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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	30 January 2020		Agenda Item	4.5
Report Title	Welsh Language Standards Update			
Report Author	Pamela Wenger Director of Corporate Governance			
Report Sponsor	Pamela Wenger Director of Corporate Governance			
Presented by	Pamela Wenger Director of Corporate Governance			
Freedom of Information	Open			
Purpose of the Report	The purpose of this report is to provide the Health Board with an update on Swansea Bay University Health Boards (SBUHBs) compliance with the Welsh Language Standards.			
Key Issues	<p>Health Boards and Trusts are required to adhere to the Welsh Language Measure (Wales) 2011 and the Welsh Language Standards (WLS) (No7) Regulations.</p> <p>The Health Board has received notification from the Welsh Language Commissioner on the challenges that the Health Board made in relation to the Standards. The full compliance notice is provided in <i>Appendix 1</i>.</p> <p>Progress on the implementation on the standards is described in this report, a fuller update will be provided as part of the annual reporting requirement on welsh language.</p> <p>A complaint is currently being investigated by the Welsh Language Commissioner in relation to the Health Board's possible failure to comply with the Welsh Language Standards.</p>			
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance	Approval
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE the report and the position in terms of progress is being in respect of the standards despite the challenging timescales set; • NOTE the progress against delivering the standards will be incorporated to annual report which is scheduled to be completed by end May 2020. 			

WELSH LANGUAGE STANDARDS UPDATE

1. INTRODUCTION

The purpose of this report is to provide the Health Board with an update on Swansea Bay University Health Boards (SBUHBs) compliance with the Welsh Language Standards.

2. BACKGROUND

The Health Board is committed to ensuring that the Welsh and English languages are treated on the basis of equality in the services we provide to the public and other NHS partner organisations in Wales. This is in accordance with the former ABMUHB Welsh Language Scheme, Welsh Language Act 1993, the Welsh Language Measure (Wales) 2011 and the Welsh Language Standards (WLS) (No7) Regulations which were approved by the National Assembly for Wales on the 20 March 2018. The Welsh Language Standards replaced existing Welsh Language Schemes and set out responsibility for ensuring services are offered and delivered through the medium of Welsh in particular circumstances whether this is in written form (including via the internet/email), in face-to-face interactions or verbally.

3. COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

3.1 WELSH LANGUAGE DELIVERY GROUP (WLDG)

A Welsh Language Delivery group (WLDG) was re-introduced on the 14 May 2019 with the purpose of supporting the Board in discharging its responsibilities for organisation-wide compliance with the statutory WLS, for leading and monitoring delivery against bilingual service delivery and the supporting improvement plan with the aim of improving service user experience. This will be achieved by informing its agenda, determining its priorities and carrying out tasks and duties in accordance with the agreed cycle of business.

The Group:

- oversees compliance with Welsh Language Standards and report on such to the Executive Board and the Board;
- considers the impact of future legislative developments on service provision;
- reviews and make recommendations regarding any documents that the organisation is required to produce including performance requirements, strategies, policies and procedures.

The group meets quarterly and during 2019, the group met on the 14 May, 30 July and 4 November. The Chair of the group is the Executive Medical Director, and the Vice Chair is the Director of Corporate Governance.

Date of Meeting	Summary of Business Discussions
14 May 2019	<ul style="list-style-type: none">• Approved Terms of Reference• Welsh Language Annual Report 2018-2019• Welsh Language Standards Action plan 2019-2020• Welsh Language compliance – including policies, complaints etc• Marketing & communications

	<ul style="list-style-type: none"> • WL training & development • Welsh Language translation performance update • Welsh Language Commissioner – Section 17 Investigation • “More Than Just Words” April 2019 Update • Presentation on joint venture with Swansea University - Welsh language; The older Welsh speakers in the care sector “Hiraeth Project”
30 July 2019	<ul style="list-style-type: none"> • Bilingual #Living our Values Campaign • Deep Dive Welsh Language Standards: Standards 1-20 Correspondence and Telephony • Welsh Language Standards Action Plan 2019-2020 • Welsh Language Assurance Report – Units & Departments • Update from the NHS Wales Welsh Language Officer’s Group • WL training & development • Welsh Language translation performance update
4 November 2019	<ul style="list-style-type: none"> • Deep Dive Welsh Language Standards - Standards 96-103 relating to a body developing Welsh language skills through planning and training its workforce; and standards 106-109 Standards relating to a body recruiting and appointing • Welsh Language Training & development • Welsh Language translation performance update • ESR Welsh Language Competency • Welsh Language Compliance/Breaches

2. PROGRESS TO COMPLY WITH THE WELSH LANGUAGE STANDARDS (WLS)

Over the years the UHB has been making good progress implementing its statutory Welsh Language Scheme and, more recently, the Welsh Government’s strategic framework for Welsh language services in health, social services and social care: ‘More Than Just Words’. The aim of this work has been to improve the availability, accessibility, quality and equality of our Welsh medium services.

