did not respond. We are looking into this as a priority to understand the reasons for this situation and to ensure that procedures are in place to improve response times.

On receipt of Menter Iaith Castell-nedd Port Talbot's final report we will consider appropriate mechanisms to fully address the findings of the audit which will ensure that further improvements are made.

### Translation

Translation, including timescales and costs, has been a major consideration for the Council since the implementation of the standards. The volume and logistics of translating all relevant documents and materials has placed a significant burden on services which is likely only to increase over the coming years. As there are a limited number of Welsh speakers employed in the Council who are confident in their written skills this has placed additional pressures since the implementation of the standards on the Welsh Translation Unit, a shared service with the City and County of Swansea.

Costs associated with translations increased during 2016-2017 when the standards were first implemented. While there has been a substantial reduction in costs during 2017-2018 it is anticipated this will be reversed during 2018-2019 when the requirements of standard 41 take effect and various time bound documentation require revision.

|  | <b>2016-2017</b> | <b>2017-2018</b> |
|--|------------------|------------------|
| Total cost of translations (where able to be identified) | £72,009          | £57,579          |

### **Correspondence**

Letterhead templates include the standard text 'We welcome correspondence in Welsh and will deal with Welsh and English correspondence to the same standards and timescales' which reflects the requirements of the relevant standards.

## Language preference

In order to establish a person's language preference, email signatures now contain the text 'If you would like to use Welsh when dealing with the Council please click [here](#)'. The hyperlink links to an online form which, when completed, automatically registers a person's language preference on a database which services can access and utilise. This was introduced in April 2017 but as at end of March 2018 no one has registered to receive correspondence/telephone calls in Welsh. This change to the signature and establishment of the database was communicated to staff via the Council's internal newsletter in May 2017.

## Main telephone number

During 2017-2018 there were 1,303 (1.04%) recorded calls to the Welsh language service via the main telephone number. The total number of calls received for the same period through our main telephone number was 125,094. The Council's performance in answering Welsh language calls compared to English language calls during the period:

|   | 2016-2017               |                                | 2017-2018               |                                |
|---|-------------------------|--------------------------------|-------------------------|--------------------------------|
|   | Welsh Calls             | English Calls                  | Welsh Calls             | English Calls                  |
| Average time to answer  | 18 seconds              | 21 seconds                     | 23 seconds              | 18 seconds                     |
| Abandoned rate<br>(adjusted for calls abandoned within 5 seconds) | 10.8%<br>(139 of 1,280) | 3.71%<br>(5,371 of<br>144,785) | 15.1%<br>(197 of 1,303) | 2.64%<br>(3,302 of<br>125,094) |



Calls in comparison with 2016/17 have remained broadly similar in number; 1,280 compared to 1,303 in 2017-2018. A small increase in abandoned calls was due to the slight reduction in overall calls which has resulted in an increase in our abandoned percentage.

For comparative purposes the time taken to answer between Welsh and English calls and the lesser number of available bilingual officers means that wait times may be slightly higher and as a result abandoned calls can be slightly higher as a percentage. The much smaller number of calls can mean that percentages are affected to a greater degree compared to the remainder of the Contact Centre demands where call numbers are in the tens of thousands.

### **Direct Line Telephone calls**

As the requirements of the standards in relation to answering direct line telephone calls mirrored established practice and procedures within the Council there was little adjustment required other than staff reminded of the procedures through guidance notes, team meetings and other internal publicising methods.

The employee directory has been updated during the year to identify staff who are able and willing 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. As at the end of March 2018 the number of staff identified with Welsh language skills in the employee directory was 94, more than double the number for the previous year.

### **Social media**

In response to the Welsh Language Standards, corporate Welsh language Twitter and Facebook accounts have been created. As at 31 March 2018:

|                             | <b>31 March 2017</b> | <b>31 March 2018</b> |
|-----------------------------|----------------------|----------------------|
| <u>Twitter</u>              |                      |                      |
| English corporate account - | 10,705 followers     | 11,937 followers     |
| Welsh corporate account -   | 98 followers         | 160 followers        |
| <u>Facebook</u>             |                      |                      |
| English corporate account - | 4,783 followers      | 6,337 followers      |
| Welsh corporate account -   | 22 followers         | 27 followers         |

In addition individual service areas have their own social media accounts; 80 in total.

During 2017-2018 recognising the increasing need to provide a more spontaneous service on our corporate social media accounts as well as in response to a breakdown in previously established processes we established a Media Content post. This has helped ensure that our corporate Welsh language social media accounts are as proactive as well as responsive to posts as possible.

