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Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



Meeting / Date	28th March 2019	Agenda Item	5.2
Report Title	Welsh Language Standards		
Report Author/	Wendy Penrhyn-Jones, Head of Corporate Administration		
Sponsor / Presented by	Pam Wenger, Director of Governance Board Secretary		
Freedom of Information Status	Open		
Purpose of the Report	<p>Welsh Language Standards replace 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.</p> <p>The purpose of this report is to provide an update on actions being taken to provide a framework for the delivery of the requirements set out within Welsh Language Standards (WLS).</p>		
Key Issues	<p>Board Members will recall that proposed WLS were subject to consultation between July - September 2018 and that this was followed by an appeal process which concluded at the end of November 2019 resulting in some changes to requirements.</p> <p>Many of the criteria mirror existing Welsh Language Scheme requirements whilst others are new and far reaching with the aim of ensuring that healthcare in Wales is person-centred and places the experience of service users (patients, staff, carers and relatives) at its heart.</p> <p>Ultimately the 121 WLS will bring an increase in demand for translation and therefore it has been agreed that ABMU will progress the recruitment of a second in-house translator.</p> <p>ABMU has developed a high-level executive-led action plan (Appendix 1) identifying individual deliverables which will be underpinned by detailed local plans.</p> <p>Terms of reference for a new group being established to monitor readiness to deliver compliance with the WLS and deliver assurance reports to the Executive and Health Board have also been agreed and are attached (Appendix 2).</p> <p>For reference, the final WLS Compliance Notice is attached at Appendix 3.</p>		

Specific Action Required	Information	Discussion	Assurance	Approval
			✓	
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE the scope of the WLS Compliance Notice and the associated action plan; • NOTE plans to establish a WLS Delivery Group with responsibility for providing assurance by means of reports to the Board; and • NOTE plans to recruit a second Welsh Language Translator. 			

WELSH LANGUAGE STANDARDS (WLS)

1. INTRODUCTION

The purpose of this report is to update the Board on actions to address WLS in accordance with section 47 of the Welsh Language (Wales) Measure 2011 ('the Measure') in November 2018.

2. BACKGROUND

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 WLS 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 WLS or whether the requirement to comply with any specific WLS was viewed as unreasonable or disproportionate, in which case the Health Board must provide evidence to support its position. The Health Board was also given the opportunity to suggest variations to the requirements.

Both corporate departments and delivery units were invited to contribute to the response to the Compliance Notice which was submitted to the Welsh Language Commissioner at the beginning of October 2018 with an appeal being submitted thereafter resulting in a Final Compliance Notice being received at the end of November 2018.

ABMU was successful in a significant number of challenges resulting in a number of changes to requirements both in terms of their scope and compliance deadlines.

3. GOVERNANCE & RISK

Whilst a significant proportion of the requirements within the WLS reflect existing Welsh Language Scheme criteria some are completely new and action will be required to deliver against the requirements. The process which has brought about the WLS means that these are particular to each health board reflecting the varying circumstances in which organisations operate.

The attached WLS Action Plan sets out the detail of the requirements the associated executive leads and timescales. The framework underpinning delivery involves a newly constituted WLS Group with ABMU's Welsh Language Officer providing support and advice on interpretation of the requirements, the provision of organisational awareness around Welsh language issues and share good practice and co-ordination of reporting requirements. The Welsh Language Officer will also be the conduit for readiness/monitoring updates prepared for the Group and will be responsible for drafting reports to the Executive and Health Board.

The WLS introduce new criteria around the provision of clinical case conferences through the medium of Welsh and the need for a five-year plan around the provision of general clinical care through the medium of Welsh. There are also important changes for recruitment processes such as facilitating human resource processes through the medium of Welsh as part of the recruitment process, grievance and disciplinary hearings etc which will all contribute to increasing translation service demands. Whilst WLS do not apply to independent contractors the organisation has responsibilities to them in terms of providing translation services for signage and notices and promotion of badges denoting the ability of staff able to provide bilingual services. There are a separate set of requirements that apply to managed practices which come into force from April 2019 which will have an impact on existing translation requirements for ABMU. Links are in place with the Primary & Community Services Delivery Unit in this respect.

ABMU currently has a single full-time (written) Welsh Language translator with additional capacity being sourced from external contractors. It has been agreed that ABMU seek to recruit a second in-house translator to address the increase in demand for translation that will result from the WLS and initial discussions have been opened with Hywel Dda University Health Board to consider any opportunities for joint working around the need to provide education courses for staff etc. Betsi Cadwaladr University Health Board have developed a translation proposal and the health board is exploring the opportunities this provides.

If organisations fail to comply with the requirements this will lead to an intervention by the Welsh Language Commissioner's Office with the ultimate sanction of fine unless there is evidence of realistic efforts to move towards compliance.

The Action Plan outlining high-level drivers required which has been approved by the Executive Board on the basis that there will need to be more detailed local delivery plans beneath this. Reports on progress are due to be overseen by way of a newly constituted group the terms of reference for which have also been approved.

4. FINANCIAL IMPLICATIONS

As part of the annual planning process a notional amount has been identified in terms of implementation costs of the WLS to progress the appointment of a second in-house translator.

5. RECOMMENDATION

Members are asked to:

- **NOTE** the scope of the WLS Compliance Notice and associated Action Plan;
- **NOTE** plans to establish a WLS Delivery Group with responsibility for providing assurance by means of reports to the Board; and
- **NOTE** plans to recruit a second Welsh Language Translator.

Governance and Assurance											
Link to corporate objectives (please ✓)	Promoting and enabling healthier communities		Delivering excellent patient outcomes, experience and access		Demonstrating value and sustainability		Securing a fully engaged skilled workforce		Embedding effective governance and partnerships		
	✓		✓				✓		✓		
Link to Health and Care Standards (please ✓)	Staying Healthy	Safe Care	Effective Care		Dignified Care		Timely Care	Individual Care	Staff and Resources		
			✓		✓			✓			
Quality, Safety and Patient Experience											
Implementing Welsh Language Standards will improve quality, safety and patient experience. The Health Board may be subject to a formal investigation for any areas of non-compliance against the Welsh Language Standards. Financial penalties can be issued and possible legal action.											
Financial Implications											
No additional Welsh Government funding has been made available to Health Boards to implement WLS. Should organisations fail to comply with the requirements this will lead to an intervention by the Welsh Language Commissioner's Office with the ultimate sanction of fine . The organisation currently outsources any additional demands which outstrip the capacity of the existing in-house translation service. It has been agreed that recruitment will now commence for a second in-house Welsh language translator to bridge the increasing levels of demand that WLS are expected to drive.											
Legal Implications (including equality and diversity assessment)											
The Welsh Language Act 1993, the Welsh Language Measure 2011 and The Welsh Language Standards (No. 7) Regulations 2018 ¹ legislate that Health Boards must comply with a set of Welsh Language Standards.											
Staffing Implications											
The Operational Standards aim to improve equality in the workplace for Welsh speaking staff but may also have implications for current Human Resource procedures.											
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015 - https://futuregenerations.wales/about-us/future-generations-act/)											
This report supports compliance with the WBFGA 2015 by demonstrating how ABMU 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		<ul style="list-style-type: none">• Executive Board - Welsh Language report – 31st May 2018• Response Form For Consultation on Draft Compliance Notice – Section 47 Welsh Language (Wales) Measure 2011									