The Health Board was issued with a draft Compliance Notice in respect of the Welsh Language Standards (No.7) Regulations by the Welsh Language Commissioner’s Office in July 2018, in accordance with Section 47 of the Welsh Language Wales (Wales) Measure 2011. The draft Compliance Notice, invited the Health Board to participate in a consultation in respect of the Welsh Language standards which apply to it. This required a response which set out whether it was anticipated that the organisation would be able to comply with each individual standards or whether the requirement to comply with any specific standard was viewed as unreasonable or disproportionate, in which case the Health Board was required to provide evidence to support its position.

Right to challenge and appeal the compliance notice

The Health Board has the right to challenge and appeal the final Compliance Notice if it is of the opinion that one or more of the standards imposed is unreasonable or disproportionate.

There are eleven standards that the Health Board issued challenges on the WLS, the outcome of 6 of these is show in the table below. The remaining five standards were due for 30 November imposition. The Welsh Language Commissioner has made a variation to the existing compliance notice and a copy of the notice is available at Appendix 1.

It is important to note that these challenges relate to the timing of the ‘imposition date’ and not generally in terms of the wording or indeed their relevance to the Health Board.

For the vast majority of the standards, consistent with the approach being taken across NHS Wales, we believe we can comply albeit there are significant challenges in delivering them. There are a few of these standards where we feel that there is a risk – in particular as noted in the report for example standard 38, 50 and 96 but we feel that these risks are manageable and do not warrant a challenge.

Standard	Reason for Challenge	Outcome
4	<u>Extension of Imposition Day</u> 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	No change to the compliance notice. The requirement to comply with the standard is reasonable and proportionate.
5	<u>Extension of Imposition Day</u> <i>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</i>	No change to the compliance notice. The requirement to comply with the standard is reasonable and proportionate.
29	<u>Variance to the standard by the inclusion of a caveat</u> If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	Vary the notice as follows: If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous

		<p>translation service is available.</p> <p>You must comply with standard 29 in every circumstance, except: (a) where an invitation or material advertising a meeting has asked the public to inform you whether they wish to use the Welsh language, and none of them have informed you that they wish to use the Welsh language at the meeting.</p> <p>Imposition day: 30/05/2019</p>
<p>32</p>	<p><u>Variance to the standard by the inclusion of a caveat</u></p> <p>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 you produce and display at the event and in relation to audio announcements made at the event).</p>	<p>Vary the notice as follows:</p> <p>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 you produce and display at the event and in relation to audio announcements made at the event). You must comply with standard 32 in every circumstance, except in relation to face to face services offered at the event.</p> <p>In relation to face to face services offered at the event, you must comply in every circumstance, except: (a) where it is necessary for a representative who does not speak Welsh to provide a service on a specific subject matter;</p>

		and (b) where no Welsh speaking representative is available to provide a service on that specific subject matter. Imposition day: 30/05/2019
82	<u>Extension of Imposition Day</u> If you publish any of the following, you must publish it in Welsh— (a) a policy relating to behaviour in the workplace; (b) a policy relating to health and well-being at work; (c) a policy relating to salaries or workplace benefits; (ch) a policy relating to performance management; (d) a policy relating to absence from work; (dd) a policy relating to working conditions; (e) a policy relating to work patterns.	Vary the notice as follows: Extend the imposition day from 30/05/2019 to 30/11/2019
99	<u>Extension of Imposition Day</u> You must provide opportunities during working hours— (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	No change to the compliance notice. The requirement to comply with the standard is reasonable and proportionate.

