



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Welsh Language Commissioner's Standards Report – Section 64 Welsh Language (Wales) Measure 2011

Public Bodies: General (2)

[Cyf: 20150529ASCCC(2) - 1]

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1 Background and context

The principal aim of the Welsh Language Commissioner, an independent body established by the Welsh Language (Wales) Measure 2011, is to promote and facilitate the use of the Welsh language. This entails raising awareness of the official status of the Welsh language in Wales and imposing standards on organizations. This, in turn, will lead to the establishment of rights for Welsh speakers.

Two principles will underpin the Commissioner's work:

- in Wales, the Welsh language should be treated no less favourably than the English language
- persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

On 7 November 2014 the Welsh Government published a document entitled 'Welsh Language Standards Regulations 2015'¹. These proposed standards were developed to impose duties upon county councils and county borough councils in Wales, national park authorities and Welsh Ministers.

On introducing the document, the following was noted by the Welsh Government:

The standards have been drafted so as to build on the [language] schemes. Organisations who will be required to comply with standards will now be required to take a more proactive, strategic approach to mainstreaming the Welsh language. We are confident that this will provide a solid foundation, enabling the Commissioner to improve services for Welsh-speakers.²

The Welsh Language Commissioner's standards investigations and the Welsh Government's evidence gathering exercise for composing their Regulatory Impact Assessment are based upon the draft regulations, published on 7 November 2014.

The Welsh Language Standards (No. 1) Regulations 2015³ came into force on 31 March 2015, following a debate and vote at a Plenary Meeting of the National Assembly for Wales.

¹ <http://gov.wales/docs/dcells/consultation/141106-regulations-welsh-language-standards-en.pdf>

² <http://gov.wales/docs/dcells/consultation/141106-consultation-welsh-language-standards-en.pdf>

³ <http://www.legislation.gov.uk/cy/wsi/2015/996/made/data.pdf>

2 Standards investigation in relation to Public Bodies: General (2)

In accordance with section 62 of the Welsh Language (Wales) Measure 2011, an exploration notice was presented on 31 October 2014 for the attention of the following individual persons:

- National Museum Wales
- Wales Millennium Centre
- National Heritage Memorial Fund
- Student Loans Company Limited
- Natural Resources Wales
- Finance Wales
- The Arts Council of Wales
- Sport Wales
- Wales Council for Voluntary Action
- The Welsh Books Council
- The National Botanic Garden of Wales
- The National Library of Wales
- Welsh National Opera Limited
- Sianel 4 Cymru (S4C)
- The National Theatre Wales
- Theatr Genedlaethol Cymru
- The British Broadcasting Corporation (BBC)
- The Big Lottery Fund
- The Office of Communications (OFCOM)

An exploration notice was issued for the attention of the relevant persons on 31 October 2014. An exploration notice is a notice in writing stating the Welsh Language Commissioner's intention to carry out a standards investigation, and which specifies the subject matter of the standards investigation. The Commissioner may not carry out a standards investigation unless she has given an exploration notice to each relevant person (organization), at least 14 days before beginning the investigation.

The subject matter of this standards investigation was to determine which standards (if any) should be specifically applicable to each relevant person within this standards report (whether or not the standards are already specified by the Welsh Ministers under section 26(1)). The period of this standards investigation began on 17 November 2014. It ended on 6 February 2015.

As part of this standards investigation, information was collected from each relevant person identified in this section. This was by means of a completed questionnaire. Alongside the process of collecting evidence from all relevant persons, evidence was collected from the Advisory Panel and the public.

A public questionnaire was placed on the Welsh Language Commissioner's website. The purpose of this questionnaire was to give members of the public an opportunity to identify what they felt was reasonable for the relevant persons to undertake and provide in Welsh, in considering the requirements related to the standards published on 7 November 2014. Advertisements were placed in the national press during the period of the standards investigation in order to make the public aware of this questionnaire. Furthermore, a video was posted on the Commissioner's website in order to provide an introduction to the

process, and to provide guidance to the public on how to respond to the standards investigation.

3 Reasonableness and proportionality

In accordance with section 63(1) of the Welsh Language (Wales) Measure 2011, the Commissioner must have regard to the need to secure that requirements for persons to comply with standards by virtue of section 25(1) are not unreasonable or disproportionate.

In carrying out a standards investigation, the Commissioner must consider the following:

- (a) whether, in respect of each of the activities specified in Schedule 9 which a person carries out, it is reasonable and proportionate for service delivery standards to be specifically applicable to a person, and
- (b) as respects each such activity, if it is reasonable and proportionate for service delivery standards to be specifically applicable to a person, conclude that service delivery standards should be specifically applicable to a person in relation to that activity.

In considering the question of reasonableness and proportionality, it should be noted that the Measure places a duty upon Welsh Ministers to secure that regulations provide for service delivery standards relating to all of the activities specified in Schedule 9 to be specifically applicable to a person if, and to the extent that, the person carries out those activities.

But Welsh Ministers need not secure that regulations provide for service delivery standards to be specifically applicable to a person in relation to an activity specified in Schedule 9 if, or to the extent that:

- (a) a standards report under section 64 indicates that it would be unreasonable or disproportionate for service delivery standards to be specifically applicable to a person in relation to that activity, or
- (b) the Welsh Ministers think it would be unreasonable or disproportionate for service delivery standards to be specifically applicable to a person in relation to that activity.

This does not prevent regulations from providing for other service delivery standards to be specifically applicable to a person.

By making regulations under this Measure exercisable by statutory instrument, the Welsh Language Commissioner is authorised to give a compliance notice to a person.

A compliance notice is a notice given to a person by the Commissioner which-

- (a) sets out, or refers to, one or more standards specified by the Welsh Ministers under section 26(1), and
- (b) requires a person to comply with the standard or standards set out or referred to.

The Welsh Language Commissioner will consider the evidence provided in reaching a decision on the content of a compliance notice given to a person.

The fact that a standard is made specifically applicable to a person does not mean that there is a duty to comply with that standard. A duty to comply with a standard will only be in force if the Commissioner issues a compliance notice to the person, and that notice makes it a requirement to comply with the standard on an imposition day.

The Welsh Language Commissioner will consult with the person before giving the person a compliance notice. The failure of a person to participate in a consultation will not prevent the Commissioner from giving that person a compliance notice.

After the Welsh Language Commissioner has given a compliance notice to a person, that person may apply to the Commissioner asking her to determine whether or not the requirement to comply with that standard, or to comply with the standard in that respect, is unreasonable or disproportionate. Should the Commissioner inform the person that the requirement to comply with the standard is not unreasonable or disproportionate, they have the right under the Measure to appeal to the Tribunal for determination.

The Welsh Language Commissioner's criteria

In reaching a decision on the subject of this standards investigation, in accordance with the requirements outlined in Part 4, Chapter 8 of the Measure, the following criteria were considered alongside the evidence received as part of the standards investigation. Each criterion need not be considered in each case, and each criterion is of equal importance.

- Is the person liable to be required to comply with standards – does the person come within Schedule 5 and also within Schedule 6, or within Schedule 7 and also within Schedule 8?
- Is the class of standards (service delivery; policy making; operational; record keeping; promotion) applicable to the person?
- Does the person carry out the activity⁴ in question?
- Has the person already undertaken to provide the activity or action in question, in part or in full, through their Welsh language scheme?
- Does the person already provide the service in Welsh (whether this corresponds exactly to the requirements included in the standard or not), or carrying out the activity in accordance with the standard?
- Does the majority of other relevant persons within the same sector provide services in Welsh, or carry out the activity?
- Are there any other reasons for, or against, making the standard specifically applicable to the person?

⁴ This criterion will be considered in respect of service delivery standards only.

4 Evidence received from relevant persons

Evidence was received from all relevant persons identified in section 2 of this report. This evidence included responses to 190 questions within a questionnaire, as well as further evidence provided following further enquiries.