¹ The Welsh Language Standards (No. 7) Regulations 2018

Appendices	Appendix 1 – Action Plan Appendix 2 – Terms of Reference Appendix 3 – Final WLS Compliance Notice
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Welsh Language Standards Action Plan

Welsh Language Standards Action Plan

RS= Reliant Standards

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
(1) When a body replies to correspondence				
1 RS. 7	<i>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.</i>	<ul style="list-style-type: none"> Produce material to raise staff awareness as part of an organisation-wide procedure Cascade material to raise staff awareness 	WLO Executive Directors/ DUs	30.05.19
2	NOT IMPOSED			
3	NOT IMPOSED			

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
4 RS. 6 & 7	<p><i>(c)When a body corresponds with several persons (for example, when it sends a circular, or sends the same letter to a number of homes)</i></p> <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 unless you know those persons do not wish to receive a WL version.</p>	<ul style="list-style-type: none"> As part of corporate branding guidelines include standard wording in all letter templates inviting the addressee to confirm their language needs as part of new letter templates to be issued for use from 1st April 2019. Produce material to raise staff awareness Cascade information to raise staff awareness 	<p>Head of Corporate Administration</p> <p>WLO</p> <p>Executive / DU leads</p>	30.05.19
5 RS. 6 & 7	<p><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></p>	<ul style="list-style-type: none"> Produce material to raise staff awareness Cascade material to raise staff awareness 	<p>WLO</p> <p>Executive / DU leads</p>	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
6	<i>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)</i>	<ul style="list-style-type: none"> • Produce material to raise staff awareness • Cascade material to raise staff awareness 	<p>WLO</p> <p>Executive / DU leads</p>	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
7 RS. 1	<i>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.</i>	<ul style="list-style-type: none"> Produce material to raise staff awareness Cascade material to raise staff awareness As part of corporate branding guidelines include standard wording in all letter templates inviting the addressee to confirm their language needs. 	WLO Executive / DU leads Head of Corporate Administration	30.05.19
8	<i>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.</i>	<ul style="list-style-type: none"> Produce material to raise staff awareness Cascade material to raise staff awareness 	WLO Executive / DU leads	30.05.19
9 RS. 10	<i>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.</i>	<ul style="list-style-type: none"> Produce material to raise staff awareness Cascade material to raise staff awareness Introduce standard text to call filtering services to confirm WL services are available. 	WLO Executive / DU leads Site / service managers	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
		<ul style="list-style-type: none"> Use standard greeting messages to convey WL services are available Implement requirements of bilingual strategy so that any new front-facing posts are designated as WL skills essential 	<p>DUs</p> <p>Executive / DU leads</p>	
10 RS. 9 & 13	<p><i>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:</i></p> <p><i>(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</i></p> <p><i>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</i></p> <p>(this Standard does not apply to direct dial numbers except for those departments that deal with</p>	<ul style="list-style-type: none"> Produce material to raise staff awareness Cascade material to raise staff awareness Introduce standard text to call filtering services to confirm WL services are available. Use standard greeting messages to convey WL services are available Implement requirements of bilingual strategy so that any new front-facing posts are designated as WL skills essential Promote uptake of the 10hr free WL course that is available on-line Seek WL support to telephony services to 	<p>WLO</p> <p>Executive / DU leads</p> <p>Site / service managers</p> <p>DUs</p> <p>Executive / DU leads</p> <p>Executive / DU leads</p> <p>DUs</p>	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	patient concerns and similar)	enable compliance.		
11	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language	<ul style="list-style-type: none"> • Produce material to raise staff awareness • Cascade material to raise staff awareness • Introduce standard text to call filtering services to confirm WL services are available. • Use standard greeting messages to convey WL services are available • Implement requirements of bilingual strategy so that any new front-facing posts are designated as WL skills essential • Promote uptake of the 10hr free WL course that is available on-line • Seek WL support to telephony services to enable compliance. 	<p>WLO</p> <p>Executive / DU leads</p> <p>Site / service managers</p> <p>DUs</p> <p>Executive / DU leads</p> <p>Executive / DU leads</p> <p>DUs</p>	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
12	<i>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.</i>	<ul style="list-style-type: none"> • Produce material to raise staff awareness • Cascade material to raise staff awareness • Introduce standard text to call filtering services to confirm WL services are available. • Use standard greeting messages to convey WL services are available • Implement requirements of bilingual strategy so that any new front-facing posts are designated as WL skills essential • Promote uptake of the 10hr free WL course that is available on-line • Seek WL support to telephony services to enable compliance. 	<p>WLO</p> <p>Executive / DU leads</p> <p>Site / service managers</p> <p>DUs</p> <p>Executive / DU leads</p> <p>Executive / DU leads</p> <p>DUs</p>	30.05.19
13 RS. 10, 15, 16	<i>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.</i>	<ul style="list-style-type: none"> • Produce material to raise staff awareness • Cascade material to raise staff awareness • As part of corporate branding guidelines include standard wording in all letter templates inviting the addressee to confirm their language needs as part of new letter templates to be issued for 	<p>WLO</p> <p>Executive / DU leads</p> <p>Head of Corporate Administration</p>	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
		use from 1 st April 2019.		
14	<i>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.</i>	<ul style="list-style-type: none"> Produce material to raise staff awareness Include requirement in any performance indicators used for switchboards 	WLO Site managers	30.05.2019
15	<i>Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.</i>	<ul style="list-style-type: none"> If answering system in use, include in the message confirmation that callers able to leave a message in Welsh 	Site Managers	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
16	<i>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.</i>	<ul style="list-style-type: none"> • Produce material to raise staff awareness • Cascade material to raise staff awareness • Seek WL training for telephony staff and those answering helplines/ in call centres so that they are able to set up systems to inform callers in Welsh about the availability of Welsh language services via that number. • Implement requirements of bilingual strategy so that any new front-facing posts are designated as WL skills essential • Promote uptake of the 10hr free WL course that is available on-line 	WLO Site Managers Site Managers Managers Corporate Depts / DUs	30.11.19
17	<i>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</i>	<ul style="list-style-type: none"> • Produce material to raise staff awareness • Cascade material to raise staff awareness • Provide information for staff dealing with calls from members of the public to their direct line so that those who are not Welsh speaking are able to appropriately transfer callers to a Welsh speaking colleague where the caller wants to conduct a call through the medium of Welsh or explain why this is not possible. 	WLO Executive / DU leads WLO	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>subject matter; and</i> <i>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</i>	<ul style="list-style-type: none"> Implement requirements of Bilingual Strategy so that any new front-facing posts are designated as WL skills essential. Promote uptake of the 10hr free WL course that is available on-line 	Executive / DU leads Executive / DU leads	
18	<i>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.</i>	<ul style="list-style-type: none"> Produce material to raise staff awareness Cascade material to raise staff awareness Issue staff with standard bilingual greetings when receiving external calls 	WLO Executive / DU leads WLO	30.05.19
19	<i>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.</i>	<ul style="list-style-type: none"> As part of corporate branding guidelines include standard wording for staff use so that they are able to enquire if a person wishes to receive calls in Welsh Cascade material to raise staff awareness 	Head of Corporate Administration Executive leads / DU leads	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
20	<i>Any automated telephone systems that you have must provide the complete automated service in Welsh.</i>	<ul style="list-style-type: none"> • Checks to be made regarding organisation wide automated systems in use to ensure a these have a bilingual message. • Produce material to raise staff awareness so that local automated systems are made compliant by introduction of a bilingual message 	Chief Information Officer Site Managers	30.11.19
21	<p><i>If you invite one person only (“P”) to a meeting—</i></p> <p><i>(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</i></p> <p><i>(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.</i></p>	<ul style="list-style-type: none"> • As part of corporate branding guidelines include standard wording for letters intended for individuals being invited to meetings seeking their wishes in terms of language the meeting is conducted in. • Cascade material to raise staff awareness 	Head of Corporate Administration Executive / DU leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