The challenges issued by the Health Board at the end of November 2019 are as follows:

Standard	Reason for Challenge	Outcome
20	<u>Extension of Imposition Day to 30/11/2020</u> Any automated telephone systems that you have must provide the complete automated service in Welsh.	Outcome awaited
78	<u>Extension of Imposition Day to 30/05/2020</u> You must publish a policy on providing a primary care service which requires you to take the following into account when you make decisions in relation to providing a primary care service -	Outcome awaited

	<p>(a) what effects, if any (and whether positive or negative), the decision would have on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how that decision could be taken or implemented so that it would have positive effects, or increased positive effects, on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language; and</p> <p>(c) how the decision could be taken or implemented so that it would not have adverse effects, or so that it would have decreased adverse effects on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p>	
106 a (b)	<p><u>Extension of Imposition Day to 30/11/2022</u></p> <p>If you have categorised a post where Welsh language skills are essential, desirable or need to be learnt you must –</p> <p>(a) Specify that when advertising the post, and</p> <p>(b) Advertise the post in Welsh</p>	Outcome awaited
107 a	<p><u>Extension of Imposition Day to 30/11/2022</u></p> <p>Standard 107A (ch)</p> <p>If you publish</p> <p>(a) Application forms for posts;</p> <p>(b) Material that explains your procedure for applying for posts;</p> <p>(c) Information about your interview process, or about other assessment methods when applying for posts; or</p> <p>(ch) job descriptions;</p> <p>you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents</p>	Outcome awaited

	are treated no less favourably than any English language versions of those documents.	
110	<p><u>Extension of Imposition Day to 30/11/2020</u></p> <p>You must publish a plan for each 5 year period setting out -</p> <p>(a) the extent to which you are able to offer to carry out a clinical consultation in Welsh;</p> <p>(b) the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh;</p> <p>(c) a timetable for the actions that you have detailed in (b)</p> <p>Imposition date: 30/11/2019</p>	Outcome awaited

Progress against delivering embedding welsh language into the organisation includes:

- Fully bilingual **internet site** implemented following the launch of Swansea Bay UHB new website in April 2019;
- **Welsh Language Publication Protocol** implemented to support staff in the requirements for the publication of bi-lingual documentation;
- Health Board **social media** accounts are bi-lingual with guidance provided to the owners of Health Board social media sites on the requirements of the Welsh Language Standards;
- A bi-lingual **clinical appointment reminder texting service** has been launched by the Health Board in phases across all of the main specialities. The default first text received is bi-Lingual, and from that point forward the patient may specify whether they wish to receive further texts in Welsh or English;
- All **patient letters** are available bilingually. These include referral acknowledgment, day case & inpatient and outpatient appointment confirmations;
- Proactive communication and marketing campaign to promote the welsh language across the organisation and distributing Welsh language marketing materials to staff, e.g. posters, mouse mats at various events, including:
 - Welsh Language roadshow events in hospital foyers – Singleton 20/9/2019, Neath Port Talbot 24/9/2019
 - Morriston Hospital open day 5/10/2019
 - Black & Ethnic Minority (BAEM) Morriston 8/10/2019 event
 - Diwrnod Shw'mae 15/10/2019
 - Junior doctor event - Resources provided
 - the Welsh language team have distributed

Internal Translation Service

The Health Board has invested in the in-house welsh language translation service to include a second translator and is also considering options for an additional translator on a fixed term basis to meet the increasing demand for Welsh Language and to avoid the cost of outsourcing work to external translation service providers.

Whilst the Health Board does not currently have an in-house translator trained in simultaneous translation, a Simultaneous Translation protocol has been created as guidance in order to aid the staff with their responsibility to comply with the Welsh Language Standards and in this particular case, standards 21, 22, 22A, 22CH. It is intended for those who arrange, chair, attend or translate in meetings, interviews, presentations, appointments etc. within the Health Board to understand their responsibilities under the Welsh language standards.

Welsh Language Competency of our Staff (Standard 96)

The Health Board is recording the lowest level of recording of the welsh language competency of our staff across Wales. This is an area of concern highlighted by the Welsh Language Commissioner.

Headcount @ 30/11/19	12951
Headcount @ 30/11/19 who have added Welsh Competency detail in ESR	3211
% @ 30/11/19 who have completed Welsh Language Competency detail in ESR	24.79%

The Delivery Units are working to identify the Welsh Language competency of staff, staff who are willing to be recognised as Welsh speakers for the purpose of engaging with patients and staff who have an interest in learning Welsh or strengthening their existing Welsh language skillset, for example building confidence in staff who can speak Welsh but are reluctant to converse in Welsh in the workplace. Currently, the ESR system is used across the whole of NHS Wales and beyond to capture information on staff training, Payroll, personal information, annual leave and Welsh Language competency.

One of the main challenges for the Health Board is the way in which ESR historically has been deployed in the organisation, and therefore whilst individuals are able to record their competency. To overcome these challenges the Graduate Trainee Managers are undertaking a project to gather and record the welsh language competence of our workforce.