As a result of resource constraints and the restrictions on recruitment, our capacity to provide a service through individual service area social media accounts in both Welsh and English is limited. Planned posts are available bilingually but the language used in spontaneous posts is dependent on the language skills of the member of staff responsible for posting to the account. However, with the establishment the Media Content post as well as developing a dictionary of commonly used terms and phrases we expect to see a gradual increase in the number of Welsh language communications.

## **Website updated and bilingual**

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

100% (1,103 webpages) of our webpages were bilingual as at 31 March 2018, compared to 99.9% (1,095 of 1,096) as at 31 March 2017.

During 2017-2018 there were 2,845,526 hits on our website, with 24,192 (0.85%) of these on the Welsh webpages; this compares to 2016-2017 where there were 2,838,679 hits with 21,230 (0.75%) of these on the Welsh webpages.

## **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 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 have been updated to reflect the standards and have been publicised to all staff.

## **Reception areas**

Staff at our reception areas in both Neath and Port Talbot Civic Centres wear badges identifying them as Welsh speakers/Welsh learners. However, there are instances when a Welsh language service cannot be provided at reception areas, due to the absence of these staff members, and alternative arrangements are in place to

provide a Welsh language service. All staff are aware of these arrangements which utilise staff from other service areas as identified in the employee directory which is available on the intranet.

Although the standard relating to the provision of a Welsh language reception service was subject to challenge, during 2017-2018 15 people (0.02%) wished, and were able, to conduct their enquiry through Welsh, out of a total number of 65,259 enquiries, this compares to 26 people (0.03%) out of a total number of 71,589 enquiries in 2016-2017.

## **Meeting the Policy Making Standards**

The revised equality impact assessment form and guidance continues to be used when developing policies and strategies and both are available to staff via the Equality Impact Assessment page of the Performance Hub on the intranet.

Following the local government elections in May 2017, as part of their induction elected members undertook training on a variety of topics including equality; the focus of the sessions were Introduction to the Equality Act 2010, Effective decision making, Welsh Language Standards and Members' roles and responsibilities. The sessions included a specific section on the equality impact assessment process taking into account the requirements of the Equality 2010, the Welsh Language Standards and requirements in relation to consultation (both legislative and good practice).

The impact assessment form and guidance was once again revised towards the end of 2017-2018 to take into account the further legislative requirements of the Wellbeing of Future Generations (Wales) Act 2015 and the Environment Act 2016. The revised assessment process is due to be introduced in September 2018 following targeted training sessions for those staff who have responsibility for developing policy and strategy and writing the accompanying decision reports for Cabinet/Cabinet Boards. Elected members will also receive training to become familiar with the new requirements and to reinforce the existing equality and Welsh language requirements

## **Grants**

Relevant staff have been made aware of the requirements in relation to grant applications and application forms and/or information relating to grant applications have been updated to meet the requirements. The Third Sector Grant 2018-2019 application forms and supporting material have been revised to reflect the requirements of the Welsh Language Standards with the first monitoring reports to include these requirements due in January 2019.

## **Meeting the Operational Standards**

The Operational Standards relate 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; training, language requirements and advertising of posts. However, in some instances the requirements of the standards exceed previous commitments, particularly in relation to the human resources functions.

The development of an employee portal has enabled staff to update/edit their existing details e.g. name, address language skills and other personal information. This portal has enabled staff freedom to update personal information instantaneously and at a time convenient for them. The portal is available to staff via the internet, on mobile phones and other devices.

### **Policies**

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

### **Information and support**

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 Human Resources pages which include information on policies, job vacancies and other related documentation are also available on the Intranet.

Various articles providing advice and support for staff on meeting the requirements of the standards have been included in the Council's internal newsletter 'In the Loop' during 2017-2018; including reminders on the use of

bilingual email signatures and out of office messages, online language training courses and the information on the language preference form and database.

The Welsh Language Officer Group has been instrumental in establishing processes for capturing language preference, identification of appropriate text for use in email signatures, etc., as well as being the driver for awareness campaigns both internally and externally. In addition, advice and support in the implementation of the standards is provided by representatives of the Group; there is a shared understanding of issues and an ability to work together to find solutions and whenever necessary to escalate the matter to the Heads of Service Equality and Community Cohesion Group for resolution.

