



## Terms of reference of an investigation of a possible failure to comply with Welsh language standards

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### 1. Case number

CSG231

### 2. Name of person being investigated

Neath Port Talbot County Borough Council

### 3. Date of giving notice of the terms of reference

23/10/2017

### 4. Description of the suspected failure to comply with standards

A complaint was received on 5 June 2017 by e-mail regarding a parking ticket machine belonging to Neath Port Talbot County Borough Council, located at the Harbourside, Parkway, Port Talbot. It is alleged that the machine's default language is English. It is alleged that a Welsh language service can be accessed at the press of a button.

### 5. Relevant standards

The investigation will determine whether or not Neath Port Talbot County Borough Council has failed to comply with the following standards:

#### **Standard 60**

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.

**Imposition day:** 30 March 2016

## 6. Investigation timetable

Step in the investigation	Period allowed
Give notice to Neath Port Talbot County Borough Council and the complainant of the proposed terms of reference	
Receive representations about the terms of reference from Neath Port Talbot County Borough Council and the complainant	10 working days after giving notice to Neath Port Talbot County Borough Council and the complainant of the proposed terms of reference
Give notice to Neath Port Talbot County Borough Council and the complainant of the final terms of reference, and give the evidence notice to Neath Port Talbot County Borough Council	5 working days after receiving the representations about the proposed terms of reference
Receive Neath Port Talbot County Borough Council's response to the evidence notice	20 working days after giving the evidence notice
Give notice to Neath Port Talbot County Borough Council and the complainant of the proposed determination and the proposed investigation report	30 working days after receiving the response to the evidence notice
Receive Neath Port Talbot County Borough Council and the complainant's representations about the proposed determination and the proposed investigation report	20 working days after giving notice to Neath Port Talbot County Borough Council and the complainant of the proposed determination and the proposed investigation report
Determine whether or not there was a failure to comply with standards; give Neath Port Talbot County Borough Council and the complainant the final decision notice and the final investigation report; give notice to Neath Port Talbot County Borough Council and the complainant of any intention by the Commissioner to take further action (in accordance with sections 76 and 77 of the Welsh Language Measure)	10 working days after receiving representations about the proposed determination and the proposed investigation report

The timetable is a guide only, showing the Commissioner's aim, and it should be noted that the actual dates may vary since they are dependent on a number of different factors.