22 RS. 22A, 22C H	<i>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.</i>	<ul style="list-style-type: none"> As part of corporate branding guidelines include Produce standard wording for letters intended for individuals being invited to meetings seeking their wishes in terms of language the meeting is conducted in. Cascade material to raise staff awareness 	Head of Corporate Administration Executive / DU leads	30.05.19
22A RS. 22	<i>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.</i>	<ul style="list-style-type: none"> As part of corporate branding guidelines include standard wording for letters intended for individuals being invited to meetings seeking their wishes in terms of language the meeting is conducted in. Cascade material to raise staff awareness 	Head of Corporate Administration Executive / DU leads	30.05.19
22 CH: RS. 22	<i>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</i>	<ul style="list-style-type: none"> As part of corporate branding guidelines include standard wording for letters intended for individuals being invited to meetings seeking their wishes in terms of language the meeting is conducted in. Cascade material to raise staff awareness 	Head of Corporate Administration Executive / DU leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>translation service from Welsh to English to be available at the meeting.</i>			
23 RS. 23A	<i>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.</i>	<ul style="list-style-type: none"> This is an existing requirement as part of creating an individual care plan for a patient and will be documented in health records by nursing staff. 	DU directors of Nursing	30.05.19
23A RS 23	<i>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.</i>	<ul style="list-style-type: none"> This is an existing requirement as part of the delivery of individual care plans and will be documented in health records by nursing staff. 	DU directors of Nursing	30.05.19
24	<i>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 in-patient admission if A is unable to inform you that A wishes to use the Welsh language to</i>	<ul style="list-style-type: none"> This is an existing requirement as part of creating an individual care plan for a patient and will be documented in health records by nursing staff. 	DU directors of Nursing	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>communicate with you during an in-patient admission.</i>			
25	<i>If you invite an individual (“A”), to a case conference which will be 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.</i>	<ul style="list-style-type: none"> As part of corporate branding guidelines include standard wording for letters intended for case conference invitations taking place 5 or more working days afterwards seeking confirmation of whether an individual wishes the case conference to be conducted in Welsh. Cascade material to raise staff awareness Operate systems to enable procurement of simultaneous translation services 	<p>Head of Corporate Administration</p> <p>DUs</p> <p>DUs</p>	30.05.19
26 RS.	<i>If you arrange a meeting that is open to the public and at which</i>	<ul style="list-style-type: none"> Produce guidance for staff arranging meetings where the public are allowed to participate so 	WLO	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
29	<i>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</i>	<p>that the advertising around it makes clear anyone attending is able to use Welsh at the meeting.</p> <ul style="list-style-type: none"> • Include the above as part of an organisation wide procedure for meetings which the public are invited to attend and participate in. • Cascade material to raise staff awareness 	<p>WLO</p> <p>Executive / DU leads</p>	
27	<i>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</i>	<ul style="list-style-type: none"> • Produce guidance for staff arranging meetings where the public are allowed to participate so that the invitation to attend is bilingual. • Include the guidelines for the above as part of an organisation wide procedure for meetings which the public are invited to attend and participate in. • Cascade material to raise staff awareness 	<p>WLO</p> <p>WLO</p> <p>Executive/ DU leads</p>	30.05.19
28	<i>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—</i>	<ul style="list-style-type: none"> • Operate systems to enable procurement of simultaneous translation services for any meetings that the public are invited to attend and may participate in. • Include the process for procuring such 	Executive / DU leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>(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).</i>	<p>simultaneous translation services as part of an organisation wide procedure for meetings which the public are invited to attend and participate in.</p> <ul style="list-style-type: none"> • Cascade material to raise staff awareness 	<p>WLO</p> <p>Executive / DU leads</p>	
29 RS 26	<p><i>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—</i></p> <p><i>(a) that they are welcome to use the Welsh language, and</i></p> <p><i>(b) that a simultaneous translation service is available.</i></p>	<ul style="list-style-type: none"> • Operate systems to enable procurement of simultaneous translation services for any meetings that the public are invited to attend and may participate in. • Produce standard announcement wording as part of an organisation wide procedure for meetings which the public may attend and participate in so that they are aware they are welcome to use Welsh and that translation services are available. • As part of corporate branding guidelines provide steps to be followed to ensure consistency of treatment of both the English and Welsh language for meetings where the 	<p>Executive / DU leads</p> <p>WLO</p> <p>Executive/ DU leads</p>	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
		public are invited to attend and participate.		
30	<i>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</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide process so that staff are aware of the need to ensure that where the public may attend a meeting bilingual materials must be available including any presentation slides. Cascade the above. 	<p>WLO</p> <p>Executive/ DUs leads</p>	30.05.19
31	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).	<ul style="list-style-type: none"> Produce information as part of an organisational wide process so that staff are aware of the need to ensure that in the promotion such events that due regard is given to the Welsh language. Cascade the above. 	<p>WLO</p> <p>Executive/ DUs leads</p>	30.05.19
32	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	<ul style="list-style-type: none"> Produce information as part of an organisational wide process so that staff are aware of the need to ensure consistency between English and Welsh in relation to services offered to those attending, signage and announcements. Cascade the above. 	<p>WLO</p> <p>Executive/ DUs leads</p>	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event)			
33	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	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to ensure consistency between English and Welsh in relation to the advertising materials. • Cascade the above. 	<p>WLO</p> <p>Executive/ DUs leads</p>	30.05.19
34	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.	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to ensure consistency between English and Welsh in relation to any material displayed in public. • Cascade the above. 	<p>WLO</p> <p>Executive/ DUs leads</p>	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
35	NOT IMPOSED			
36 RS 38	<p><i>If you produce a form that is to be completed by an individual, you must produce it in Welsh.</i></p> <p><i>(Applies to new forms produced for completion by an individual)</i></p>	<ul style="list-style-type: none"> Produce material to raise staff awareness as part of an organisation-wide procedure Cascade material to raise staff awareness 	<p>WLO</p> <p>Executive/ DUs leads</p>	30.05.19
37 RS 38	<p><i>If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh—</i></p> <p><i>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</i></p> <p><i>(b) if the anticipated audience, and their expectations, suggests</i></p>	<ul style="list-style-type: none"> Produce material to raise staff awareness as part of an organisation-wide procedure Cascade material to raise staff awareness 	<p>WLO</p> <p>Executive/ DUs leads</p>	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>that the document should be produced in Welsh.</i>			
38	<p><i>If you produce a document or a form in Welsh and in English you must—</i></p> <p><i>(a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not);</i></p> <p><i>(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</i></p> <p><i>(c) ensure that the English language version clearly states that the document or form is also available in Welsh.</i></p>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to ensure consistency between English and Welsh. • Cascade material to raise staff awareness 	<p>WLO</p> <p>Executive/ DUs leads</p>	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
39	<i>You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff aware of the need to ensure consistency between English and Welsh. Cascade material to raise staff awareness Take steps to translate all pages of the new website being launched from 1st April 2019. 	WLO Executive/ DUs leads WLO	30.05.20
40 RS 42	<i>You must ensure that— (a) the text of the homepage of your website is available in Welsh, (b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff aware of the need to ensure consistency between English and Welsh. Cascade material to raise staff awareness 	WLO Executive/ DUs leads	30.05.19