### **Assessing Welsh Language Skills**

Language skills continue to be captured for new starters via the job application form. The employee portal has been developed which enables employees to update a range of information in their Human Resources record; including their Welsh language skills. However, this form of skills assessment remains very subjective and therefore is not necessarily accurate, particularly with underrepresentation of skills. In order to address this we are considering introducing a more structured language assessment process which while still self-assessed will provide clearer guidelines on which to base the assessment.

The number of employees with Welsh language skills is as follows:

|  | <b>2016-2017</b> | <b>2017-2018</b> |
|--|------------------|------------------|
| Fairly fluent Welsh speaker and writer | 181              | 174              |
| Fairly fluent Welsh speaker            | 131              | 126              |
| Fluent Welsh speaker and writer        | 425              | 429              |
| Fluent Welsh speaker                   | 101              | 94               |
| Welsh learner                          | 716              | 748              |

Staff who identified themselves as fluent/fairly fluent speakers 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; 101 members of staff did so.

## **Recruitment**

We have worked to ensure the recruitment process is available in Welsh, from application forms and supporting documentation to the interview process itself. Recruitment advertisements have been available in Welsh and published in accordance with the requirements of the standards; '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.'

## **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 below.

The number of new and vacant posts that were advertised during 2017-2018 were categorised as:

|  | <b>2016-2017</b> | <b>2017-2018</b> |
|--|------------------|------------------|
| Welsh language skills were desirable                                 | 79               | 174              |
| Welsh language skills were essential                                 | 15               | 36               |
| Welsh language skills were not necessary                             | 313              | 641              |
| Welsh language skills needed to be learnt when appointed to the post | 0                | 3                |



During 2017-2018 there was a significant increase in the number of posts advertised, 854 as opposed to 407 in 2016-2017; however, these posts included casual, seasonal and temporary contracts.

As seen above, during 2017-2018 there were well over double the number of posts advertised where Welsh language skills were essential or desirable compared to 2016-2017.

2017-2018 saw the first posts designated where learning Welsh was a requirement of appointment.

### **Computer software**

While Welsh spell checking software is available via Microsoft Windows, a number of Cysgliad software licences have been purchased during the year for individual users and we are looking to purchase a council wide licence.

### **Welsh language training**

The Training & Development section of the intranet, which aims to provide information and guidance on Welsh language training and development opportunities, the Welsh language chat group 'Sgwrs' and the Active Offer, More than Just Words etc., remains under development.

To date, four cohorts of the 10 week (20 hour) 'Introduction to learning Welsh' courses have been made available for staff interested in learning Welsh, including managers. 51 staff from the local authority and commissioned social care providers have been enrolled with 32 successfully completing the course.

'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. 23 staff have enrolled on a 'Work Welsh' course which enables beginners to learn simple Welsh phrases and greetings, designed specifically to use in a working environment.

The 'Sgwrs' group, for staff who speak/are learning Welsh in order to encourage the use of Welsh in the workplace, at home and in the community, has not met 2017-2018. However, during the coming year we will be looking to re-establish the 'Sgwrs' group with the aim of it being self-directed in future.

Several publications are available for loan from the Learning, Training & Development Team; they include phrasebooks, course books, dictionaries and story books. The Training Department have also promoted a list of various apps available for learning Welsh and about Welsh drawn up by the Welsh Government.

Welsh Language awareness courses continue to be provided to Social Services employees involved in providing assessments in relation to social work students and mandatory Welsh language awareness training continues to be provided for all social work students hosted by the Council.

The development of the Welsh language awareness e-learning course is well underway with the aim of it being available to access by September 2018.

### **Information for new employees**

Managers are responsible for ensuring that induction for new employees includes Welsh language awareness, the requirements of the Welsh Language Standards, along with informing them of the existence and location of support materials and tools to help meet the requirements of the standards.

## **Meeting the Promotion Standards**

The promotion standards were included in the Council's challenge but as it was recognised that the Council cannot be solely responsible for maintaining or increasing the number of Welsh speakers in the area, these standards were determined during 2017-2018.

In developing a Welsh Language Promotion Strategy we continued to take a cross party approach which had been the foundation of the Council's approach to the Welsh Language Standards process. An elected member Task and Finish Group was established in January 2018 at the request of the Cabinet Member for Corporate Services and Equality (whose responsibilities include Welsh) to develop a strategy. Over the subsequent months the Group has, with the advice and support of Menter Iaith Castell-nedd Port Talbot, developed a draft Welsh Language Promotion Strategy, which at the time of writing this report is out for consultation. Following consideration of consultation responses and appropriate revision of the Strategy it is anticipated that a final version will be presented to Cabinet for approval in August 2018.

