



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



Meeting Date	27 th September 2018	Agenda Item	6ii.
Report Title	Corporate Governance Report		
Report Author	Liz Stauber, Committee Services Manager		
Report Sponsor	Pam Wenger, Director of Corporate Governance		
Presented by	Pam Wenger, Director of Corporate Governance		
Freedom of Information	Open		
Purpose of the Report	To report on corporate governance matters arising since the previous meeting.		
Key Issues	<p>There are a number of corporate governance matters which have to be reported to the board as a regular item in-line with standing orders. This report encompasses all such issues as one agenda item.</p> <p>This report also specifically provides an update on the Welsh Language Standards and notes that a full update and implementation plan will be considered at the Board in November 2018.</p>		
Specific Action Required (please ✓ one only)	Information	Discussion	Assurance
	✓		
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • Note the report 		

CORPORATE GOVERNANCE REPORT

1. INTRODUCTION

To report on corporate governance matters arising since the previous meeting.

2. BACKGROUND

There are a number of corporate governance matters which have to be reported to the board as a regular item in-line with standing orders. This report encompasses all such issues as one agenda item.

3. GOVERNANCE AND RISK ISSUES

(i) Affixing the Common Seal

In-line with standing orders, a routine report on documents to which the common seal has been affixed is required. Attached at **appendix 1** are details taken from the seal register. All documents have been signed by the Chairman or Vice-Chairman and an executive director or the Director of Corporate Governance, in line with the requirements.

(ii) Welsh Health Circulars (WHCs)

Welsh Government issues WHCs around specific topics. The WHCs set out in **appendix 2** have been received since the last meeting and are available via the [Welsh Government website](#), where further details as to the risks and governance issues are available.

(iii) Board Business Cycle

At each meeting, the board receives copy of its business cycle which outlines the business planned for each meeting. This is at **appendix 3**.

(iv) 2019 Board Meeting Dates

The dates for board meetings/ development sessions in 2018

Date of Meeting	Type of Meeting
31 st January	Health Board (public meeting)
28 th February	Board Development
28 th March	Health Board (public meeting)
25 th April	Board Development
30 th May	Health Board (public meeting)
27 th June	Board Development
25 th July	Health Board (public meeting)
29 th August	Board Development
26 th September	Health Board (public meeting)
31 st October	Board Development

28 th November	Health Board (public meeting)
19 th December	Board Development

The venues and timings for the above will be confirmed in due course.

(v) **Welsh Language Standards**

The implementation of Welsh language standards (WLS) which replace the requirements of current Welsh language schemes means that ABMU will need to demonstrate that it is taking a strategic approach to the mainstreaming the Welsh language and promoting the 'active offer'. This places the onus on the organisation to offer services in Welsh, rather than on the individual to request them. This is important given that our responsibility for delivering safe, high quality care and a positive patient experience.

The standards aim to:

- Improve the services Welsh-speakers can expect to receive from organisations in Welsh;
- Increase the use people make of Welsh-language services;
- Make it clear to organisations what they need to do in terms of the Welsh language; and
- Ensure that there is an appropriate degree of consistency in terms of the duties placed on organisations in the same sectors.

The standards fall into the following categories and are specified in the regulations:

- **Service-delivery standards** will be imposed in relation to the delivery of services in order to promote or facilitate the use of the Welsh language, or to ensure that it is treated no less favourably than English.
- **Policy-making standards** will require organisations to consider what effect their policy decisions will have on the ability of persons to use the language and on the principle of treating Welsh no less favourably than English.
- **Operational standards** deal with the internal use of Welsh by organisations.
- **Record-keeping standards** will make it necessary to keep records about some of the other standards, and about any complaints received by an organisation. These records will assist the Commissioner in regulating the organisation's compliance with standards.