41 RS 42	<i>You must ensure that when you publish a new page on your website or amend a page— (a) the text of that page is</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff aware of the need to ensure consistency between English and Welsh requiring 	WLO	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>available in Welsh, (b) any Welsh language version of that page is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to that page.</i>	<p>notifications of new or amended material being published to the website.</p> <ul style="list-style-type: none"> • Cascade material to raise staff awareness 	Executive/ DUs leads	
42	<i>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.</i>	<ul style="list-style-type: none"> • Place notice on webpages to indicate that a corresponding page exists in either English/Welsh as applicable and provide link to those pages. 	WLO/Communications Team	30.05.19
43	<i>You must provide the interface and menus on every page of your website in Welsh.</i>	<ul style="list-style-type: none"> • Provide equal interface between Welsh and English versions of webpages including menus 	WLO/ Communications Team	30.5.20
44	<i>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.</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to ensure consistency between English and Welsh when producing web applications. • Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
45	<i>When you use social media you must not treat the Welsh language less favourably than the English language.</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to ensure consistency between English and Welsh when operating either corporate or departmental social media accounts • Cascade the above to raise staff awareness • Contact all health board departmental social media accounts to ensure they operate in line with the requirement to ensure consistency between the languages. 	WLO Executive/ DUs leads Communications Team	30.05.19
46	<i>If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to respond in Welsh to any contacts made via social media through the medium of Welsh. • Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.05.19
47 RS 49	<i>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</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to ensure consistency between English & Welsh when erecting new signage or renewing signs and notices. • Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>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.</i>			
48 RS 49	<i>When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; 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.</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to ensure new or renewed signage conveys the same information in both languages but the that Welsh will be read first. • Cascade the above to raise staff awareness 	Head of Corporate Administration Executive/ DUs leads	30.05.19
49	<i>You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to ensure text on signage and notices is accurate by checking the Welsh with the in-house Welsh language Translator. • Cascade the above to raise staff awareness 	Head of Corporate Administration Executive/ DUs leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
50 <i>RS.</i> 52 & 53	<i>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.</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to ensure a consistent service is available in both English and Welsh. • Cascade the above to raise staff awareness • Implement the Bilingual Skills Strategy so that any front facing vacancies are advertised as Welsh language essential where there is a need to increase the number of Welsh speakers in that area. • Roster staff in reception areas having regard for the need to provide a bilingual service. • Promote the free-on line Welsh Language Course with a view to increasing the level of Welsh language skills of the workforce. 	WLO Executive/ DUs leads Executive/ DUs leads Executive/ DUs leads Executive/ DUs leads	30.05.19
52 <i>RS.</i> 50	<i>You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that staff aware of the need to ensure a consistent service is available in both English and Welsh in reception areas. • Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
		<ul style="list-style-type: none"> Display 'Iaith Gwaith' signage at all reception areas (including those provided by volunteers/third sector organisations on behalf of ABMU. 	Department Managers	
53	<i>You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff aware of the need to ensure a consistent service is available in both English and Welsh in reception areas. Cascade the above to raise staff awareness Provide reception staff with 'Iaith Gwaith' badges or ensure such embroidery is on their uniforms signage at all reception areas (including those provided by volunteers/third sector organisations on behalf of ABMU. 	WLO Executive/ DUs leads Department Managers	30.05.19
54	<i>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.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff aware of the need to ensure that grant documentation treats English and Welsh consistently. Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
55 <i>RS.</i> 56	<i>When you invite applications for a grant, you must— (a) state in the invitation that applications must 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 time-scale for informing applicants of decisions).</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff aware of the need to ensure that grant documentation invitations treat English and Welsh consistently. Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.05.19
56	<i>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.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff informing grant applicants of a decision reply in the language in which the grant application was submitted. Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
57	<i>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.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff arrange any invitations to tender for a contract in Welsh where this is appropriate and that a Welsh version is not treated any less favourably than an English version. Include a reference to this requirement within Standing Orders. Cascade the above to raise staff awareness 	<p>WLO</p> <p>WLO/ Corporate Governance Team Executive/ DUs leads</p>	30.05.19
58 RS. 59	<i>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 in relation</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff arrange any invitations to tender for a contract in Welsh where this is appropriate and that a Welsh version is not treated any less favourably than an English version. Cascade the above to raise staff awareness Confirm standard wording for invitations to tender that take account of WLS requirements. 	<p>WLO</p> <p>Executive/ DUs leads</p> <p>Head of Procurement</p>	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>to the time-scale for informing tenderers of decisions).</i>			
59	<i>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.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff relaying a decision regarding a tender do so in Welsh if that is that language in which it was submitted. Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.05.19
60	<i>You must promote any Welsh Language service that you provide, and advertise that service in Welsh.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff who are involved in promoting a Welsh language service advertise it in Welsh. Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.05.19
61	<i>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.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff who are involved in promoting a service which is provided in English ensure that such adverts state a corresponding service is available in Welsh. Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.05.19
62	<i>When you form, revise or present your corporate identity, you must not treat the Welsh</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff are aware that the corporate identity is fully 	WLO	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>language less favourably than the English language.</i>	bilingual not treating Welsh any less favourably than English. <ul style="list-style-type: none"> Cascade the above to raise staff awareness 	Executive/ DUs leads	
63	<i>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</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff offering educational courses are aware of the need for assessment of courses and to arrange translation if this is indicated as being required. Cascade the above to raise staff awareness 	WLO Executive/ DUs leads	30.11.19
64	<i>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</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that staff arranging recorded messages for a public address system are aware of the need for these to be bilingual with the Welsh version first. Cascade the above to raise staff awareness 	WLO DUs leads	30.05.19
65	<i>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,</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that the website confirms details of primary care services provided through the medium of Welsh (in Welsh) 	WLO	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>you must designate and maintain a page on your website (in Welsh) containing that information</i>	<ul style="list-style-type: none"> Cascade the above to raise staff awareness 	Primary Care DU / WLO	
66	<i>You must— (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</i>	<ul style="list-style-type: none"> Make primary care service providers aware of the provision of English to Welsh translation service provided by the Health Board for signage or notices 	Primary Care DU / WLO	30.05.19
67	<i>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.</i>	<ul style="list-style-type: none"> Provide primary care providers with 'Iaith Gwaith' badges and make links with practice managers to promote this. 	Primary Care DU / WLO	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