Each response was read individually and software was used to record and analyze the evidence and identify general themes. Regular meetings were held amongst the officers of the Welsh Language Commissioner to analyze the evidence received from relevant persons involved in the standards investigation, along with the current Welsh language scheme commitments of the relevant persons concerned.

In this section an average percentage is given of the relevant persons' Welsh language scheme commitments corresponding to the standards, (whether they correspond entirely or partly to the standards' requirements), for each activity.

When analysing current Welsh language scheme commitments against the standards, it should be noted that it was not possible to match a number of the standards in relation to service delivery activities, due to the detailed nature of the regulations published by the Welsh Government. In some circumstances, it is possible that the relevant persons in question are committed to, or comply with the requirement, but that it is not stated explicitly in their Welsh language schemes.

A summary of the evidence received from each relevant person from within the groups of persons noted is provided in section 4 of this report. The evidence submitted included information regarding which activities are carried out by the persons in question, which activities they carry out through the medium of Welsh and to what extent they are able to comply with the standards.

On 31 October 2014, the following relevant persons did not have a Welsh language scheme approved under section 14(1) of the Welsh Language Act 1993:

- Finance Wales
- Welsh National Opera Limited
- Theatr Genedlaethol Cymru

Where there are any references to standards within this report, these refer to the standards specified in the draft regulations published by the Welsh Government on 7 November 2014.

National Museum Wales

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for correspondence sent by a body.⁵

National Museum Wales noted that they felt it would be unreasonable and disproportionate to make standards 2, 3 and 5 specifically applicable to them due to the fact that they had a wide range of specialisms and functions across the organization and that they were often sent outside Wales. However, it was noted that some of their departments could record the language choice of correspondents. It was confirmed that the remaining standards were already current practice.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 73% of the commitments corresponded to the standards for telephone calls made and received by a body.⁶

National Museum Wales noted that they did not consider it reasonable and proportionate to make standard 22 specifically applicable to them as their automated telephone system is unable to provide all instructions in Welsh at present. It was confirmed that compliance with the remainder of the standards was possible with adaptations to their current procedures if they are not already being carried out by them.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 44% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.⁷

National Museum Wales noted that they did not consider it reasonable and proportionate to make a range of these standards specifically applicable to them. This was because not all staff members currently have Welsh language skills. However, it was confirmed that a

⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

simultaneous translation service would be available for an individual wishing to speak Welsh where the other attendees are unable to do so.

Activity 4: Meetings arranged by a body that are open to the public
Standards relating to meetings arranged by a body that are open to the public [30-34]

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.⁸

National Museum Wales noted that they felt that it was unreasonable and disproportionate to make two of these standards specifically applicable to them, namely 32 and 33, should they be in relation to meetings conducted outside Wales. It was noted that an assessment of the demand for simultaneous translation services should be carried out rather than procure such a service on every occasion.

Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.⁹

National Museum Wales confirmed that their events programmes and signs and facilities for all events are promoted in Welsh. However concern was expressed regarding the content of events in respect of standard 36 as talks and lectures are delivered in the language of the expert. As a result, National Museum Wales noted that they believed that making this standard specifically applicable to them was unreasonable and disproportionate.

Activity 6: A body's publicity and advertising
Standard relating to a body's publicity and advertising [37]

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standard for a body's publicity and advertising.¹⁰

National Museum Wales confirmed that the publicity and advertising items they distribute in Wales are produced bilingually or in Welsh and English where both languages are treated equally. However concern was expressed regarding publicity and advertising for

⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

target audiences who do not live in Wales. Despite noting that text produced for the attention of visitors or prospective visitors from the USA or China include some Welsh or a reference to the fact that Wales is a bilingual country, they did not consider that making this standard specifically applicable to them would be reasonable or proportionate.

Activity 7: Displaying material in public
Standards relating to displaying material in public [38-39]

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.¹¹

National Museum Wales noted that exhibitions held in Wales are bilingual with the Welsh above or to the left of the English. It was stated that this is not true in the case of exhibitions by other organizations which occasionally appear in National Museum Wales.

National Museum Wales noted that they felt that it was unreasonable and disproportionate to make these standards specifically applicable to them because they could not guarantee that the Welsh language would not be treated less favourably than English in the context of material displayed by touring exhibitions produced by other organizations.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

National Museum Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing documents.¹²

National Museum Wales stated that many of the standards were already current practice but that adaptations would need to be made to their current arrangements to comply with standard 49. However, concern was expressed regarding standard 40 should it be relevant to all documents on the basis that they were of the opinion that some documents were too academic, specialist or technical to be translated into Welsh. In respect of standard 46, it was also noted that press releases sometimes appeared in English only whilst they were being translated into Welsh. Consequently, National Museum Wales noted that they believed that making these standards specifically applicable to them was unreasonable and disproportionate.

Activity 9: A body producing and publishing forms
Standards relating to a body producing and publishing forms [50-51]

National Museum Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing forms.¹³

¹¹ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards, for each activity.

¹² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

National Museum Wales confirmed that they were already complying with these standards and therefore considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services

Standards relating to a body's websites and on-line services [52-57]

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body's websites and on-line services.¹⁴

National Museum Wales confirmed that, in general, they were complying with these standards. However concern was expressed regarding standard 52, due to the fact that extensive and specialist information, such as databases, were only available in English. As a result, they considered it unreasonable and disproportionate to make these standards specifically applicable to them.

Activity 11: Signs displayed by a body

Standards for signs displayed by a body [58-60]

National Museum Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.¹⁵

National Museum Wales confirmed that the duties imposed by the standards was the current practice in respect of displaying signs and that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 12: A body receiving visitors at its buildings

Standards for a body receiving visitors at its buildings [61-66]

National Museum Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 43% of the commitments corresponded to the standards for a body receiving visitors at its buildings.¹⁶

National Museum Wales stated that all signs and facilities experienced by visitors to their museums are bilingual. However, as not all members of the workforce who come into contact with the public by virtue of their work speak Welsh, a Welsh service cannot always be guaranteed. It was noted that they could provide training to ensure that all staff are able to deliver a bilingual greeting and it was confirmed that they could comply with standards

¹³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

63-66. Furthermore, it was noted that the larger museums make every effort to ensure that a Welsh speaker is always on duty at reception. National Museum Wales noted that they did not consider it was reasonable or proportionate to make these standards specifically applicable to them as they could not guarantee a Welsh language service on every occasion.

**Activity 13: Official notices made by a body
Standards for official notices made by a body [67-68]**

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.¹⁷

National Museum Wales noted that their present arrangements were consistent with the standards. Therefore they considered that it was reasonable and proportionate to make these standards specifically applicable to them.

**Activity 14: A body awarding grants
Standards for a body awarding grants [69-73]**

National Museum Wales noted that they did not undertake the activity in question. For that reason, they noted that it would not be reasonable and proportionate to make these standards specifically applicable to them.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body awarding grants.¹⁸

**Activity 15: A body awarding contracts
Standards for a body awarding contracts [74-78]**

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body awarding contracts.¹⁹

National Museum Wales stated that they do, or could, comply with standards 75, 77 and 78. It was noted that they did not consider it reasonable or proportionate to make a selection of these standards, namely 74 and 76, specifically applicable to them. This was because the invitations to tender were long and technical. However, it was noted that their intention in the future was to make supplementary documents to the invitation available in bilingual format.

¹⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body
[79-80]

National Museum Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for raising awareness about Welsh language services provided by a body.²⁰

It should be noted that section 12(2) (b) of the Welsh Language Act 1993, notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

National Museum Wales confirmed that they were already complying with these standards, therefore they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 17: A body's corporate identity
Standards for a body's corporate identity [81]

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standard for a body's corporate identity.²¹

National Museum Wales confirmed that they were already complying with this standard, therefore they considered it reasonable and proportionate to make it specifically applicable to them.

Activity 18: Courses offered by a body
Standards for courses offered by a body [82-84]

National Museum Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for courses provided by a body.

National Museum Wales said they could comply with standards 82 and 83, but that this was dependent upon the subject of the course. Although they are not complying with standard 84 at present, it was stated that it would be possible to adapt their procedures in order to comply in the future.