To date the following activities have been undertaken to encourage staff to self-update the ESR system:

- All new staff are required to update their Welsh Language competency when they commence employment.
- Published a bulletin on the staff intranet reminding staff of the importance of their responsibility to record their Welsh language skills on ESR http://abm.cymru.nhs.uk/intranet/bulletin.php?bulletin_id=12832 which

includes a step by step guidance on entering the information on the competency profile page of ESR.

- Health Board Managers have been approached and advised of the need for the recording of this data and have been asked to encourage the staff within their departments to record the data on ESR.

Regular reporting of progress on the delivery of the project and the increase in the recorded competency of our workforce will be monitored by the Welsh Language Group. It is also recommended that updates are reported through the Workforce and OD Committee.

4. GOVERNANCE & RISK

The Welsh Language Commissioner's Office (WLCO) follows a strict process to set Welsh Language standards on organisations. Swansea Bay University Health Board (SBUHB) had to comply with the Standards as of 30 May 2019.

Every Public Sector organisation in Wales is required to comply with the legislative framework on Welsh Language laid down by the National Assembly for Wales. The organisations that have to comply with the Welsh language Standards are required to comply with specific regulations that are applicable to their areas of service provision. Health Boards and Trusts are required to adhere to the Welsh Language Measure (Wales) 2011 and the Welsh Language Standards (WLS) (No7) Regulations.

Following the retirement of the Welsh Language Officer in December 2019 and the Head of Compliance vacancy, there is a significant risk of the Health Board's ability to proactively progress the action plan in relation to the Welsh Language Standards.

In the interim period NHS Wales Shared Services Partnership have agreed to support the Health Board on an ad hoc basis with the recruitment of the Welsh Language Officer, representing Swansea Bay at national welsh language meetings and advise in relation to queries/support on the welsh language standards. It is anticipated that the Welsh Language Officer will be in post from April 2020.

To support the organisation in the interim period, specific support has been commissioned in relation to the following:

- To undertake a baseline assessment of the Health Board's position against the Welsh Language Standards;
- To review our current action plan and highlighting significant areas of risk and priorities for the next 6 months
- To developing our annual report on welsh language and ad hoc corporate policies as required (depending on the assessment)

There is a significant legal and financial risk and potential regulatory action and penalties if the Health Board is non-compliant with the welsh language standards. The actions taken are intended to demonstrate the proactive work that the organisation is taking to comply with the standards.

5. FINANCIAL IMPLICATIONS

The impact of the introduction of the welsh language standards has had a significant financial impact on the organisation through the additional translation requirements as well as additional resources to oversee the implementation and compliance of the standards. The Health Board has recruited an additional translator and is currently

out to advert for a fixed term translator so that as much translation can be undertaken in house rather than use external translators.

The organisation currently outsources any additional demands on an exceptional basis and work is being progressed to ensure that the internal translation service is able to undertake all translations (where possible) to minimise the requirement for the use of external translators.

No additional Welsh Government funding has been made available to Health Boards to implement the WLS. The Health Board may be subject to a formal investigation for any areas of non-compliance against the Welsh Language Standards, which could result in financial penalties or possible legal action.

6. RECOMMENDATION

Members are asked to:

- **NOTE** the report and the position in terms of progress is being in respect of the standards despite the challenging timescales set;
- **NOTE** the progress against delivering the standards will be incorporated to annual report which is scheduled to be completed by end May 2020.

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input type="checkbox"/>
	Staff and Resources	<input type="checkbox"/>
Quality, Safety and Patient Experience		
Not considering the implications on the Welsh language, would mean non-compliance with the Welsh language standards and denying patients of a service through the medium of Welsh.		
Financial Implications		
Non-compliance with the Welsh Language Standards could incur financial penalty.		
Legal Implications (including equality and diversity assessment)		
Non-compliance could leave the Health Board open to complaints and investigations by the Welsh Language Commissioner.		
Staffing Implications		
All Staff should be aware of the requirement to complete an EQIA to consider the impact concerning Welsh language requirements.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
The Welsh language is a cross-cutting issue and is relevant to all seven well-being objectives of the Well-being of Future Generations Act. It is of particular relevance to Theme 7: A Wales of vibrant culture and thriving Welsh language.		
This report supports compliance with the WBFGA 2015 by demonstrating how SBUHB is contributing towards achieving “A Wales of Vibrant Culture and thriving Welsh Language”, specifically:		
<ul style="list-style-type: none"> • Developing opportunities for people to use Welsh in their everyday lives, whatever the level of their ability. • Using technology to help improve and normalise use of Welsh • Promoting Welsh Language learning opportunities for speakers and learners 		