## **Complaints**

There have been five complaints received during 2017-2018; three relating to compliance with the Service Delivery Standards, one relating to the use of Welsh when dealing with the Council Tax section and one relating to correspondence during the consultation on the WESP. Three complaints were received via the Welsh Language Commissioner and the other two direct to the relevant service area.

Complaints received via the Welsh Language Commissioner:

June 2017 – related to parking ticket machines which were considered not to provide a fully functioning service in Welsh. This has been disputed by the Council but the Commissioner's intention is to determine against the Council and impose an enforcement action to replace the machines to meet the Commissioner's interpretation of standard 60. The Council continues its dialogue with the Commissioner on this complaint.

November 2017 – related to a failure to respond to a tweet on the Welsh corporate Twitter account. We responded to the Commissioner’s request for evidence indicating the lack of response was not deliberate but due to a number of factors and processes, including the establishment of a Media Content post, have since been put in place to rectify the position. We await the Commissioner’s determination.

December 2017 - related to English only posts on individual service social media accounts. We are committed to meeting our obligations under the Welsh Language Standards however, because of the resource constraints and the restrictions on recruitment, our capacity to provide a service through these accounts in both Welsh and English is limited. With the establishment of the Media Content post and with ongoing work to develop a Welsh dictionary of commonly used terms and phrases we expect to see a gradual increase in the number of communications that fully meet the Standards. We consider that this approach is reasonable and proportionate in our local circumstances. We await the Commissioner’s determination.

Other complaints:

Council Tax – a person was not offered the opportunity to converse in the medium of Welsh, an apology was given and staff reminded of the procedures should customers wish to converse in the medium of Welsh.

Welsh in Education Strategic Plan (consultation) – comments were submitted in Welsh but the requested reply acknowledging receipt was in English only. In addition the email signature was not in accordance with the Council’s standard text. The service apologised for the oversight with an assurance that the staff had been reminded of the requirements of responding to Welsh correspondence and email signatures had been updated.



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

## 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, 41, 61, 62, 64, 84, 86, 99, 100**, has been postponed until:

- a) the Commissioner has determined whether or not the requirement is unreasonable or disproportionate, and
- b) Neath Port Talbot County Borough Council'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 | <p>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 -</p> <ul style="list-style-type: none"> <li>(a) keep a record of A's wish,</li> <li>(b) correspond with A in Welsh when corresponding with A from then onwards, and</li> <li>(c) send any forms you send to A from then onwards in Welsh.</li> </ul>   | 30/03/2016 |
| 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"> <li>(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;</li> <li>(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.</li> </ul> | 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 | 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 details are provided on the English version, then the Welsh version must be treated in the same way). | 30/03/2016 |
| 7  | Service Delivery | You must state -<br>(a) in correspondence, and<br>(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 -<br>(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<br>(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 -<br>(a) if the meeting relates to the well-being of an invited individual ("A"), and<br>(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. | 30/03/2016 |
| 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 |

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| 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 -<br>(a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and<br>(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,<br>(b) if the meeting relates to the well-being of one or more of the individuals invited, and<br>(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 |

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| 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><b>You must comply with standard 33 in every circumstance, except:</b></p> <p><b>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.</b></p>  |            |
| 34 | Service Delivery | <p>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.</p>  | 30/03/2016 |

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| 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 less favourably than the English language version.  | 30/03/2016 |

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| 41 | Service Delivery | <p>If you produce the following documents you must produce them in Welsh -</p> <ul style="list-style-type: none"> <li>a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings;</li> <li>b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</li> </ul> <p><b>You must comply with standard 41(a) in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>o other papers that are available to the public, which relate to management board or cabinet meetings.</li> </ul> <p><b>You must comply with standard 41(b) in every circumstance, except:</b></p> | 30/03/2016 |
| 42 | Service Delivery | <p>Any licence or certificate you produce must be produced in Welsh.</p> <p><b>You must comply in relation to a licence or certificate that is published in every circumstance.</b></p> <p><b>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:</b></p> <ul style="list-style-type: none"> <li>a) when you have offered to produce a licence or certificate in Welsh for an individual, and</li> <li>b) when that individual has informed you that they wish to receive a licence or certificate in Welsh.</li> </ul>   | 25/03/2018 |
| 43 | Service Delivery | Any brochure, leaflet, pamphlet or card that you produce in order to  | 30/03/2016 |