National Museum Wales noted that they believed it was unreasonable and disproportionate to make these standards specifically applicable to them due to the fact that they could not guarantee that the person delivering the course would have the appropriate skills to conduct the course in Welsh.

²⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 19: Public address systems used by a body **Standards for public address systems used by a body [85]**

National Museum Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standard for public address systems used by a body.²²

National Museum Wales noted that they already complied with this standard. Therefore they believed that it was reasonable and proportionate to make it specifically applicable to them.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

National Museum Wales noted that they anticipated that they would be able to comply with these standards and that they considered it reasonable and proportionate to make them specifically applicable to them.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the policy making standards.²³

National Museum Wales confirmed that they check new and revised policies against a policy impact framework which includes the impact on the Welsh language, and that they also consult on policy decisions. It was noted that they considered that making these standards specifically applicable to them was reasonable and proportionate.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

National Museum Wales noted that, to all intents and purposes, they are complying with these standards by virtue of their Welsh Language Scheme. Therefore, they considered it reasonable and proportionate to make these standards specifically applicable to them.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of National Museum Wales, an average of 7% of the commitments corresponded to the standards in relation to the use of the Welsh language within a body's internal administration.²⁴

National Museum Wales stated that the work of their Mainstreaming Working Group included promoting and facilitating the use of the Welsh language for users and staff across the organization and that supporting the mainstreaming of the Welsh language was

²² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

noted in every job description. It was noted that they could bring the above together in a policy and upload it to their intranet site in order to comply.

It was confirmed that all key human resources policies and documents were available in Welsh, with that choice highlighted to staff.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of National Museum Wales, an average of 40% of the commitments corresponded to the standards in relation to complaints made by a body's members of staff.²⁵

National Museum Wales noted that staff could make complaints about the organization and respond to complaints against them in Welsh, although staff are not informed of this. It was also noted that a simultaneous translation service is provided in meetings to discuss a complaint if it is not otherwise possible to conduct the meeting in Welsh.

It was confirmed that it would be possible for them to comply with these standards to all intents and purposes except in the case of standard 111 as they cannot guarantee that everyone that would need to attend the meeting would be able to speak Welsh.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of National Museum Wales, an average of 20% of the commitments corresponded to the standards in relation to a body disciplining staff.²⁶

It was confirmed that it would be possible for them to comply with these standards (in so far as bilingual staff are available) except in the case of standard 115 as they cannot guarantee that everyone who needs to attend the meeting is able to speak Welsh.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of National Museum Wales, an average of 14% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.²⁷

National Museum Wales confirmed that spelling and grammar checking software is available to staff, as are Welsh language interfaces. The intranet is enabled to allow the workforce to browse its content in their preferred language.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of National Museum Wales, an average of 56% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.²⁸

²⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, be that partially or completely.

²⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, whether in part or in full.

²⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²⁸ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

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National Museum Wales noted that they do not assess the Welsh language skills of their employees but confirmed that an optional self-assessment was part of the most recent staff survey (October 2014). It was noted that National Museum of Wales staff can receive induction training in Welsh and Welsh lessons are provided during working hours for those who wish. It was stated that volunteers as well as staff receive induction training in respect of language awareness, the organization's duties to comply with a Welsh language scheme along with the use of Welsh internally.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of National Museum Wales, an average of 43% of the commitments corresponded to the standards in relation to recruiting by a body.²⁹

Linguistic requirements are considered for each post and National Museum Wales confirmed that recruitment documents are available in the applicant's preferred language and that they correspond in Welsh with those who submit their application in Welsh.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of National Museum Wales, an average of 75% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.³⁰

National Museum Wales confirmed that the Welsh text is placed so that it is read first on their internal signs.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of National Museum Wales, none of the commitments corresponded to the standards in relation to audio announcements and messages in a body's workplace.

National Museum Wales confirmed that audio announcements are made in Welsh for the attention of the workforce. They also noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

National Museum Wales noted that, to all intents and purposes, they comply with these standards but that they do not consider it reasonable or proportionate to make standard 173(2)(a)³¹ specifically applicable to them due to the fact that they do not have the resources to undertake a survey of the Welsh language skills of their staff. However, plans to resolve this are in hand and it is anticipated that they will be able to comply with this after December 2016.

Promotion standards [143-144]

National Museum Wales noted that they do not consent to making promotion standards potentially applicable to them.

²⁹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³¹ Please note that this refers to a clause within standard 173 rather than a separate standard.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 31% of the commitments corresponded to the record keeping standards.³²

National Museum Wales noted that they would be able to comply with standards 145-151 and 156-157. In relation to the remainder, concern was expressed on the grounds that they were linked to other standards or activities which they had identified as ones which they were unable to comply with, or that they would not be able to comply with for a specific period. However, National Museum Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

National Museum Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that they would be able to comply with them.

³² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Wales Millennium Centre

Service delivery standards

Activity 1: Correspondence sent by a body

Standards in relation to correspondence sent by a body [1-7]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for correspondence sent by a body.³³

Wales Millennium Centre noted that they complied with these standards but stated that it would not be practicable for them to comply with standard 2. Furthermore, it was stated that their practice of sending everything out bilingually when the preferred language is not known had worked well so far. Therefore, they considered it unreasonable and disproportionate to make that standard specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards in relation to telephone calls made and received by a body [8-22]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 53% of the commitments corresponded to the standards for telephone calls made and received by a body.³⁴

Wales Millennium Centre noted that they already complied with these standards and therefore considered that it was reasonable and proportionate to make these standards specifically applicable to them.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 44% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.³⁵

Wales Millennium Centre stated that such meetings are arbitrary and included a large number of people who spoke Welsh and English. In such circumstances, a simultaneous translation service is available. It would be possible to hold one to one meetings on a general subject in Welsh. However, Wales Millennium Centre noted that they could not guarantee that a meeting about a specific or specialist subject could be held in Welsh as not all members of staff in such posts can speak Welsh. They note that it would not be

³³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

practicable to offer a simultaneous translation service in such meetings and therefore considered it unreasonable and disproportionate to make these standards specifically applicable to them.

Activity 4: Meetings arranged by a body that are open to the public
Standards in relation to meetings arranged by a body that are open to the public [30-34]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.³⁶

Wales Millennium Centre noted that they considered it reasonable and proportionate to make these standards specifically applicable to them in respect of general meetings only and emphasised that such meetings are not held often. It was stated that they conduct several public meetings with a specific audience in mind where, in their view, Welsh is not a relevant language to them.

Activity 5: Public events organised or funded in its entirety by a body
Standards in relation to public events organised or funded in its entirety by a body [35-36]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards in relation to public events organised or funded in its entirety by a body.³⁷

Wales Millennium Centre stated that they held some events in Welsh only and some in English only and, occasionally, meetings are held bilingually. Consequently, it was noted that they believed that making these standards specifically applicable to them was unreasonable and disproportionate.

Activity 6: A body's publicity and advertising
Standard in relation to a body's publicity and advertising [37]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards in relation to a body's publicity and advertising.³⁸

Wales Millennium Centre confirmed that they already complied with this standard and that they consider that it was reasonable and proportionate to make this standard specifically applicable to them.

³⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 7: Displaying material in public
Standards in relation to displaying material in public [38-39]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments responded to the standards for displaying material in public.³⁹

Wales Millennium Centre confirmed that they display material bilingually in Wales and that they believed it was reasonable and proportionate to make these standards specifically applicable to them.

Activity 8: A body producing and publishing documents
Standards in relation to a body producing and publishing documents [40-49]

Wales Millennium Centre noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing documents.⁴⁰

Wales Millennium Centre noted that all documents they produce for the attention of the public are available bilingually. However, they considered it unreasonable and disproportionate to make these standards specifically applicable to them, expressing concern that the standards would extend the duty to documents that are not at present in the public domain.