ABMU received its draft compliance notice at **appendix 4** from the Welsh Language Commissioner on 18th July 2018 which signalled that commencement of a three month period of engagement on 127 WLS. Significant work has been carried out since this time to consider the implications of each individual standard. This has resulted in meetings with representatives of the Welsh Language Commissioner and other Welsh NHS health organisations each of which have received separate compliance notices. Currently ABMU is being asked to fully deliver against 120 of the Welsh language Standards with the remainder within a year.

We are currently in the process of drafting a response to the consultation and this is due to be discussed further at the forthcoming meeting of ABMU's Welsh language strategy group. Where it is felt a Welsh language standard is unreasonable or will require a disproportionate level of effort to deliver compliance, our response will set out the reasons for this together with a request for an extension to delivery timescales. It will also include the reasons for any instances where we feel a standard should be exempted.

An update will be provided to the board at its next meeting.

4. FINANCIAL IMPLICATIONS

It is anticipated that there will be resource implications arising from the provision of Welsh language services and these are likely to increase as a result of the implementation of the Welsh language standards. These are currently subject to an assessment which will be linked to an implementation plan once we final compliance notice is received. This is expected towards the end of this calendar year.

There are no other financial implications arising from the other items within this report.

5. RECOMMENDATION

Members are asked to:

- **NOTE** the report.

Governance and Assurance							
Link to corporate objectives (please ✓)	Promoting and enabling healthier communities		Delivering excellent patient outcomes, experience and access		Demonstrating value and sustainability		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							
The common seal is applied to legal and official documents which develop services, buildings, processes and systems to enhance the way in which the health board functions and support and patients. In addition, Welsh health circulars provide advice, guidance and information relating to changes in process or services which work to enhance services.							
Financial Implications							
The only issue with financial implications relates to the delivery of Welsh Language Standards and this is currently being quantified.							
Legal Implications (including equality and diversity assessment)							
The common seal is primarily used to seal legal documents such as transfers of land, lease agreements and other important/key contracts. The seal may only be fixed to a document if the board or committee of the board has determined it shall be completed under seal, or if a transaction to which the document relates has been approved by the board or committee of the board. Any legal implications relating to Welsh health circulars would be identified in the individual documents.							
Staffing Implications							
There are no staffing implications contained within this report. However, specific impact, in relation to the implementation of the Welsh Language Standards will need to be considered as part of the implementation plan.							
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)							
Welsh health circulars provide advice, guidance and information relating to changes in process or services which work to enhance the way in which NHS Wales organisations function and would therefore potentially have individual long-term impacts.							
Report History	The report is a standing item on the board's business cycle.						
Appendices	Appendix 1 – affixing of the common seal Appendix 2 – Welsh health circulars Appendix 3 – board business cycle Appendix 4 – Welsh language standards draft compliance notice						

Appendix 1**REGISTER OF SEALINGS**

Register Number	Date Signed	Name of Document
1563	11.07.2018	Framework agreement for electrical contractor (lot two)
1564	11.07.2018	Framework agreement for consultant discipline five – structural and civil engineering
1565	11.07.2018	Framework agreement for electrical contractor (lot one)
1566	24.07.2018	Framework agreement for electrical contractor (lot one)
1567	24.07.2018	Framework agreement for electrical contractor (lot two)
1568	24.07.2018	Framework agreement for mechanical contractor (lot one)
1569	24.07.2018	Framework agreement for mechanical contractor (lot two)
1570	24.07.2018	Ward J refresh at Morriston Hospital
1571	24.07.2018	Proposed transitional care unit – associated moves, Singleton Hospital
1572	13.08.2018	Proposed transitional care unit – associated moves, Singleton Hospital
1573	13.08.2018	Framework agreement for consultant discipline four – quantity surveying and principal designer
1574	13.08.2018	Framework agreement for consultant discipline three – mechanical and electrical engineers
1575	13.08.2018	Framework agreement for consultant discipline one – project management
1576	03.09.2018	Gwelfor phase two, Cefn Coed Hospital
1577	03.09.2018	Aseptic changing room, Singleton Hospital
1578	03.09.2018	Ward J refresh at Morriston Hospital
1579	03.09.2018	Ward J refresh at Morriston Hospital
1580	03.09.2018	Anti-ligature programme phase one 2018-19
1581	03.09.2018	Ophthalmology 2 nd clean room, Singleton Hospital
1582	03.09.2018	Replacement flooring ward 19-15 (various areas), Princess of Wales Hospital
1583	03.09.2018	Singleton Hospital, steam boiler burner replacement
1584	03.09.2018	Ward C minor refurbishment at Morriston Hospital