- Implementing a robust Welsh Language strategy/policy to support strengthening and developing services for the benefit of Welsh speaking patients

Report History	Executive Board – 15 th January 2020
Appendices	Appendix 1 – Compliance Notice



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

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

Swansea Bay University Health Board – Issue Date: 30/11/2018

Standard Number	Class of Standard	Standard	Imposition Day
1	Service Delivery standards	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.	30/05/2019
4	Service Delivery standards	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. You must comply with standard 4 in every circumstance, except: <ul style="list-style-type: none">○ when you send the same correspondence to several persons, and all of those persons have informed you that they do not wish to receive correspondence in Welsh.	30/05/2019
5	Service Delivery standards	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.	30/05/2019
6	Service Delivery standards	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the	30/05/2019

		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).	
7	Service Delivery standards	You must state - (a) in correspondence, and (b) in publications and 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 correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	30/05/2019
8	Service Delivery standards	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.	30/05/2019
9	Service Delivery standards	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.	30/11/2019
10	Service Delivery standards	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 if that is the person's wish until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/11/2019
11	Service Delivery standards	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less	30/05/2019

		favourably than the English language.	
12	Service Delivery standards	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.	30/05/2019
13	Service Delivery standards	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.	30/11/2019
14	Service Delivery standards	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.	30/05/2019
15	Service Delivery standards	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	30/05/2019
16	Service Delivery standards	When there is no Welsh language service available on your main telephone number (or numbers), or on 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.	30/11/2019
17	Service Delivery standards	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/11/2019

18	Service Delivery standards	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.	30/05/2019
19	Service Delivery standards	<p>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.</p> <p>You must comply with standard 19 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and ○ where no Welsh speaking member of staff is available to provide a service on that specific subject matter. <p>The requirement under standard 19 to ask A whether A wishes to receive telephone calls from you in Welsh and to keep a record of A's wish applies each time a telephone call is made to A for the first time in relation to the specific matter of the call ("the matter in hand");</p> <p>The requirement under standard 19 to conduct telephone calls made to A from then onwards in Welsh applies in relation to</p>	30/11/2019

		every call which involves the matter in hand.	
20	Service Delivery standards	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/11/2019
21	Service Delivery standards	<p>If you invite one person only (“P”) to a meeting—</p> <p>(a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and</p> <p>(b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 21 in relation to persons that are individuals by 30 May 2019.</p> <p>You must comply with standard 21 in relation to every other person by 30 November 2019.</p>	30/05/2019
22	Service Delivery standards	<p>If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p>You must comply with standard 22 in relation to persons that are individuals by 30 May 2019.</p> <p>You must comply with standard 22 in relation to every other person by 30 November 2019.</p>	30/05/2019
22A	Service Delivery standards	If you have invited more than one person to a meeting, 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 or consecutive translation service from Welsh to English to be available at the meeting.	30/05/2019

		<p>You must comply with standard 22A in relation to persons that are individuals by 30 May 2019.</p> <p>You must comply with standard 22A in relation to every other person by 30 November 2019.</p>	
22CH	Service Delivery standards	<p>If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 22CH in relation to persons that are individuals by 30 May 2019.</p> <p>You must comply with standard 22CH in relation to every other person by 30 November 2019.</p>	30/05/2019
23	Service Delivery standards	You must ask an in-patient (“A”) on the first day of A’s in-patient admission whether A wishes to use the Welsh language to communicate with you during that in-patient admission.	30/05/2019
23A	Service Delivery standards	If the in-patient (“A”) informs you that A wishes to use the Welsh language to communicate with you during an in-patient admission you must identify to your staff who are likely to communicate with A, that A wishes to use the Welsh language to communicate with you during that in-patient admission.	30/05/2019
24	Service Delivery standards	You must produce and publish a policy on how to establish whether an in-patient (“A”) wishes to use the Welsh language during A’s inpatient admission if A is unable to inform you that A wishes to use the Welsh language to communicate with you during an in-patient admission.	30/05/2019
25	Service Delivery	If you invite an individual (“A”), to a case conference which will be	30/05/2019

	standards	held 5 or more working days after the invitation is sent— (a) you must ask A whether A wishes to use the Welsh language at the case conference, and inform A that, you will conduct the conference in Welsh, or if necessary provide a translation service from Welsh to English and from English to Welsh for that purpose, and (b) if A has informed you that A wishes to use the Welsh language at the case conference, you must conduct the conference in Welsh or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English and from English to Welsh.	
26	Service Delivery standards	If you arrange a meeting that is open to the public and at which public participation is allowed 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.	30/05/2019
27	Service Delivery standards	When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh.	30/05/2019
28	Service Delivery standards	If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	30/05/2019
29	Service Delivery	If you arrange a meeting that is open to the public and at which public	30/05/2019