Activity 9: A body producing and publishing forms
Standards in relation to a body producing and publishing forms [50-51]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for a body producing and publishing forms.⁴¹

Wales Millennium Centre noted that they do not input details beforehand on forms as noted in standard 51 but that they comply with the remainder of the standards by virtue of their current arrangements. Therefore, they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

³⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body's websites and on-line services.⁴²

Wales Millennium Centre confirmed that they maintained a bilingual website for the public and that they do not have an ap at present. They considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]**

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.⁴³

Wales Millennium Centre confirmed that compliance with these requirements was already current practice and that they believed it was reasonable and proportionate to make these standards specifically applicable to them.

**Activity 12: A body receiving visitors at its buildings
Standards in relation to a body receiving visitors at its buildings [61-66]**

Wales Millennium Centre noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 71% of the commitments corresponded to the standards for a body receiving visitors at its buildings.⁴⁴

Wales Millennium Centre confirmed that compliance with these requirements was already current practice and that they believed it was reasonable and proportionate to make these standards specifically applicable to them.

**Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]**

Wales Millennium Centre noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.⁴⁵

Wales Millennium Centre stated that they displayed public notices produced by statutory bodies and that the Welsh language appears in accordance with the arrangements of the organization in question. It was noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

⁴² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 14: A body awarding grants

Standards in relation to a body awarding grants [69-73]

Wales Millennium Centre noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body awarding grants.⁴⁶

Activity 15: A body awarding contracts

Standards in relation to a body awarding contracts [74-78]

Wales Millennium Centre noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body awarding contracts.⁴⁷

Activity 16: Raising awareness about Welsh language services provided by a body **Standards in relation to raising awareness about Welsh language services provided by a body [79-80]**

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.⁴⁸

It should be noted that section 12(2) (b) of the Welsh Language Act 1993, notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

Wales Millennium Centre confirmed that they could comply with these standards and believed that it was reasonable and proportionate to make these standards specifically applicable to them.

Activity 17: A body's corporate identity

Standards in relation to a body's corporate identity [81]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standard for a body's corporate identity.⁴⁹

⁴⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Wales Millennium Centre noted that they already complied with this standard and that they believed it was reasonable and proportionate to make this standard specifically applicable to them.

Activity 18: Courses provided by a body
Standards in relation to courses provided by a body [82-84]

Wales Millennium Centre noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 33% of the commitments responded to the standards for courses provided by a body.⁵⁰

Wales Millennium Centre noted that they do not consider it reasonable and proportionate to make these standards specifically applicable to them unless there was a demand for them. Also, it was noted that the creative learning work programme was specifically tailored to the needs of their customers and that some workshops are carried out bilingually.

Activity 19: Public address systems used by a body
Standard in relation to public address systems used by a body [85]

Wales Millennium Centre noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standard for public address systems used by a body.⁵¹

Wales Millennium Centre confirmed that all their public address announcements are bilingual and that they believed it was reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Wales Millennium Centre noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them as this would create an additional administrative burden which would impact upon the organization's human and financial resources in their opinion.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the policy making standards.⁵²

Wales Millennium Centre confirmed that they assess the impact of new and revised policies on the Welsh language but that they do not consult publicly on their internal policies. It was noted that they do not consider it reasonable or proportionate to make standards 89-95 specifically applicable to them as they do not carry out the functions in question.

⁵⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁵¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁵² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Wales Millennium Centre noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them as they are of the opinion that, apart from standards 86-88, the associated standards are not relevant to them.

Operational standards [96-142]

Standards in relation to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Wales Millennium Centre Welsh language scheme, 100% of the commitments corresponded to the standards in relation to the use of the Welsh language within internal administration.⁵³

Wales Millennium Centre confirmed that they operated an internal policy with the aim of promoting and facilitating the use of the Welsh language but that key human resources documents are not available in Welsh at present. However, it was confirmed that the main human resources policies are available bilingually in the staff handbook.

Standards in relation to complaints made members of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of Wales Millennium Centre, 100% of the commitments corresponded to the standards in relation to complaints made by a body's members of staff.⁵⁴

Wales Millennium Centre confirmed that they allow staff to make complaints to them and to respond to complaints in Welsh but that the workforce is not informed of this, nor do they offer to hold the meeting in Welsh. It was stated that the current incapacity is based on the fact that no member of the human resources department nor the senior management team are able to speak Welsh at present.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of Wales Millennium Centre, an average of 80% of the commitments corresponded to the standards in relation to a body disciplining staff.⁵⁵

Wales Millennium Centre noted that they do not allow their staff to undertake any stage of the disciplinary procedure in Welsh. It was stated that the current incapacity is based on the fact that no member of the human resources department nor the senior management team are able to speak Welsh at present.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of Wales Millennium Centre, an average of 14% of commitments corresponded to the standards in relation to

⁵³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

⁵⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

⁵⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

information technology and support material provided by a body, and in relation to the intranet.⁵⁶

Wales Millennium Centre confirmed that they provide spell checking and grammar checking software and interfaces in Welsh for their staff but that they do not have an intranet site at present.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of the Wales Millennium Centre, an average of 56% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.⁵⁷

Wales Millennium Centre noted that they do not currently assess the Welsh language skills of their workforce. Only the training for dealing with the public is delivered bilingually. Wales Millennium Centre confirmed that all staff are provided with the opportunity to have Welsh lessons. Similarly, each member of staff receives language awareness training, as well as training on understanding the requirements for operating in accordance with the Welsh language scheme and the use of Welsh in the workplace.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of the Wales Millennium Centre, an average of 71% of the commitments corresponded to the standards in relation to recruiting by a body.⁵⁸

Wales Millennium Centre stated that they had established which posts require Welsh language skills following a specific exercise which resulted in particular emphasis being placed on posts which have contact with the public. It was confirmed that recruitment documents are provided in Welsh.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of Wales Millennium Centre, an average of 75% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.⁵⁹

Wales Millennium Centre confirmed that Welsh is given priority on the organization's internal signs.

Standard in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of the Wales Millennium Centre, none of the commitments corresponded to the standards in relation to audio announcements and messages in a body's workplace.

Wales Millennium Centre confirmed that audio announcements for the attention of staff are delivered in Welsh.

⁵⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

⁵⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

⁵⁸ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

⁵⁹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards that deal with supplementary matters in relation to the policy making standards [170-175]

Wales Millennium Centre noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them. Although they note that they are able to comply with the vast majority of the standards, they are of the opinion that it is not practicable for them to carry out all internal administration in Welsh due to the fact that they are an independent business.

Promotion standards [143-144]

The Wales Millennium Centre noted that they do not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the record keeping standards.⁶⁰

Wales Millennium Centre noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them as their current human resources system does not allow them to keep records. In addition, it was noted that there would be pressure on the organization to keep a paper record and that investing in a new system would be expensive.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

Wales Millennium Centre noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them because their current human resources system does not allow them to keep records, emphasising that there would be pressure on the organization to keep a paper record and it would be too expensive to invest in a new system.

⁶⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

National Heritage Memorial Fund

Service delivery standards

Activity 1: Correspondence sent by a body

Standards in relation to correspondence sent by a body [1-7]

The National Heritage Memorial Fund noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for correspondence sent by a body.⁶¹

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards in relation to telephone calls made and received by a body [8-22]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 87% of the commitments corresponded to the standards for telephone calls made and received by a body.⁶²

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 39% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.⁶³

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them, but stated that a certain amount of flexibility would be needed in circumstances beyond their control which would prevent them from complying in full.

Activity 4: Meetings arranged by a body that are open to the public

Standards in relation to meetings arranged by a body that are open to the public [30-34]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

⁶¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁶² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁶³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.⁶⁴

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 5: Public events organised or funded in its entirety by a body
Standards in relation to public events organised or funded in its entirety by a body [35-36]**

The National Heritage Memorial Fund noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.⁶⁵

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 6: A body's publicity and advertising
Standards in relation to a body's publicity and advertising [37]**

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.⁶⁶

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make this standard specifically applicable to them.

**Activity 7: Displaying material in public
Standards in relation to displaying material in public [38-39]**

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.⁶⁷

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

⁶⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁶⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁶⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁶⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards, for each activity.