Appendix 2

WHC number and title	Date received	Recipients
WHC (18) 022 Sharing Patient information between healthcare professionals – a joint statement from the Royal College of Ophthalmologists and College of Optometrists	03.09.2018	Senior Information Risk Owner (Director of Corporate Governance)
WHC (18) 025 A Financial Framework to Support Secondary Acute Services Shift to Community/Primary Service Delivery	27.07.2018	Service Director for Primary Care and Community Services
WHC (18) 026 Primary care quality and delivery measures	16.07.2018	Service Director for Primary Care and Community Services
WHC (18) 028 NHS Wales National Clinical Audit and Outcome Review Plan Annual Rolling Programme for 2018/19	01.08.2018	Medical Director
WHC (18) 029 Guidance on the Ionising Radiation Regulation	16.08.2018	Director of Therapies and Health Science
WHC (18) 031 Launch of the Reading Well Books on prescription for Dementia	18.09.2018	Service Director for Primary Care and Community Services
WHC (18) 032 List of Welsh Health Circulars: 1 January 2018 – 31 July 2018	09.08.2018	Director of Corporate Governance
WHC (18) 033 Airborne Isolation Room Requirements	25.07.2018	Director of Strategy
WHC (18) 034 BCG vaccine supply and ordering in Wales	31.07.2018	Director of Public Health Service Director for Primary Care and Community Services Director of Workforce and OD
WHC (18) 036 Flu vaccination for residential care and nursing home staff in 2018-19	23.08.2018	Director of Public Health Service Director for Primary Care and Community Services

HEALTH BOARD BUSINESS CYCLE 2018 - 2020

[illegible]

TOPIC	LEAD DIRECTOR	2018				2019							2020							
		❖ August	September	❖ October	November	January	March	May (accounts)	May	July	September	November	February	January	March	May (accounts)	May	July	September	November
Annual Audit Letter	Director of Corporate Governance																			
Structured Assessment	Director of Corporate Governance																			
Charitable Funds Accounts for Approval	Director of Finance																			
Health and Safety Annual Report	Director of Strategy																			
Risk Management Strategy	Director of Nursing and Patient Experience																			
Board Assurance Framework	Director of Corporate Governance																			
Organisational Risk Register	Director of Nursing and Patient Experience																			
Review of Standing Orders and Standing Financial Instructions	Director of Corporate Governance																			
Review of Board Governance Arrangements (annually)	Director of Corporate Governance																			
Policies/Plans as appropriate as identified by each Executive Director	Executive Directors																			

Notes:

- ❖ These meetings are not part of the business cycle of the Board, these are development sessions but due to the timescales for Board Decision formal matters will be considered.

All items will be all considered in the 'Public' Meeting unless there is a justifiable reason why this should be considered in-committee

Annual General Meeting : Proposal this is a separate day to the Board Meeting and that a 'task and finish group' work through the options for the design of the AGM for agreement in September/October.

COMPLIANCE NOTICE – SECTION 47 WELSH LANGUAGE (WALES) MEASURE 2011

Abertawe Bro Morgannwg University Health Board

Standards required to comply with within 6 months.