68	<i>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</i>	<ul style="list-style-type: none"> Attend GP Cluster meetings to promote an awareness of the importance of the Welsh language and support to use it. Promote access to Welsh language materials for primary care providers in general. 	Primary Care DU / WLO Primary Care DU / WLO	30.05.19
69	<i>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.</i>	<ul style="list-style-type: none"> <i>Include reference to Welsh Language considerations within the Policy on Policies document.</i> Produce information as part of an organisational wide procedure making reference to the need to consider the impact of policy decisions with regard to the Welsh Language. <i>Cascade the above to raise awareness.</i> 	WLO/ Corporate Governance Team WLO Executive/ DUs leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
70	<i>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.</i>	<ul style="list-style-type: none"> • Include reference to Welsh Language considerations within the Policy on Policies document. • Cascade the above to raise awareness. 	<p>WLO</p> <p>Executive/ DUs leads</p>	30.05.19
71	<i>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</i>	<ul style="list-style-type: none"> • Include reference to Welsh Language considerations within the Policy on Policies document. • Cascade the above to raise awareness. 	<p>WLO</p> <p>Executive/ DUs leads</p>	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>English language.</i>			
72	<i>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.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that the organisation's processes for managing a consultation take the requirements around the Welsh Language into account. Cascade the above to raise awareness. 	WLO/ Corporate Directorates Executive/ DUs leads	30.05.19
73	<i>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.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that the organisation's processes for managing a consultation take the requirements around the Welsh Language into account. Cascade the above to raise awareness. 	WLO/ Corporate Directorates Executive/ DUs leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
74	<i>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that the organisation's processes for managing a consultation take the requirements around the Welsh Language into account. • Cascade the above to raise awareness. 	WLO/ Corporate Directorates Executive/ DUs leads	30.05.19
75	<i>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</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that any research which results in a policy decision takes account of Welsh language issues. • Cascade the above to raise awareness. 	WLO/ Corporate Directorates Executive/ DUs leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>no less favourably than the English language.</i>			
76	<i>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.</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that any research which results in a policy decision positive takes account of Welsh language issues. • Cascade the above to raise awareness. 	WLO/ Corporate Directorates Executive/ DUs leads	30.05.19
77	<i>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</i>	<ul style="list-style-type: none"> • Produce information as part of an organisational wide procedure so that any research which results in a policy decision avoiding adverse effects effect with regard to Welsh language issues. • Cascade the above to raise awareness. 	WLO/ Corporate Directorates Executive/ DUs leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>use the Welsh language, and (b) treating the Welsh language no less favourably than the English language</i>			
78	<p>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 —</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>	<ul style="list-style-type: none"> • Produce a policy on primary care with specific regard to the Welsh Language • Cascade the above to raise awareness. 	<p>Primary Care DU/ WLO</p> <p>Executive/ DUs leads</p>	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>(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— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.</i>			
78A : RS. 78	<i>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 — (a) assess to what extent you have complied with the policy; and (b) publish that assessment on your website within 6 months of the end of the period.</i>	<ul style="list-style-type: none"> Put into place system to inform the reporting of compliance with the policy and publish this within six months of November 2024 	Primary Care Delivery Unit	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
79	<i>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.</i>	<ul style="list-style-type: none"> Develop organisational policy regarding the promotion, facilitation and use of the Welsh Language. Publish the policy on the intranet 	WLO WLO	30.05.19
80	<i>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.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that managers are aware of the requirements to offer employment contracts in Welsh. Put into place arrangements to provide translated versions of contracts of employment in a timely manner. 	WLO Executive lead – Workforce & OD	30.11.19
81	<i>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— (a) any paper correspondence that relates to A’s employment, and which is addressed to A; (b) any documents that outline A’s training needs or requirements;</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure so that managers are aware of the requirements to offer the various employment related documents in Welsh. Put into place arrangements to provide translation of said documents in a timely manner with reference to the two deadlines. 	WLO Executive lead – Workforce & OD	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<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>(30.11.19 timescales not applicable where the activity comes via ESR which has a deadline of 30.11.20)</p>			
82	<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>	<ul style="list-style-type: none"> Make arrangements to seek translated versions of the relevant policy documents for publication. 	Executive lead – Workforce & OD	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>(dd) a policy relating to working conditions; (e) a policy relating to work patterns.</i>			
83	<i>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 — (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.</i>	<ul style="list-style-type: none"> • Incorporate reference within existing documents to an individual's ability to make a complaint in Welsh and is entitled to receive a response in Welsh • Arrange a message to this effect in payslips 	Executive lead – Workforce & OD Executive lead – Workforce & OD	30.05.19
84	<i>If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must— (a) 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</i>	<ul style="list-style-type: none"> • Incorporate into existing processes the right of an individual to have a meeting to discuss a concern conducted in Welsh 	Executive lead – Workforce & OD	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English</i>			
85	<p><i>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—</i></p> <p><i>(a) made the complaint in Welsh,</i></p> <p><i>(b) responded in Welsh to a complaint about A,</i></p> <p><i>(c) asked for a meeting about the complaint to be conducted in Welsh, or</i></p> <p><i>(ch) asked to use the Welsh language at a meeting about the complaint.</i></p>	<ul style="list-style-type: none"> • Incorporate into existing processes the right of an individual to have the outcome of a complaint against them by them conveyed in Welsh where the complaint was made in Welsh, a response was provided in Welsh, a meeting was conducted in Welsh. 	Executive lead – Workforce & OD	30.05.19
86	<p><i>You must—</i></p> <p><i>(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</i></p>	<ul style="list-style-type: none"> • Incorporate into existing processes the right of an individual to respond in Welsh to allegations about them and that this right will be formally notified to them as part of the process. 	Executive lead – Workforce & OD	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.</i>			
87	<i>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.</i>	<ul style="list-style-type: none"> Incorporate into existing processes the right of an individual to have a disciplinary investigation meeting conducted in Welsh and for those arrangements to be put into place where this is required. 	Executive lead – Workforce & OD	30.11.19
88	<i>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</i>	<ul style="list-style-type: none"> Incorporate into existing processes the right of an individual to receive the outcome of a disciplinary investigation conveyed to them in Welsh if they responded to allegations in Welsh and for the meeting to be conducted in Welsh. 	Executive lead – Workforce & OD	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>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.</i>			
89 RS. 93	<i>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)</i>	<ul style="list-style-type: none"> Promote to staff the availability of software for checking spelling and grammar in Welsh by providing details of how this can be sourced via the relevant intranet pages. 	Executive lead IMT	30.05.19
90	<p><i>You must ensure that—</i></p> <p><i>(a) the text of each page of your intranet is available in Welsh,</i></p> <p><i>(b) every Welsh language page on your intranet is fully functional, and</i></p> <p><i>(c) the Welsh language is treated no less favourably than the English language on your intranet.</i></p> <p><i>(only applicable for the following pages :</i></p> <ul style="list-style-type: none"> <i>the use of the Welsh</i> 	<ul style="list-style-type: none"> <i>Publish a Welsh language resources tab</i> <i>Ensure pages referencing the specific HR issues required is translated</i> 	WLO Executive Lead Workforce & OD / WLO	30.5.20