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|    |                  | provide information to the public must be produced in Welsh.  |            |
| 44 | Service Delivery | If you produce the following documents, and they are available to the public, you must produce them in Welsh -<br>(a) policies, strategies, annual reports and corporate plans;<br>(b) guidelines and codes of practice;<br>(c) consultation papers.  | 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 same time.   | 30/03/2016 |
| 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 -<br>(a) if the subject matter of the document suggests that it should be produced in Welsh, or<br>(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 |

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| 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 -<br>(a) the text of each page of your website is available in Welsh,<br>(b) every Welsh language page on your website is fully functional, and<br>(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 |



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| 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 | 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 | 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.<br><br><b>You must comply with standard 64 in relation to the following by</b>  | 30/03/2016 |

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|     |                  | <p><b>30 March 2016:</b></p> <p><b>The body's main reception service</b></p> <p><b>You must comply with standard 64 in relation to the following by 30 September 2016:</b></p> <p><b>Every other reception service</b></p>                      |            |
| 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                             | 30/03/2016 |

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|     |                  | and in relation to the time-scale for informing applicants of decisions).   |            |
| 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 -<br>(a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and<br>(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 of any invitation less favourably than an English language version.<br><br><b>You must comply with standard 76 in the following circumstances:</b><br><b>(a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or</b><br><b>(b) If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</b> | 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  | 04/10/2017 |

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|    |                  | other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).   |            |
| 79 | Service Delivery | 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 -<br>(a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and<br>(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). | 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.<br><br><b>You must comply with standard 84 in every circumstance, except:</b><br><br><b>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.</b>   | 30/03/2016 |

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| 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 -<br>(a) opportunities for persons to use the Welsh language, and<br>(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 have positive effects, or increased positive effects, on -<br>(a) opportunities for persons to use the Welsh language, and<br>(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 -<br>(a) opportunities for persons to use the Welsh language, and<br>(b) treating the Welsh language no less favourably than the English language. | 30/09/2016 |

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| 91 | Policy Making | <p>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 -</p> <p>a) opportunities for persons to use the Welsh language, and<br/>b) treating the Welsh language no less favourably than the English language.</p>   | 30/09/2016 |
| 92 | Policy Making | <p>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</p> <p>a) opportunities for persons to use the Welsh language, and<br/>b) treating the Welsh language no less favourably than the English</p>                                     | 30/09/2016 |
| 93 | Policy Making | <p>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 -</p> <p>a) opportunities for persons to use the Welsh language, and<br/>b) treating the Welsh language no less favourably than the English language.</p> | 30/09/2016 |
| 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>  | 30/09/2016 |

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|    |               | <p>(i) ) opportunities for persons to use the Welsh language, and<br/> (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<br/> (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<br/> (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<br/> (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<br/> (b) treating the Welsh language no less favourably than the English language.</p>  | 30/09/2016 |

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| 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 -<br>(a) opportunities for persons to use the Welsh language, and<br>(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 -<br>(a) opportunities for persons to use the Welsh language, and<br>(b) treating the Welsh language no less favourably than the English language. | 30/09/2016 |
| 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 |
| 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 -<br>(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<br>(b) if an employee so wishes, provide any such correspondence to   | 30/09/2016 |



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|     |             | that employee in Welsh.  |            |
| 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 |
| 104 | Operational | You must ask each employee whether he or she wishes to receive any forms that record and authorise -<br>(a) annual leave,<br>(b) absences from work, and<br>(c) flexible working hours,<br>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   | 30/09/2016 |

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|      |             | publish it in Welsh.   |            |
| 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 -<br>(a) to make complaints to you in Welsh, and<br>(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 -<br>(a) make a complaint to you in Welsh, and<br>(b) respond to a complaint made about him or about her in Welsh;<br>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 -<br>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting;<br>(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 -<br>(a) made the complaint in Welsh,<br>(b) responded in Welsh to a complaint about him or about her,   | 30/03/2016 |

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|      |             | (c) asked for a meeting about the complaint to be conducted in Welsh, or<br>(ch) asked to use the Welsh language at a meeting about the complaint.  |            |
| 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 -<br>(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<br>(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 -<br>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and<br>(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 | 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 -<br>(a) responded to allegations made against him or her in Welsh,<br>(b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or   | 30/03/2016 |

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|     |             | (c) asked to use the Welsh language at a meeting regarding the disciplinary process.   |            |
| 120 | Operational | 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).  | 30/03/2016 |
| 122 | Operational | You must ensure that -<br>(a) the text of the homepage of your intranet is available in Welsh,<br>(b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and<br>(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 |
| 127 | Operational | You must assess the Welsh languages skills of your employees.  | 30/09/2016 |
| 130 | Operational | You must provide opportunities during working hours -<br>(a) for your employees to receive basic Welsh language lessons, and<br>(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 |