	standards	<p>participation is allowed, 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> <p>You must comply with standard 29 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ where an invitation or material advertising a meeting has asked the public to inform you whether they wish to use the Welsh language, and none of them have informed you that they wish to use the Welsh language at the meeting. 	
30	Service Delivery standards	If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	30/05/2019
31	Service Delivery standards	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).	30/05/2019
32	Service Delivery standards	<p>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 you produce and display at the event and in relation to audio announcements made at the event).</p> <p>You must comply with standard 32 in every circumstance, except in relation to face to face services offered at the event.</p>	30/05/2019

		<p>In relation to face to face services offered at the event, you must comply in every circumstance, except:</p> <ul style="list-style-type: none"> ○ where it is necessary for a representative who does not speak Welsh to provide a service on a specific subject matter; and ○ where no Welsh speaking representative is available to provide a service on that specific subject matter. 	
33	Service Delivery standards	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	30/05/2019
34	Service Delivery standards	Any material that you produce and 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.	30/05/2019
36	Service Delivery standards	If you produce a form that is to be completed by an individual, you must produce it in Welsh.	30/05/2019
37	Service Delivery standards	If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	30/11/2019
38	Service Delivery standards	If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or	30/05/2019

		<p>not);</p> <p>(b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or 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 document or form); and</p> <p>(c) ensure that the English language version clearly states that the document or form is also available in Welsh.</p>	
39	Service Delivery standards	<p>You must ensure that—</p> <p>(a) the text of each page of your website is available in Welsh,</p> <p>(b) every Welsh language page on your website is fully functional, and</p> <p>(c) the Welsh language is not treated less favourably than the English language on your website.</p>	30/05/2020
40	Service Delivery standards	<p>You must ensure that—</p> <p>(a) the text of the homepage of your website is available in Welsh,</p> <p>(b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website.</p>	30/05/2019
41	Service Delivery standards	<p>You must ensure that when you publish a new page on your website or amend a page—</p> <p>(a) the text of that page is available in Welsh,</p> <p>(b) any Welsh language version of that page is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to that page.</p>	30/05/2019
42	Service Delivery standards	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English</p>	30/05/2019

		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.	
43	Service Delivery standards	You must provide the interface and menus on every page of your website in Welsh.	30/05/2020
44	Service Delivery standards	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.	30/05/2019
45	Service Delivery standards	When you use social media you must not treat the Welsh language less favourably than the English language. You must comply with standard 45 in the following circumstances: ○ when using social media on your corporate and departmental accounts.	30/05/2019
46	Service Delivery standards	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/05/2019
47	Service Delivery standards	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); 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.	30/05/2019
48	Service Delivery standards	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice;	30/05/2019

		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.	
49	Service Delivery standards	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.	30/05/2019
50	Service Delivery standards	<p>Any reception service you make available in English at your reception must also be available in Welsh, and any person who requires a Welsh language reception service at your reception must not be treated less favourably than a person who requires an English language reception service.</p> <p>You must comply with standard 50 in relation to the following by 30 May 2019:</p> <ul style="list-style-type: none"> ○ the body's main reception services. <p>You must comply with standard 50 in relation to the following by 30 November 2019:</p> <ul style="list-style-type: none"> ○ every other reception service. 	30/05/2019
52	Service Delivery standards	<p>You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.</p> <p>You must comply with standard 52 in relation to the following by 30 May 2019:</p> <ul style="list-style-type: none"> ○ the body's main reception services. <p>You must comply with standard 52 in relation to the following by 30 November 2019:</p> <ul style="list-style-type: none"> ○ every other reception service. 	30/05/2019
53	Service Delivery	You must ensure that staff at the reception who are able to provide a	30/05/2019

	standards	Welsh language reception service wear a badge to convey that.	
54	Service Delivery standards	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.	30/05/2019
55	Service Delivery standards	When you invite applications for a grant, you must— (a) 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; and (b) not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the timescale for informing applicants of decisions).	30/05/2019
56	Service Delivery standards	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.	30/05/2019
57	Service Delivery standards	Any invitations to tender for a contract that you publish must be published in Welsh if the subject matter of the contract suggests that it should be produced in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.	30/05/2019
58	Service Delivery standards	When you publish invitations to tender for a contract, you must— (a) 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, and (b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and	30/05/2019