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>language within your internal administration;</i> <ul style="list-style-type: none"> • <i>complaints made by staff;</i> • <i>disciplining staff;</i> • <i>developing skills through planning and training the workforce; and</i> • <i>recruiting & appointing).</i> 			
91 <i>RS</i> <i>93</i>	<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>	<ul style="list-style-type: none"> • Home pages of intranet to be translated in full in both languages 	WLO	30.05.19
92	NOT IMPOSED			
93	<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</p>	<ul style="list-style-type: none"> • Corresponding pages in both languages on intranet must make this clear and provide associated links to move between the two. 	WLO	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	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.			
94	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.	<ul style="list-style-type: none"> Establish a Welsh language resources page on new intranet 	WLO WLO	30.05.19
95	<p>You must provide the interface and menus on your intranet pages in Welsh. (only applicable for 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) 	<ul style="list-style-type: none"> Provide the interface and menus in Welsh for relevant pages 	WLO	30.5.20

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
96	You must assess the Welsh language skills of your employees.	<ul style="list-style-type: none"> Promote the assessment of employees confirming their Welsh language skills by registering these on ESR. Make staff aware of WLS via payslip notice and where they can access support and advice regarding these. 	Executive & DU leads WLO	30.05.19
97	You must provide opportunities for training in Welsh in the following areas, if you provide such training in English — (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	<ul style="list-style-type: none"> Provide training opportunities through the medium of Welsh in the specified areas where training already exists 	Executive lead – Workforce & OD/ Executive lead Patient Experience,	30.11.19
98	You must provide opportunities for training in Welsh on using Welsh effectively in— (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	<ul style="list-style-type: none"> Provide training opportunities through the medium of Welsh in the specified areas 	Executive lead – Workforce & OD/ Executive lead Patient Experience	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
99	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.	<ul style="list-style-type: none"> Promote completion of 10hr on-line Welsh Language course Develop opportunities for managers around using Welsh in their roles 	Executive lead – Workforce & OD	30.05.19
100	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	<ul style="list-style-type: none"> Develop opportunities with local University for staff who have completed basic Welsh training to access follow-on courses at the health board's expense. 	Executive lead – Workforce & OD	30.05.19
101	You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills.	<ul style="list-style-type: none"> As above 	Executive lead – Workforce & OD	30.05.19
102	You must provide training courses so that your employees can develop— (a) awareness of the Welsh language (including awareness	<ul style="list-style-type: none"> Promote the 10hour on-line Welsh Language Course Review content of staff induction / training diary to provide training/awareness session for new and existing staff 	Executive lead – Workforce & OD	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	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.			
103	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.	<ul style="list-style-type: none"> Review content of staff induction to ensure this need is met 	Executive lead – Workforce & OD	30.05.19
104	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	<ul style="list-style-type: none"> Provide access to Iaith Gwaith logo for staff to include in their email signatures Promote the need for staff to use bilingual email signatures. Provide a range of ‘out of office’ bilingual messages for staff to use 	WLO WLO WLO	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	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.			
105	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.	<ul style="list-style-type: none"> Promote the availability and wearing of Iaith Gwaith badges 	WLO	30.05.19
106 RS1 06A	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are	<ul style="list-style-type: none"> Implement systems to require the outcome of vacant post Welsh language assessments to be incorporated into the documentation for advertising such posts 	Executive lead – Workforce & OD	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	desirable; or (ch) Welsh language skills are not necessary.			
106 A	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.	<ul style="list-style-type: none"> Implement systems to require the outcome of vacant post Welsh language assessments to be specified in the job advertisement and ensure the post is advertised bilingually 	Executive lead – Workforce & OD	30.11.19
107 RS. 107 A 107 B & 109	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.	<ul style="list-style-type: none"> Implement systems to ensure that upon advert posts state that applications in Welsh are welcomed. 	Executive lead – Workforce & OD	30.05.19
107 A	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;	<ul style="list-style-type: none"> Implement processes around the recruitment process so that documents, the process itself and the job descriptions are made available bilingually. 	Executive lead – Workforce & OD	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	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			
107 B	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).	<ul style="list-style-type: none"> Implement processes around recruitment so that whether this is in English or Welsh it runs to the same process and timelines 	Executive lead – Workforce & OD	30.05.19
108	You must ensure that your application forms for posts provide a 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	<ul style="list-style-type: none"> Implement processes around recruitment so that these are facilitated in Welsh if indicated. 	Executive lead – Workforce & OD	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	simultaneous or consecutive translation service from Welsh to English for that purpose.			
109	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	<ul style="list-style-type: none"> Implement processes around recruitment so that decisions are conveyed in Welsh if the application was submitted in Welsh. 	Executive lead – Workforce & OD	30.05.19
110 <i>RS.</i> 110 <i>A</i>	<i>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).</i>	<ul style="list-style-type: none"> Establish a five year plan around the provision of clinical consultations in Welsh. 	Executive lead – Workforce & OD	30.11.19
110 <i>A</i> <i>RS.</i> 110	<i>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</i>	<ul style="list-style-type: none"> Assess the extent to which the plan has been complied within six months of November 2022. 	Executive lead – Workforce & OD	30.11.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>plan; and (b) publish that assessment within 6 months.</i>			
111 RS 113	<i>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.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure regarding the requirements to be followed for signage and notices within the workplace. Cascade to raise awareness of staff 	WLO Executive & DU leads	30.05.19
112	<i>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; which conveys the same information in Welsh and in</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure regarding the requirements to be followed for signage and notices within the workplace. Cascade to raise awareness of staff 	WLO Executive & DU leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<i>English, the Welsh language text must be positioned so that it is likely to be read first.</i>			
113	<i>You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure regarding the requirements to be followed for signage and notices within the workplace. Cascade to raise awareness of staff 	WLO Executive & DU leads	30.05.19
114	<i>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</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure regarding the requirements to be followed for recorded announcements using audio equipment within the workplace. Cascade to raise awareness of staff 	WLO Executive & DU leads	30.05.19
115	<i>You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.</i>	<ul style="list-style-type: none"> Produce information as part of an organisational wide procedure regarding the requirements to be followed for formal complaints received regarding Welsh Language Standards. Central register of all such complaints to be held by WLO Cascade to raise awareness of staff 	WLO WLO Executive & DU leads	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
116	<i>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.</i>	<ul style="list-style-type: none"> <i>Develop system to record this within ESR and for this to be reported at specified intervals</i> 	Executive lead – Workforce & OD	30.05.19
117	<i>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 (ch) Welsh language skills are not necessary.</i>	<ul style="list-style-type: none"> <i>Establish systems to provide new and vacant post data in relation to specified Welsh Language requirements.</i> 	Executive lead – Workforce & OD	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
118	<i>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</i>	<ul style="list-style-type: none"> <i>Publish list of WLS on website along with reports confirming the extent to which the organisation has attained compliance</i> 	WLO	30.05.19
119	<i>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.</i>	<ul style="list-style-type: none"> Establish a process for dealing with any complaints regarding WLS and publish this on the website. 	WLO	30.05.19
120	<i>(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.</i>	<ul style="list-style-type: none"> Produce an annual report regarding compliance fulfilling the required content requirements and make it available via the website. 	WLO	30.05.19