Activity 8: A body producing and publishing documents

Standards in relation to a body producing and publishing documents [40-49]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing documents.⁶⁸

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 9: A body producing and publishing forms

Standards in relation to a body producing and publishing forms [50-51]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing forms.⁶⁹

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services

Standards in relation to a body's websites and on-line services [52-57]

The National Heritage Memorial Fund noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body's websites and on-line services.⁷⁰

The National Heritage Memorial Fund noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them as their website was relevant to the whole of Britain and confirmed that Wales had its own section on the website and that those pages were in Welsh.

Activity 11: Signs displayed by a body

Standards in relation to signs displayed by a body [58-60]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.⁷¹

⁶⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁶⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁷⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁷¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The National Heritage Memorial Fund noted that they did not consider it reasonable or proportionate to make standard 59 specifically applicable to them. Despite the fact that their policy is to give priority to the Welsh language, they were of the opinion that this can change for essential design reasons.

Activity 12: A body receiving visitors at its buildings
Standards in relation to a body receiving visitors at its buildings [61-66]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 71% of the commitments corresponded to the standards for a body receiving visitors at its buildings.⁷²

Although the National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them, they wished to have flexibility should a situation arise which was beyond their control, preventing them from complying in full.

Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]

The National Heritage Memorial Fund noted that it carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.⁷³

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body awarding grants.⁷⁴

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

⁷² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁷³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁷⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for a body awarding contracts.⁷⁵

The National Heritage Memorial Fund noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them because they were concerned that the requirement would extend to procurement beyond Wales. It was noted that they already invite bilingual tenders for matters involving Wales directly.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards in relation to raising awareness about Welsh language services provided by a body [79-80]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.⁷⁶

It should be noted that section 12(2) (b) of the Welsh Language Act 1993, notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 17: A body's corporate identity
Standards in relation to a body's corporate identity [81]

The National Heritage Memorial Fund noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.⁷⁷

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 18: Courses provided by a body
Standards in relation to courses provided by a body [82-84]

The National Heritage Memorial Fund did not note that they carry out the activity in question, nor whether or not they did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for courses provided by a body.

⁷⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁷⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁷⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 19: Public address systems used by a body
Standard in relation to public address systems used by a body [85]

The National Heritage Memorial Fund noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standard for public address systems used by a body.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

The National Heritage Memorial Fund noted that they do not consider it reasonable or proportionate to make standard 161(2)(a)⁷⁸ specifically applicable to them because phone calls are not monitored. However, it was noted that they could do this on a sample basis.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 90% of the commitments corresponded to the policy making standards.⁷⁹

The National Heritage Memorial Fund confirmed that new policies and initiatives are checked against their Welsh language scheme commitments and that the public can contribute to consultations held in both languages. Furthermore, they have a comprehensive policy for awarding grants in relation to their impact on the Welsh language.

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Operational standards [96-142]

Standards in relation to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the National Heritage Memorial Fund's Welsh language scheme, none of the commitments corresponded to the standards in relation to the use of the Welsh language within internal administration.

The National Heritage Memorial Fund confirmed that they operate a policy for promoting and facilitating the Welsh language internally and that their office staff in Wales are informed during their induction session that their key employment documents are available in Welsh. However, it was noted that human resources policies are produced in English only until they receive a request for a Welsh copy.

⁷⁸ Please note that this refers to a clause within standard 161 rather than a separate standard.

⁷⁹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to complaints made by members of a body's staff [110-113]

When analysing current commitments in the National Heritage Memorial Fund's Welsh language scheme, none of the commitments corresponded to the standards in relation to complaints from members of staff.

The National Heritage Memorial Fund noted that their employees could submit a complaint and respond to a complaint in Welsh. Additionally, they are informed that subsequent meetings can also be conducted in Welsh.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the National Heritage Memorial Fund's Welsh language scheme, none of the commitments corresponded to the standards in relation to a body disciplining staff.

The National Heritage Memorial Fund noted that their employees can carry out all aspects of the disciplinary procedure in Welsh should they wish to do so.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the National Heritage Memorial Fund, none of the commitments corresponded to the standards in relation to information technology and support material provided by a body, and in relation to the intranet.

Although the National Heritage Memorial Fund noted that they provide spell checking and grammar checking software for staff, they do not provide a Welsh interface or a Welsh intranet. The National Heritage Memorial Fund stated that they would not be able to comply with these standards because their intranet system is relevant to all workers across Britain, and that only a small number of the organization's current Welsh speakers would benefit from it.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of the National Heritage Memorial Fund, an average of 67% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.⁸⁰

The National Heritage Memorial Fund noted that they assess the Welsh language skills of their workforce and that their vocational training is delivered in English at present. It was stated that all their staff in Wales are given the opportunity to have Welsh lessons and that staff are provided with training in language awareness, an understanding of the requirements on the organization to operate in accordance with their language scheme and how to use Welsh in the workplace. Furthermore, it was noted that they provide text or a logo to indicate a member of staff's proficiency in Welsh and that their e-mail contact details are available in Welsh as are their 'out of office' messages.

⁸⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of the National Heritage Memorial Fund, an average of 43% of the commitments corresponded to the standards in relation to recruiting by a body.⁸¹

The National Heritage Memorial Fund noted that they have established which posts in the organizational structure require Welsh language skills. It was noted that they retained the flexibility to require more posts to have such skills in the interest of effective management because they are a small office. Additionally, it was confirmed that recruitment documents and any subsequent correspondence are in Welsh following receipt of an application made in that language.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of the National Heritage Memorial Fund, an average of 75% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.⁸²

The National Heritage Memorial Fund confirmed that the Welsh language is given priority on signs in their offices in Wales.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of the National Heritage Memorial Fund, none of the commitments corresponded to the standards in relation to audio announcements and messages in a body's workplace.

The National Heritage Memorial Fund noted that they did not make audio announcements for the attention of staff.

The National Heritage Memorial Fund noted that it would be possible for them to comply with the majority of the operational standards. However, the National Heritage Memorial Fund noted that they considered it unreasonable and disproportionate to make a selection of these standards specifically applicable to them, namely 119-124 and 126 based on the estimated demand compared with the investment.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Promotion standards [143-144]

The National Heritage Memorial Fund noted that they do not consent to making promotion standards applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the National Heritage Memorial Fund, 100% of the commitments corresponded to the record keeping standards.⁸³

⁸¹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

⁸² Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

The National Heritage Memorial Fund stated that they did not consider it reasonable and proportionate to make the standards in relation to keeping records of phone calls in both languages specifically applicable to them. However, it was noted that they would consider it reasonable to monitor the language of calls on a sample basis.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

The National Heritage Memorial Fund noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

⁸³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Student Loans Company Limited

Service delivery standards

Activity 1: Correspondence sent by a body

Standards in relation to correspondence sent by a body [1-7]

The Student Loans Company Limited noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 71% of the commitments corresponded to the standards for correspondence sent by a body.⁸⁴

Student Loans Company Limited stated that the majority of their standard correspondence was sent out bilingually. In their opinion, it was not possible to send a standard letter out in Welsh only based on a customer's preferred language.

Student Loans Company Limited confirmed that they considered it unreasonable and disproportionate to make these standards specifically applicable to them, stating that they would need extra funding from the Welsh Government to comply with standards 2, 3 and 7.

Activity 2: Telephone calls made and received by a body

Standards in relation to telephone calls made and received by a body [8-22]

The Student Loans Company Limited noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 47% of the commitments corresponded to the standards for telephone calls made and received by a body.⁸⁵

Student Loans Company Limited noted that they had a Welsh contact centre in North Wales. It was stated that the percentage of Welsh speaking staff there was based on the historic number of people wishing to have Welsh language telephone calls.

Student Loans Company Limited noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them, due to the fact that they were of the opinion that they would need extra funding from the Welsh Government to comply with standards 14, 20 and 21. Student Loans Company Limited confirmed that English was the language in which they communicated with other organizations as well.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

The Student Loans Company Limited noted that they carried out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.⁸⁶

⁸⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁸⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Student Loans Company Limited confirmed that the Student Finance Team in Llandudno can provide this service. However, they noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them on the basis that they were an organization which operated across Britain.