		in relation to the timescale for informing tenderers of decisions).	
59	Service Delivery standards	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	30/05/2019
60	Service Delivery standards	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/05/2019
61	Service Delivery standards	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.	30/05/2019
62	Service Delivery standards	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/05/2019
63	Service Delivery standards	If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh.	30/11/2019
64	Service Delivery standards	When you announce a recorded 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.	30/05/2019
65	Service Delivery standards	When you know that a primary care provider is willing to provide a primary care service or part of a primary care service through the medium of Welsh, you must designate and maintain a page on your website (in Welsh) containing that information.	30/05/2019
66	Service Delivery	You must—	30/05/2019

	standards	(a) provide an English to Welsh translation service for use by a primary care provider to enable it to obtain Welsh language translations of signs or notices displayed in connection with its primary care service, and (b) encourage the use of the translation service provided by you in accordance with this standard.	
67	Service Delivery standards	You must— (a) make available to a primary care provider a badge for it or its staff to wear to convey that they are able to speak Welsh, and (b) promote to a primary care provider the wearing of the badge.	30/05/2019
68	Service Delivery standards	You must provide training courses, information or hold events so that a primary care provider can develop— (a) an awareness of the Welsh language (including awareness of its history and its role in Welsh culture); and (b) an understanding of how the Welsh language can be used in the workplace.	30/05/2019
69	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
70	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English	30/05/2019

		language.	
71	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
72	Policy Making standards	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
73	Policy Making standards	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	30/05/2019
74	Policy Making standards	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—	30/05/2019

		(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
75	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
76	Policy Making standards	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 positive effects, or so that it would have increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
77	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	30/05/2019
78	Policy Making standards	You must publish a policy on providing a primary care service which requires you to take the following into account when you make	30/11/2019

		<p>decisions in relation to providing a primary care service—</p> <p>(a) what effects, if any (and whether positive or negative), the decision would have on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how that decision could be taken or implemented so that it would have positive effects, or increased positive effects, on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language; and</p> <p>(c) how the decision could be taken or implemented so that it would not have adverse effects, or so that it would have decreased adverse effects on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p>	
78A	Policy Making standards	<p>On the expiry of 5 years after publishing the policy in accordance with standard 78 (whether or not revisions have been made to that policy) and on the expiry of each subsequent period of 5 years you must —</p> <p>(a) assess to what extent you have complied with the policy; and</p> <p>(b) publish that assessment on your website within 6 months of the end of the period.</p>	30/11/2019
79	Operational standards	<p>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.</p>	30/05/2019
80	Operational standards	<p>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</p>	30/11/2019

		contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	
81	Operational standards	<p>You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh -</p> <p>(a) any paper correspondence that relates to A's employment, and which is addressed to A;</p> <p>(b) any documents that outline A's training needs or requirements;</p> <p>(c) any documents that outline A's performance objectives;</p> <p>(ch) any documents that outline or record A's career plan;</p> <p>(d) any forms that record and authorise annual leave;</p> <p>(dd) any forms that record and authorise absences from work;</p> <p>(e) any forms that record and authorise flexible working hours.</p> <p>You must comply with standard 81 in every circumstance by 30 November 2019, except:</p> <ul style="list-style-type: none"> ○ when the activity is carried out through the use of the Electronic Staff Record (ESR). <p>You must comply with standard 81 in every circumstance by 30 November 2020.</p>	30/11/2019
82	Operational standards	<p>If you publish any of the following, you must publish it in Welsh -</p> <p>(a) a policy relating to behaviour in the workplace;</p> <p>(b) a policy relating to health and well-being at work;</p> <p>(c) a policy relating to salaries or workplace benefits;</p> <p>(ch) a policy relating to performance management;</p> <p>(d) a policy relating to absence from work;</p> <p>(dd) a policy relating to working conditions;</p> <p>(e) a policy relating to work patterns.</p>	30/11/2019

83	Operational standards	<p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <ul style="list-style-type: none"> (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; <p>and you must also inform each member of staff of that right.</p>	30/05/2019
84	Operational standards	<p>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 -</p> <ul style="list-style-type: none"> (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English. 	30/11/2019
85	Operational standards	<p>When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A -</p> <ul style="list-style-type: none"> (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about A, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint. 	30/05/2019
86	Operational standards	<p>You must -</p> <ul style="list-style-type: none"> (a) allow and 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, 	30/05/2019

		and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	
87	Operational standards	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English.	30/11/2019
88	Operational standards	When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.	30/05/2019
89	Operational standards	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).	30/05/2019
90	Operational standards	You must ensure that - (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet.	30/05/2020