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<p><i>(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)—</i></p> <p><i>(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);</i></p> <p><i>(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);</i></p> <p><i>(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></p> <p><i>(i) Welsh language skills were essential;</i></p> <p><i>(ii) Welsh language skills</i></p>			

Std	Description of Service Delivery Standard	High Level Actions (required to achieve compliance)	Lead	Date by when compliance required
	<p><i>needed to be learnt when appointed to the post;</i></p> <p><i>(iii) Welsh language skills were desirable; or</i></p> <p><i>(iv) Welsh language skills were not necessary.</i></p> <p><i>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</i></p> <p><i>(4) You must ensure that a current copy of your annual report is available on your website</i></p>			
121	<p><i>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.</i></p>	<ul style="list-style-type: none"> WLO nominated as the designated contact point for the co-ordination of such information. 	WLO	30.05.19



Terms of Reference and Operating Arrangements

WELSH LANGUAGE STANDARDS (WLS) DELIVERY GROUP

1.0 INTRODUCTION

1.1 The **WLS Delivery Group's** focus is on the delivery and implementation of the health board's WLS Delivery Plan and will be chaired by the Director of Corporate Governance/Board Secretary.

2.0 PURPOSE

2.1 The purpose of the Group is to support 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.

2.2 The Group's responsibilities and functions will include:

- To consider and report upon the implementation of bilingual services including WLS to the Board;
- To receive reports as appropriate on:
 - Formal complaints received by the Health Board in relation to the implementation of the WLS and or Welsh language issues in general,
 - Measures in place to promote the use of the Welsh Language,
 - National developments with respect to the Welsh Language Standards, and supporting the Welsh language more generally,
 - Oversee delivery of the Bilingual Skills strategy.
- To provide leadership and guidance to support to Welsh language service provision;
- To monitor the systems in place for the sharing of good practice across the organisation and throughout NHS Wales, in partnership with the NHS Wales Welsh Language Officer's Group
- To consider and recommend an Annual Welsh Language Report to the Board, providing positive assurance that the Group has met its terms of reference and key duties.

3.0 DELEGATED POWERS AND AUTHORITY

3.1 Remit

The Group will:

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

3.2 Programme of Work

To achieve this, the Group's programme of work will be designed to ensure:

- clear, consistent strategic direction, strong leadership and transparent lines of accountability;
- an ethos of continual quality improvement;
- risks are actively identified and robustly managed and mitigated,
- decisions are based upon valid, accurate, complete and timely data and information.

3.3 Sub-Groups

The Group may establish sub-groups or task and finish groups to carry out on its behalf.

4.0 MEMBERSHIP

4.1 Composition of the Group

The membership of the Group shall be determined by the Executive Board, based on the recommendation of the Director of Corporate Governance/Board Secretary, and subject to any specific requirements or directions made by the Welsh Government.

The Chair of the Group will be the Executive Director with responsibility for the delivery of bilingual services and acts as Welsh Language Champion for the organisation. The Vice Chair position should also be an Executive Director.

Members of the Group will include:

- Executive Director with responsibility for Welsh Language Services (or their representative);
- Senior manager acting as relationship manager with Welsh Language Commissioner's Office and Welsh Government's Welsh Language Unit;
- Executive Director with responsibility for Patient Experience (or their representative);
- Executive Director with responsibility for Staff Experience (or their representative);
- Independent Member with an interest in Welsh language issues;
- Head of Communications (or their representative);

- Welsh Language Officer;
- Welsh Language Translator;
- Service Delivery Unit Triumvirate representatives;
- Staff-side representative;
- Partner organisations as appropriate.

Any representative will be appropriately briefed and able to act upon decisions made by the Group.

4.2 Secretariat

Director of Corporate Governance/Board Secretary, will determine the secretarial and support arrangements for the group.

5.0 ACCESS

5.1 The Group's Chair shall have access to Executive Directors and other relevant senior staff as required.

6.0 GROUP MEETINGS

6.1 Quorum

At least five individuals must be present to ensure the quorum of the Group, including the Executive Director with responsibility for Welsh Language issues (or their representative); the Executive Director with responsibility for Patient Experience (or their representative); and three other members.

6.2 Frequency of Meetings

Meetings shall be held not less than on a quarterly basis. The Chair of the group may request a meeting if they consider that one is necessary. The group will arrange meetings and align with key statutory requirements during the year consistent with the UHB's annual plan of Board Business.