Activity 4: Meetings arranged by a body that are open to the public
Standards in relation to meetings arranged by a body that are open to the public
[30-34]

Student Loans Company Limited noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.⁸⁷

Student Loans Company Limited noted that they do not hold meetings directly with the general public, but that the Student Finance Information Team located in Wales could provide a Welsh language service. However, they did not consider it reasonable or proportionate to make these standards specifically applicable to them.

Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]

The Student Loans Company Limited noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.⁸⁸

Student Loans Company Limited noted that they attend events organised by the Universities and Colleges Admission Service in the context of Wales in Welsh and that their Student Finance Information Team also provide their service through the medium of Welsh.

Student Loans Company Limited noted that they considered it reasonable and proportionate to make these standards specifically applicable to them as long as the events in question are being held in Wales.

Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]

The Student Loans Company Limited noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.⁸⁹

⁸⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁸⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁸⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁸⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Student Loans Company Limited confirmed that publicity and advertising activities were provided in Welsh in accordance with the commitments in their Welsh language scheme and in the Welsh Government's Welsh language scheme. Consequently, Student Loans Company Limited noted that they believed that making this standard specifically applicable to them was reasonable and proportionate.

Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]

The Student Loans Company Limited noted that they carried out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments responded to the standards for displaying material in public.⁹⁰

Despite noting that they do not carry out the activity in Welsh, Student Loans Company Limited confirmed that they display material in public in Welsh in accordance with the commitments in their Welsh language scheme. As a result, Student Loans Company Limited noted that they believed that making this standard specifically applicable to them was reasonable and proportionate.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

The Student Loans Company Limited noted that they carried out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing documents.⁹¹

Student Loans Company Limited noted that not all their documents are available in Welsh and that they do not consider it reasonable or proportionate to make these standards specifically applicable to them. They were of the opinion that additional funding would be needed from the Welsh Government in order to comply with standards 44, 46, 47 and 49.

Activity 9: A body producing and publishing forms
Standards in relation to a body producing and publishing forms [50-51]

The Student Loans Company Limited noted that they did not carry out the activity in question, but that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing forms.⁹²

Although Student Loans Company Limited noted that they considered it reasonable and proportionate to make these standards specifically applicable to them, they stated that they would need extra funding to enable them to comply with standard 50A.

⁹⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards, for each activity.

⁹¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁹² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 10: A body's websites and on-line services

Standards in relation to a body's websites and on-line services [52-57]

The Student Loans Company Limited noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body's websites and on-line services.⁹³

Student Loans Company Limited did not provide written evidence in relation to Welsh language provision on their website but it was noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 11: Signs displayed by a body

Standards in relation to signs displayed by a body [58-60]

Student Loans Company Limited noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.⁹⁴

Student Loans Company Limited noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them on the basis that their office in Llandudno Junction is located within the Welsh Government's building at present.

Activity 12: A body receiving visitors at its buildings

Standards relating to a body receiving visitors at its buildings [61-66]

Student Loans Company Limited noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 29% of the commitments corresponded to the standards for a body receiving visitors at its buildings.⁹⁵

Student Loans Company Limited noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them on the basis that their office in Llandudno Junction is located within the Welsh Government's building at present.

Activity 13: Official notices made by a body

Standards in relation to official notices made by a body [67-68]

The Student Loans Company Limited noted that they carried out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.⁹⁶

⁹³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁹⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁹⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Student Loans Company Limited noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them as they are a non-departmental public body. With this in mind, it was noted that they follow Government guidelines in respect of procurement processes and procedures.

**Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]**

The Student Loans Company Limited noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding grants.⁹⁷

It was stated that these were grants for student finance and that they do not consider it reasonable or proportionate to make these standards specifically applicable to them without providing further information.

**Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]**

The Student Loans Company Limited noted that they carried out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding contracts.⁹⁸

Student Loans Company Limited noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them as they are a non-departmental public body. With this in mind, it was noted that they follow Government guidelines in respect of procurement processes and procedures.

**Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]**

Student Loans Company Limited noted that they do not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

⁹⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁹⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁹⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Student Loans Company Limited noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them, due to the fact that the Welsh Government does not fund them to promote the Welsh language directly. It was noted that their website is their main means of promoting and that this contains a language choice facility.

Activity 17: A body's corporate identity
Standards in relation to a body's corporate identity [81]

The Student Loans Company Limited noted that they carried out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.⁹⁹

Student Loans Company Limited noted that they considered it unreasonable and disproportionate to make this standard specifically applicable to them as theirs is an English only corporate identity.

Activity 18: Courses provided by a body
Standards in relation to courses provided by a body [82-84]

The Student Loans Company Limited noted that they carried out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for courses provided by a body.¹⁰⁰

Student Loans Company Limited noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them on the basis that they were of the opinion that they would need additional funding from the Welsh Government to enable them to comply.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

Student Loans Company Limited noted that they do not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standard for public address systems used by a body.¹⁰¹

Student Loans Company Limited noted that they considered it unreasonable and disproportionate to make this standard specifically applicable to them on the basis that their Welsh office is located within the Welsh Government's building at present.

⁹⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁰⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁰¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Student Loans Company Limited noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them on the basis that they were of the opinion that they would need additional funding from the Welsh Government to enable them to comply.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the policy making standards.¹⁰²

Student Loans Company Limited stated that these standards are not relevant to them due to the fact that the organization is funded by the Welsh Government and that they implement policies in accordance with Ministerial requirements.

In order to comply with these standards, Student Loans Company Limited stated that they were of the opinion that they would need additional funding from the Welsh Government. Therefore, Student Loans Company Limited noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Student Loans Company Limited noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them on the basis that they were of the opinion that they would need additional funding from the Welsh Government to enable them to comply.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the Student Loans Company Limited, none of the commitments corresponded to the standards in relation to the use of the Welsh language within internal administration.

Student Loans Company Limited confirmed that they do not operate a policy on the internal use of the Welsh language, with the intention of promoting and facilitating the use of Welsh; nor do they provide any of the key human resources documents or policies in Welsh for staff if requested. It was noted that they were of the opinion that further funding from the Welsh Government would be required to enable them to comply with these standards.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the Student Loans Company Limited, none of the commitments corresponded to the standards in relation to complaints from members of staff.

Student Loans Company Limited noted that they do not comply with any requirements in relation to these standards and that they were of the opinion that additional funding would be needed from the Welsh Government to enable them to do this.

¹⁰² Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of the Student Loans Company Limited, none of the commitments corresponded to the standards in relation to a body disciplining staff.

Student Loans Company Limited noted that they do not allow any aspect of the disciplinary process to be conducted in Welsh. In their opinion, they would need further funding from the Welsh Government to enable them to comply with these standards.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of Student Loans Company Limited, an average of 14% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.¹⁰³

Student Loans Company Limited noted that they do not provide spell checking or grammar checking software or Welsh interfaces for their workforce. It was confirmed that they provided an English only intranet for their staff and that they were of the opinion that further funding from the Welsh Government would be needed to enable them to comply with these standards.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of Student Loans Company Limited, an average of 78% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.¹⁰⁴

Student Loans Company Limited noted that they did not assess the Welsh language skills of their employees and that their vocational training is delivered in English only. It was confirmed that staff can request Welsh lessons as part of their development programme.

Student Loans Company Limited stated that they provide Welsh language awareness training for their staff. It was noted that e-mail signatures and workforce contact details are in English only.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of Student Loans Company Limited, an average of 29% of the commitments corresponded to the standards in relation to recruiting by a body.¹⁰⁵

Student Loans Company Limited noted that their methodology for recruiting Welsh language skills was based on less than 5% usage of Welsh language services by their customers, therefore 10% of their staff (in Wales) are bilingual in order to meet this demand. It was confirmed that their recruitment documents are in English only and that their interview process is conducted in English overall.

¹⁰³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹⁰⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹⁰⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of the Student Loans Company Limited, none of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.