		<p>You must comply with standard 90 in relation to pages on your intranet that relate to the matters within the following operational standards:</p> <ul style="list-style-type: none"> ○ the use of the Welsh language within your internal administration; ○ complaints made by staff; ○ disciplining staff; ○ developing skills through planning and training the workforce; and ○ recruiting and appointing. 	
91	Operational standards	<p>You must ensure that -</p> <p>(a) the text of the homepage of your intranet is available in Welsh,</p> <p>(b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.</p>	30/05/2019
93	Operational standards	<p>If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.</p>	30/05/2019
94	Operational standards	<p>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.</p>	30/05/2019
95	Operational standards	<p>You must provide the interface and menus on your intranet pages in Welsh.</p>	30/05/2020

		<p>You must comply with standard 95 in relation to the following:</p> <ul style="list-style-type: none"> ○ any page or homepage on your intranet that is available in Welsh in accordance with standards 90 and/or 91; ○ any page you designate and maintain on your intranet in accordance with standard 94. 	
96	Operational standards	You must assess the Welsh language skills of your employees.	30/05/2019
97	Operational standards	<p>You must provide opportunities for training in Welsh in the following areas, if you provide such training in English -</p> <ul style="list-style-type: none"> (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety. 	30/11/2019
98	Operational standards	<p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <ul style="list-style-type: none"> (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures. 	30/11/2019
99	Operational standards	<p>You must provide opportunities during working hours -</p> <ul style="list-style-type: none"> (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers. 	30/05/2019
100	Operational standards	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.	30/05/2019
101	Operational standards	You must provide opportunities for employees to receive training,	30/05/2019

		free of charge, to improve their Welsh language skills.	
102	Operational standards	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; and (c) an understanding of how the Welsh language can be used in the workplace.	30/05/2019
103	Operational standards	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.	30/05/2019
104	Operational standards	You must provide - (a) wording 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, and (b) 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 email messages.	30/05/2019
105	Operational standards	You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff.	30/05/2019
106	Operational standards	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 -	30/05/2019

		(a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	
106A	Operational standards	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh	30/11/2019
107	Operational standards	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.	30/05/2019
107A	Operational standards	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; or (ch) job descriptions; 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.	30/11/2019
107B	Operational standards	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 timescale for informing applicants of decisions).	30/05/2019
108	Operational standards	You must ensure that your application forms for posts provide a	30/05/2019

		space for applicants to indicate that they wish an interview or other method of assessment in Welsh and if an applicant so wishes, you must conduct any interview or other method of assessment in Welsh, or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English for that purpose.	
109	Operational standards	When you inform an applicant of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	30/05/2019
110	Operational standards	You must publish a plan for each 5 year period setting out - (a) the extent to which you are able to offer to carry out a clinical consultation in Welsh; (b) the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh; (c) a timetable for the actions that you have detailed in (b).	30/11/2019
110A	Operational standards	Three years after publishing a plan in accordance with standard 110, and at the end of a plan's 5 year period you must - (a) assess the extent to which you have complied with the plan; and (b) publish that assessment within 6 months.	30/11/2019
111	Operational standards	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs), or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), 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.	30/05/2019
112	Operational standards	When you -	30/05/2019

		(a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; 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.	
113	Operational standards	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.	30/05/2019
114	Operational standards	When you make a recorded announcement in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/05/2019
115	Record keeping standards	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	30/05/2019
116	Record keeping standards	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 96), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	30/05/2019
117	Record keeping standards	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 106) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or	30/05/2019

		(ch) Welsh language skills are not necessary.	
118	Standards which deal with Supplementary Matters	You must ensure that a document which records the 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 on your website.	30/05/2019
119	Standards which deal with Supplementary Matters	You must— (a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the standards with which you are under a duty to comply, and (b) publish a document that records that procedure on your website.	30/05/2019
120	Standards which deal with Supplementary Matters	(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 standards with which you were under a duty to comply during that year. (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)— (a) the number of complaints that you received during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115); (b) 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 116); (c) the number (on the basis of the records you kept in accordance with standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where— (i) Welsh language skills were essential;	30/05/2019

		<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.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must ensure that a current copy of your annual report is available on your website.</p>	
121	Standards which deal with Supplementary Matters	You must provide the Welsh Language Commissioner (if requested by the Commissioner) with any information which relates to your compliance with the service delivery standards, the policy making standards or the operational standards with which you are under a duty to comply.	30/05/2019

Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 30/11/2018 (varied on 19/11/2019)