Standard Number	Class of Standard	Standard
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.
2	Service Delivery standards	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must- (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms that A is to complete from then onwards in Welsh.
3	Service Delivery standards	When you send correspondence addressed to one or more individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh;

		<p>and if-</p> <p>(a) all individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to all of those individuals;</p> <p>(b) one (but not all) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to all of those individuals.</p>
4	Service Delivery standards	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.
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.
6	Service Delivery standards	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).
7	Service Delivery standards	<p>You must state -</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond with you,</p> <p>that you welcome receiving correspondence in Welsh, that you will respond to</p>

		correspondence in Welsh, and that corresponding in Welsh will not lead to delay.
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.
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.
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.
11	Service Delivery standards	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less 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.
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.
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.

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.
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.
17	Service Delivery standards	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.
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.
19	Service Delivery standards	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.
20	Service Delivery standards	Any automated telephone systems that you have must provide the complete automated service in Welsh.

21	Service Delivery standards	If you invite one person only ("P") to a meeting— (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 (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.
22	Service Delivery standards	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.
22A	Service Delivery standards	If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.
22CH	Service Delivery standards	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.
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.
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.

24	Service Delivery standards	You must produce and publish a policy on how to establish whether an in-patient (“A”) wishes to use the Welsh language during A’s inpatient admission if A is unable to inform you that A wishes to use the Welsh language to communicate with you during an in-patient admission.
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.
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.
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.
28	Service Delivery standards	If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she

		wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).
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	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.
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).
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).
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.
34	Service Delivery	Any material that you produce and display in public must be displayed in Welsh, and

	standards	you must not treat any Welsh language version of the material less favourably than the English language version.
35	Service Delivery standards	Any material that you produce and display at a public exhibition organised by you must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than you treat an English language version.
36	Service Delivery standards	If you produce a form that is to be completed by an individual, you must produce it in Welsh.
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.
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.
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.
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.
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.
43	Service Delivery standards	You must provide the interface and menus on every page of your website in Welsh.
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.
45	Service Delivery standards	When you use social media you must not treat the Welsh language less favourably than the English language.
46	Service Delivery standards	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).
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.
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.
49	Service Delivery standards	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.
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.
52	Service Delivery standards	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.
53	Service Delivery standards	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.
54	Service Delivery standards	Any documents that you publish which relate to applications for a grant must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.

55	Service Delivery standards	When you invite applications for a grant, you must— (a) state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English; and (b) not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the timescale for informing applicants of decisions).
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.
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.
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).
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.
60	Service Delivery	You must promote any Welsh language service that you provide, and advertise that

	standards	service in Welsh.
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.
62	Service Delivery standards	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.
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.
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.
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.
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.
67	Service Delivery	You must—

	standards	(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.
68	Service Delivery standards	You must provide training courses, information or hold events so that a primary care provider can develop— (a) an awareness of the Welsh language (including awareness of its history and its role in Welsh culture); and (b) an understanding of how the Welsh language can be used in the workplace.
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.
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.
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.
72	Policy Making standards	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>
73	Policy Making standards	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p>
74	Policy Making standards	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>
75	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 what effects, if any (and whether positive or adverse), the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>
76	Policy Making standards	When you commission or undertake research that is intended to assist you to make a

		<p>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—</p> <ul style="list-style-type: none"> (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.
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> <ul style="list-style-type: none"> (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language
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> <ul style="list-style-type: none"> (a) what effects, if any (and whether positive or negative), the decision would have on— <ul style="list-style-type: none"> (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (b) how that decision could be taken or implemented so that it would have positive effects, or increased positive effects, on— <ul style="list-style-type: none"> (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; and (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— <ul style="list-style-type: none"> (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.
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.
82	Operational standards	If you publish any of the following, you must publish it in Welsh - (a) a policy relating to behaviour in the workplace; (b) a policy relating to health and well-being at work; (c) a policy relating to salaries or workplace benefits; (ch) a policy relating to performance management; (d) a policy relating to absence from work; (dd) a policy relating to working conditions; (e) a policy relating to work patterns.
83	Operational standards	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.
84	Operational standards	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