Student Loans Company Limited noted that the Welsh text on internal signs is placed so that is the text which is read first.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of the Student Loans Company Limited, none of the commitments corresponded to the standards in relation to audio announcements and messages in a body's workplace.

Student Loans Company Limited noted that audio messages for the attention of the workforce are delivered in Welsh. However, they did not consider it reasonable and proportionate to make this standard specifically applicable to them.

Standards that deal with supplementary matters in relation to operational standards [170-175]

Student Loans Company Limited noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them on the basis that they were of the opinion that they would need additional funding from the Welsh Government to enable them to comply.

Promotion standards [143-144]

Student Loans Company Limited noted that they do not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of Student Loans Company Limited, an average of 62% of the commitments corresponded to the standards for keeping records.¹⁰⁶

Student Loans Company Limited noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them, considering the need for additional procedures to enable compliance. Student Loans Company Limited noted that they were of the opinion that they would need additional funding from the Welsh Government to enable them to do this.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

Student Loans Company Limited noted that they were of the opinion that additional funding from the Welsh Government would be needed to enable them to comply and that they do not consider it reasonable or proportionate to make these standards specifically applicable to them.

¹⁰⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Natural Resources Wales

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for correspondence sent by a body.¹⁰⁷

Natural Resources Wales stated that they already complied with these standards, with the exception of standard 2, and that they believed that it was reasonable and proportionate to make these standards specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 73% of the commitments corresponded to the standards for telephone calls made and received by a body.¹⁰⁸

Natural Resources Wales noted that they comply with the standards with the exception of an automated system as they do not have such a system at present, They considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 44% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.¹⁰⁹

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them as they are already complying with them overall.

¹⁰⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁰⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁰⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

**Activity 4: Meetings arranged by a body that are open to the public
Standards relating to meetings arranged by a body that are open to the public [30-34]**

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.¹¹⁰

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

**Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]**

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.¹¹¹

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.¹¹²

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

**Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]**

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

¹¹⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹¹¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹¹² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.¹¹³

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing documents.¹¹⁴

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

Activity 9: A body producing and publishing forms
Standards relating to a body producing and publishing forms [50-51]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing forms.¹¹⁵

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's websites and on-line services.¹¹⁶

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

¹¹³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹¹⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹¹⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹¹⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for signs displayed by a body.¹¹⁷

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

Activity 12: A body receiving visitors at its buildings
Standards relating to a body receiving visitors at its buildings [61-66]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 57% of the commitments corresponded to the standards for a body receiving visitors at its buildings.¹¹⁸

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.¹¹⁹

Natural Resources Wales noted that they consider it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body awarding grants.¹²⁰

¹¹⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹¹⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹¹⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹²⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

Activity 15: A body awarding contracts

Standards in relation to a body awarding contracts [74-78]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body awarding contracts.¹²¹

Natural Resources Wales noted that they consider it reasonable and proportionate to make these standards specifically applicable to them and that tendering documents are already available in Welsh on request.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the requirements were already current practice.

Activity 17: A body's corporate identity

Standards in relation to a body's corporate identity [81]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.¹²²

Natural Resources Wales noted that they considered it reasonable and proportionate to make this standard specifically applicable to them and that the requirements were already current practice.

¹²¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹²² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 18: Courses provided by a body
Standards in relation to courses provided by a body [82-84]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for courses provided by a body.¹²³

Natural Resources Wales noted that they consider it reasonable and proportionate to make these standards specifically applicable to them and that the requirements attached to standards 83 and 84 were already current practice. However, they noted that they do not usually develop courses for the public.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

Natural Resources Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standard for public address systems used by a body.¹²⁴

Natural Resources Wales noted that they considered it reasonable and proportionate to make this standard specifically applicable to them and that the requirements were already current practice.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that the prospective duties were already current practice.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the policy making standards.¹²⁵

Natural Resources Wales confirmed that they draw on specific methods to assess the impact on equality which includes a specific criterion in respect of the Welsh language when making new policies and revising current policies. Natural Resources Wales stated that they consult on policy decisions and that they have a grant awarding policy.

Natural Resources Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

¹²³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹²⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹²⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Natural Resources Wales noted that they consider it reasonable and proportionate to make these standards specifically applicable to them and that some of the prospective duties were already current practice.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of Natural Resources Wales, 100% of the commitments corresponded to the standards in relation to the use of the Welsh language in internal administration.¹²⁶

Natural Resources Wales confirmed that these standards were, on the whole, already current practice.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of Natural Resources Wales, 100% of the commitments corresponded to the standards in relation to complaints made by a body's members of staff.¹²⁷

Natural Resources Wales confirmed that these standards were already current practice on the whole, but not every face to face meeting can be conducted in the preferred language of staff on every occasion.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of Natural Resources Wales, 100% of the commitments corresponded to the standards in relation to a body disciplining staff.¹²⁸

Natural Resources Wales confirmed that these standards were already current practice on the whole, but not every face to face meeting can be conducted in the preferred language of staff on every occasion.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of Natural Resources Wales, an average of 71% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.¹²⁹

Natural Resources Wales confirmed that these standards were, on the whole, already current practice.

¹²⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹²⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹²⁸ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹²⁹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of Natural Resources Wales, an average of 67% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.¹³⁰

Natural Resources Wales confirmed that they assess the Welsh language skills of their workforce but that training is not delivered in Welsh at present. All members of staff are given the opportunity to have Welsh lessons and staff who do not have any Welsh language skills are given basic linguistic courtesy and meet and greet training. Natural Resources Wales confirmed that they provide language awareness training, along with an understanding of the requirements on the organization to operate in accordance with their language scheme and how to use Welsh in the workplace.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of Natural Resources Wales, an average of 86% of the commitments corresponded to the standards in relation to recruiting by a body.¹³¹

Natural Resources Wales confirmed that these standards were already current practice.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of Natural Resources Wales, 100% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.¹³²

Natural Resources Wales confirmed that these standards were already current practice.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of Natural Resources Wales, 100% of the commitments corresponded to the standard regarding audio announcements and messages in a body's workplace.¹³³

Natural Resources Wales stated that they do not make audio announcements for the attention of their workforce. However, they considered it reasonable and proportionate to make this standard specifically applicable to them.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

Natural Resources Wales confirmed that they considered it reasonable and proportionate to make these standards specifically applicable to them.

¹³⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹³¹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹³² Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹³³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Promotion standards [143-144]

Natural Resources Wales stated that they consented to making promotion standards potentially and specifically applicable to them.

Standards that deal with supplementary matters in relation to the promotion standards [164-169]

Natural Resources Wales stated that they consented to making the standards that deal with supplementary matters in relation to the promotion standards potentially and specifically applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of Natural Resources Wales, 100% of the commitments corresponded to the standards in relation to audio announcements and messages in a body's workplace.¹³⁴

Natural Resources Wales confirmed that, on the whole, these standards were already current practice and that they believed it was reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

Natural Resources Wales confirmed that they considered it reasonable and proportionate to make these standards specifically applicable to them.

¹³⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Finance Wales

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

Finance Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that they are already complying with them in part.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

Finance Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they already comply with these standards in part but that they considered it unreasonable and disproportionate to make these standards specifically applicable to them as they do not comply with standards 9 and 15 at present.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

Finance Wales noted that it carried out the activity in question, but that they did not do so in Welsh.

Finance Wales noted that they did not believe it was reasonable or proportionate to make these standards specifically applicable to them as they felt that it would be challenging to implement them. It was stated that it would not be appropriate to conduct meetings of a technical and confidential nature with simultaneous translation services. However, Finance Wales stated that they attempted to establish and record individuals' preferred language during their initial contact with them.

Activity 4: Meetings arranged by a body that are open to the public

Standards for meetings arranged by a body that are open to the public [30-34]

Finance Wales noted that they did not carry out the activity in question.

Finance Wales also confirmed that they did not anticipate that they would be carrying out this activity in the future.

Activity 5: Public events organised or funded in its entirety by a body

Standards relating to public events organised or funded in its entirety by a body [35-36]

Finance Wales noted that they did not carry out the activity in question.