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| 132  | Operational | You must provide training courses so that your employees can develop -<br>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);<br>(b) an understanding of the duty to operate in accordance with the Welsh language standards;<br>(c) an understanding of how the Welsh language can be used in the workplace.                                 | 30/03/2016 |
| 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 -<br>(a) Welsh language skills are essential;<br>(b) Welsh language skills need to be learnt when appointed to the post;<br>(c) Welsh language skills are desirable; or<br>(ch) Welsh language skills are not | 30/03/2016 |
| 136A | Operational | If you have categorised a post as one where Welsh language skills   | 30/03/2016 |

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|      |             | are essential, desirable or need to be learnt you must -<br>(a) specify that when advertising the post, and<br>(b) advertise the post in Welsh.   |            |
| 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 | If you publish -<br>(a) application forms for posts;<br>(b) material that explains your procedure for applying for posts;<br>(c) information about your interview process, or about other assessment methods when applying for posts;<br>(ch) job descriptions;<br>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.<br><br><b>You must comply with standard 137A in every circumstance, except:</b><br><br><b>○ job descriptions where a post has been categorised as one where Welsh language skills are not necessary.</b> | 04/10/2017 |
| 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).   | 04/10/2017 |
| 139  | Operational | You must ensure that your application forms for posts -<br>(a) provide a space for individuals to indicate that they wish to use  | 25/03/2018 |

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|     |             | <p>the Welsh language at an interview or at any other method of assessment, and</p> <p>(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required;</p> <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 interview or assessment in Welsh without that translation service).</p> |             |
| 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.  | 02/05//2017 |

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|     |                | <p><b>You must comply with standard 144 in every circumstance, except:</b></p> <p><b>making the announcement in Welsh first during an emergency or an emergency drill.</b></p>   |            |
| 145 | Promotion      | <p>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) -</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> | 30/09/2016 |
| 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</p>  | 30/03/2016 |



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|     |                | standards.  |            |
| 148 | Record Keeping | 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.  | 30/03/2016 |
| 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  | 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  | 30/09/2016 |
| 152 | Record Keeping | You must keep a record, for each financial year of -<br>a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and<br>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  | 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 -<br>(a) Welsh language skills are essential;  | 30/03/2017 |

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|     |                                  | (b) Welsh language skills need to be learnt when appointed to the post;<br>(c) Welsh language skills are desirable; or<br>(ch) Welsh language skills are not  |            |
| 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 -<br>(a) on your website, and<br>(b) in each of your offices that are open to the public.   | 30/03/2016 |
| 156 | Supplementary - Service Delivery | You must -<br>(a) ensure that you have a complaints procedure that deals with the following matters -<br>(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<br>(ii) how you will provide training for your staff in relation to dealing with those complaints,<br>(b) publish a document that records that procedure on your website, and<br>(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 -<br>(a) ensure that you have arrangements for<br>(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,<br>(ii) promoting the services that you offer in accordance with those standards, and   | 30/03/2016 |

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|     |                                  | <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>  |            |
| 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> <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> | 30/03/2016 |
| 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           | You must ensure that a document which records the policy making   | 30/09/2016 |

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|     | 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 -<br>(a) on your website, and<br>(b) in each of your offices that are open to the public.   |            |
| 162 | Supplementary - Policy Making | You must -<br>(a) ensure that you have a complaints procedure that deals with the following matters -<br>(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<br>(ii) how you will provide training for your staff in relation to dealing with those complaints,<br>(b) publish a document that records that procedure on your website, and<br>(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 -<br>(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,<br>(b) publish a document that records those arrangements on your website, and<br>(c) ensure that a copy of that document is available in each of your offices that are open to the public.  | 30/09/2016 |
| 164 | Supplementary - Policy Making | (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   | 30/09/2016 |

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|     |                               | <p>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> |            |
| 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   | <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</p>   | 30/03/2016 |

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|     |                             | <p>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> <p>(b) publish a document that records that procedure on your intranet.</p>  |            |
| 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</p> | 30/03/2016 |

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|     |                             | <p>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> <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 -             | You must ensure that a document which records the promotion   | 30/09/2016 |

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|     | 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 -<br>(a) on your website, and<br>(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 |
| 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 -<br>(a) on your website, and<br>(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