		<p>from Welsh to English for that purpose; and</p> <p>(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.</p>
85	Operational standards	<p>When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A -</p> <p>(a) made the complaint in Welsh,</p> <p>(b) responded in Welsh to a complaint about A,</p> <p>(c) asked for a meeting about the complaint to be conducted in Welsh, or</p> <p>(ch) asked to use the Welsh language at a meeting about the complaint.</p>
86	Operational standards	<p>You must -</p> <p>(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</p> <p>(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.</p>
87	Operational standards	<p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</p> <p>(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.</p>

88	Operational standards	When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.
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).
91	Operational standards	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.
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.
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.
96	Operational standards	You must assess the Welsh language skills of your employees.
97	Operational standards	You must provide opportunities for training in Welsh in the following areas, if you provide

		<p>such training in English -</p> <ul style="list-style-type: none"> (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.
98	Operational standards	<p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <ul style="list-style-type: none"> (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.
99	Operational standards	<p>You must provide opportunities during working hours -</p> <ul style="list-style-type: none"> (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.
100	Operational standards	<p>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.</p>
101	Operational standards	<p>You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills.</p>
102	Operational standards	<p>You must provide training courses so that your employees can develop -</p> <ul style="list-style-type: none"> (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.
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.
104	Operational standards	You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages.
105	Operational standards	You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff.
106	Operational standards	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.
106A	Operational standards	If you have categorised a post as one where Welsh language skills are essential,

		desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh
107	Operational standards	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.
107A	Operational standards	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; or (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.
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).
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.

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.
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.
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.
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.
114	Operational standards	When you make a recorded announcement in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.
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.
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.
117	Operational standards	<p>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—</p> <ul style="list-style-type: none"> (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.
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.
119	Standards which deal with Supplementary Matters	<p>You must—</p> <ul style="list-style-type: none"> (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.
120	Standards which deal with Supplementary Matters	<ul style="list-style-type: none"> (1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year. (2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)— <ul style="list-style-type: none"> (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

		<p>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	<p>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.</p>

Standards required to comply with within a year.

Standard Number	Class of Standard	Standard
39	Service Delivery standards	<p>You must ensure that—</p> <p>(a) the text of each page of your website is available in Welsh,</p>

		<p>(b) every Welsh language page on your website is fully functional, and</p> <p>(c) the Welsh language is not treated less favourably than the English language on your website.</p>
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.
81	Operational standards	<p>You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh -</p> <p>(a) any paper correspondence that relates to A's employment, and which is addressed to A;</p> <p>(b) any documents that outline A's training needs or requirements;</p> <p>(c) any documents that outline A's performance objectives;</p> <p>(ch) any documents that outline or record A's career plan;</p> <p>(d) any forms that record and authorise annual leave;</p> <p>(dd) any forms that record and authorise absences from work;</p> <p>(e) any forms that record and authorise flexible working hours.</p>
90	Operational standards	<p>You must ensure that -</p> <p>(a) the text of each page of your intranet is available in Welsh,</p> <p>(b) every Welsh language page on your intranet is fully functional, and</p> <p>(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</p>

		<p>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.
95	Operational standards	<p>You must provide the interface and menus on your intranet pages in Welsh.</p> <p>You must comply with standard 95 in relation to the following:</p> <ul style="list-style-type: none"> ○ any page or homepage on your intranet that is available in Welsh in accordance with standards 90 and/or 91; ○ any page you designate and maintain on your intranet in accordance with standard 94.
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 carry out a clinical consultation in Welsh; (c) a timetable for the actions that you have detailed in (b).
110A	Operational standards	<p>Three years after publishing a plan in accordance with standard 110, and at the end of a plan's 5 year period you must -</p> <ul style="list-style-type: none"> (a) assess the extent to which you have complied with the plan; and (b) publish that assessment within 6 months.

Meri Huws

Meri Huws

Welsh Language Commissioner

Date: 18/07/2018

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