6.3 Conduct of Meetings

Meetings will be formally minuted, with names attached to allocated actions and collated in to a summary action plan. Minutes will be approved at the next meeting.

6.4 Attendance

Attendance at each meeting will be monitored so that the Chair can initiate action in the event that a member fails to attend more than three consecutive meetings without good reason and without providing an appropriate deputy.

7.0 REPORTING AND ASSURANCE ARRANGEMENTS

7.1The Group Chair shall:

- report formally, regularly and on an annual basis to the Board on the Group’s activities;
- bring to the Board’s specific attention any significant matters in relation to the Group;
- Ensure appropriate escalation arrangements are in place to alert the Health Board Chair, Chief Executive or Chairs of other relevant Board Committees of any urgent/critical matters.

8.0 RELATIONSHIP WITH THE BOARD AND ITS COMMITTEES/GROUPS

8.1 The Chair shall report directly to the Board on any issues of significance.

9.0 REVIEW

9.1 These terms of reference and operating arrangements shall be adopted by the Group and undergo annual review.

Date Terms of Reference Approved:

Signed:.....(Chair)

Date:.....

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

Abertawe Bro Morgannwg 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	<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> <p>You must comply with standard 4 in every circumstance, except:</p> <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	<p>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—</p> <p>(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</p> <p>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p>	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 every call which involves the matter in hand.</p>	30/11/2019

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	30/05/2019

		<p>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 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	You must produce and publish a policy on how to establish whether	30/05/2019

	standards	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.	
25	Service Delivery standards	If you invite an individual (“A”), to a case conference which will be 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.	30/05/2019
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	30/05/2019

		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).	
29	Service Delivery standards	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.	30/05/2019
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	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).	30/05/2019
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 not); (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 (c) ensure that the English language version clearly states that the document or form is also available in Welsh.	30/05/2019
39	Service Delivery standards	You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and	30/05/2020

		(c) the Welsh language is not treated less favourably than the English language on your website.	
40	Service Delivery standards	You must ensure that— (a) the text of the homepage of your website is available in Welsh, (b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website.	30/05/2019
41	Service Delivery standards	You must ensure that when you publish a new page on your website or amend a page— (a) the text of that page is available in Welsh, (b) any Welsh language version of that page is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to that page.	30/05/2019
42	Service Delivery standards	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.	30/05/2019
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	30/05/2019

		circumstances: <ul style="list-style-type: none"> when using social media on your corporate and departmental accounts. 	
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; 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.	30/05/2019
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	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. You must comply with standard 50 in relation to the following by	30/05/2019

		30 May 2019: <ul style="list-style-type: none"> ○ The body's main reception services. You must comply with standard 50 in relation to the following by 30 November 2019: <ul style="list-style-type: none"> ○ Every other reception service. 	
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 standards	<p>You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.</p>	30/05/2019
54	Service Delivery standards	<p>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.</p>	30/05/2019
55	Service Delivery standards	<p>When you invite applications for a grant, you must—</p> <p>(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</p> <p>(b) not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst</p>	30/05/2019

		other matters, in relation to the closing date for receiving applications and in relation to the timescale for informing applicants of decisions).	
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 in relation to the timescale for informing tenderers of decisions).	30/05/2019
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	30/05/2019

		language.	
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 standards	You must— (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.	30/05/2019
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—	30/05/2019

		(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.	
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 language.	30/05/2019
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	30/05/2019

		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.	
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— (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
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	30/05/2019

		<p>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—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	
77	Policy Making standards	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p>	30/05/2019
78	Policy Making standards	<p>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—</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</p>	30/11/2019

		not have adverse effects, or so that it would have decreased adverse effects on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.	
78A	Policy Making standards	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 — (a) assess to what extent you have complied with the policy; and (b) publish that assessment on your website within 6 months of the end of the period.	30/11/2019
79	Operational standards	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.	30/05/2019
80	Operational standards	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.	30/11/2019
81	Operational standards	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 - (a) any paper correspondence that relates to A's employment, and which is addressed to A; (b) any documents that outline A's training needs or requirements; (c) any documents that outline A's performance objectives; (ch) any documents that outline or record A's career plan; (d) any forms that record and authorise annual leave; (dd) any forms that record and authorise absences from work;	30/11/2019

		<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>	
82	Operational standards	<p>If you publish any of the following, you must publish it in Welsh -</p> <ul style="list-style-type: none"> (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. 	30/05/2019
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 	30/11/2019

		Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.	
85	Operational standards	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 - (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	You must - (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, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	30/05/2019
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	30/05/2019

		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.	
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	<p>You must ensure that -</p> <p>(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.</p> <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. 	30/05/2020
91	Operational standards	You must ensure that -	30/05/2019

		(a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.	
93	Operational standards	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.	30/05/2019
94	Operational standards	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.	30/05/2019
95	Operational standards	You must provide the interface and menus on your intranet pages in Welsh. You must comply with standard 95 in relation to the following: <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. 	30/05/2020
96	Operational standards	You must assess the Welsh language skills of your employees.	30/05/2019
97	Operational standards	You must provide opportunities for training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures;	30/11/2019

		(ch) induction; (d) dealing with the public; and (dd) health and safety.	
98	Operational standards	You must provide opportunities for training in Welsh on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	30/11/2019
99	Operational standards	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	30/05/2019
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, free of charge, to improve their Welsh language skills.	30/05/2019
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	<p>You must provide -</p> <p>(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</p> <p>(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.</p>	30/05/2019
105	Operational standards	<p>You must -</p> <p>(a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and</p> <p>(b) promote the wearing of the badge to members of staff.</p>	30/05/2019
106	Operational standards	<p>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 -</p> <p>(a) Welsh language skills are essential;</p> <p>(b) Welsh language skills need to be learnt when appointed to the post;</p> <p>(c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.</p>	30/05/2019
106A	Operational standards	<p>If you have categorised a post as one 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>	30/11/2019
107	Operational standards	<p>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</p>	30/05/2019

		English.	
107A	Operational standards	<p>If you publish -</p> <ul style="list-style-type: none"> (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; or (ch) job descriptions; <p>you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.</p>	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 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.	30/05/2019
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	<p>You must publish a plan for each 5 year period setting out -</p> <ul style="list-style-type: none"> (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 	30/11/2019

		carry out a clinical consultation in Welsh; (c) a timetable for the actions that you have detailed in (b).	
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 - (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.	30/05/2019
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	30/05/2019

		announcement must be made in Welsh first.	
115	Operational 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	Operational 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	Operational 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 (ch) Welsh language skills are not necessary.	30/05/2019
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	(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you	30/05/2019

	Matters	<p>have complied with the 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 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);</p> <p>(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);</p> <p>(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—</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.</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	30/05/2019

		duty to comply.	
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Meri Huws

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Welsh Language Commissioner

Date: 30/11/2018