Finance Wales also confirmed that they did not anticipate that they would be carrying out this activity in the future.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

Finance Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they considered it reasonable and proportionate to make this standard specifically applicable to them and that they are already complying with it.

**Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]**

Finance Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that they are already complying with standard 38. However, they noted that they do not carry out the activity in standard 39.

**Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]**

Finance Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that they are already complying with them.

**Activity 9: A body producing and publishing forms
Standards in relation to a body producing and publishing forms [50-51]**

Finance Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that they are already complying with them.

**Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]**

Finance Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that they are already complying with them, with the exception of standard 57 which is not relevant to them at present in their opinion.

**Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]**

Finance Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they already comply with the standards, with the exception of standard 59. Finance Wales noted that they considered it unreasonable and disproportionate to make standard 59 specifically applicable to them as they already comply with standards 58 and 60.

Activity 12: A body receiving visitors at its buildings

Standards relating to a body receiving visitors at its buildings [61-66]

Finance Wales noted that they carried out the activity in question, but that they did not do so in Welsh.

Finance Wales stated that they do not consider it reasonable or proportionate to make these standards specifically applicable to them on the basis that they could not guarantee that staff with the appropriate skills will be available to work on reception or receive calls. However, it was noted that they already comply with standard 66.

Activity 13: Official notices made by a body

Standards in relation to official notices made by a body [67-68]

Finance Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that they are already complying with them.

Activity 14: A body awarding grants

Standards in relation to a body awarding grants [69-73]

Finance Wales noted that they did not carry out the activity in question. However, it was confirmed that they invest in Welsh businesses through various products including loans, micro loans, mezzanine and equity investments. It was emphasized that these investments are all repayable.

Activity 15: A body awarding contracts

Standards in relation to a body awarding contracts [74-78]

Finance Wales noted that they carried out the activity in question, but that they did not do so in Welsh.

Finance Wales stated that they do not consider it reasonable or proportionate to make these standards specifically applicable to them due to the fact that the documents are technical and confidential and that there was likely to be a delay in agreeing a contract within a specific time scale whilst the documents were being translated. However, they noted that the standard terms and conditions could be made available in Welsh.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]

Finance Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that they are already complying with them.

Activity 17: A body's corporate identity

Standards in relation to a body's corporate identity [81]

Finance Wales noted that it carried out the activity in question, and did so through the medium of Welsh.

Finance Wales noted that they considered it reasonable and proportionate to make this standard specifically applicable to them and that they are already complying with it.

Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]

Finance Wales noted that they did not carry out the activity in question.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

Finance Wales noted that they did not carry out the activity in question.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Finance Wales confirmed that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Policy making standards [86-95]

Finance Wales noted that they do not make policies and consider that it would be unreasonable and disproportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Finance Wales noted that they do not make policies and consider that it would be unreasonable and disproportionate to make these standards specifically applicable to them.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

Finance Wales confirmed that they do not have a policy on the internal use of the Welsh language for the purpose of promoting and facilitating the language and, although they would translate a human resources policy or document into Welsh on request, they have not received such a request to date. It was noted that they could ask staff about their preferred language before distributing them.

Standards in relation to complaints made by a member of a body's staff [110-113]

Finance Wales confirmed that staff may make a complaint and respond to a complaint in Welsh but they would not be informed of this. It was noted that it was possible to deal with a complaint received in Welsh in Welsh.

Standards in relation to a body disciplining staff [114-117]

Finance Wales confirmed that staff may respond in Welsh to allegations made against them but that this is not known to them. It was noted that Welsh would be the language of correspondence following a meeting conducted in Welsh following a request.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

Finance Wales noted that they provide spell checking and grammar checking software and Welsh interfaces for their workforce but that no part of their intranet site is in Welsh. It was stated that it would be too expensive and complex to comply with those standards.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

Finance Wales noted that they do not assess the Welsh language skills of their workforce and that all training is delivered in English. Finance Wales confirmed that they provide their staff with opportunities to have Welsh language lessons but that they do not receive language awareness training, nor training regarding the use of Welsh in the workplace.

Standards in relation to a body recruiting staff [134-138]

Finance Wales stated that a discussion takes place between the line manager and human resources to establish what Welsh language skills are necessary for new or vacant posts. It was confirmed that application forms, job descriptions and explanatory materials regarding the application process are available in Welsh, and that applications made in Welsh are responded to in Welsh.

Standards in relation to signs displayed in a body's workplace [139-141]

Finance Wales noted that the Welsh text is not given priority on signs in the organization's buildings.

Standards in relation to audio announcements and messages in a body's workplace [142]

Finance Wales noted that they do not make audio announcements for the attention of their workforce.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

Finance Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Promotion standards [143-144]

Finance Wales noted that they do not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

Finance Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

Finance Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

The Arts Council of Wales

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for correspondence sent by a body.¹³⁵

The Arts Council of Wales confirmed that they already keep a record of clients' language preference and the record is used when drafting correspondence. It was also noted that they already send communications out bilingually when the preferred language is not known and that the Welsh language is treated no less favourably than English in signatures.

The Arts Council of Wales noted that they did not believe it was reasonable or proportionate to make these standards specifically applicable to them as the wording of standard 4 was unclear to them. They referred to persons who noted English as their preferred language and that they would not correspond bilingually with those unless their preferred language was unclear.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 80% of the commitments corresponded to the standards for telephone calls made and received by a body.¹³⁶

The Arts Council of Wales confirmed that their automated telephone service offered language choice, that the Welsh version is complete and that callers are greeted bilingually. When the particular person who's dealing with the call is not Welsh speaking, the caller may choose to talk to another person instead. The Arts Council of Wales noted that these arrangements are discussed in detail during the induction period of new staff.

The Arts Council of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

¹³⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹³⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that aren't open to the general public.¹³⁷

The Arts Council of Wales confirmed that staff with Welsh language skills are available to attend meetings where the attendees have expressed a wish to conduct the meeting in Welsh. The Arts Council of Wales confirmed that they provide a simultaneous translation service when staff with the appropriate skills are not available.

The Arts Council of Wales noted that they did not consider it reasonable and proportionate to make a selection of these standards specifically applicable to them. Regarding standards 28 and 29, it was noted that only translation from Welsh into English would be provided due to financial constraints and because this arrangement has not elicited a negative response to date.

**Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]**

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.¹³⁸

The Arts Council of Wales noted that they already comply with these standards in relation to public events, Council meetings and meetings of the Welsh Language Monitoring Group. Consequently, The Arts Council of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]**

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.¹³⁹

The Arts Council of Wales noted that they already comply with these standards in relation to public events, Council meetings and meetings of the Welsh Language Monitoring Group. Consequently, The Arts Council of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

¹³⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹³⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹³⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.

The Arts Council of Wales confirmed that they acknowledge both languages equally when conducting publicity and advertising exercises. Therefore, they considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.¹⁴⁰

The Arts Council of Wales confirmed that they acknowledge both languages equally when displaying material in public. Therefore, they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 90% of the commitments corresponded to the standards for a body producing and publishing documents.¹⁴¹

The Arts Council of Wales confirmed that they produce all their documents bilingually and publish them simultaneously. Therefore, they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 9: A body producing and publishing forms
Standards relating to a body producing and publishing forms [50-51]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 75% of the commitments corresponded to the standards for a body producing and publishing forms.¹⁴²

The Arts Council of Wales confirmed that they produce all their forms bilingually and publish them simultaneously. Therefore, they considered it reasonable and proportionate to make these standards specifically applicable to them.

¹⁴⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁴¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁴² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for a body's websites and on-line services.

The Arts Council of Wales noted that they already comply with these standards. It was also confirmed that they update their publications on social networking sites bilingually at the same time. However, they did not consider it reasonable and proportionate to make these standards specifically applicable to them due to a lack of clarity regarding the requirements of the standard in relation to third parties. When specifying standards in regulations, Welsh Ministers should ensure that the final regulations outline the requirements clearly.

Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 33% of the commitments corresponded to the standards for signs displayed by a body.¹⁴³

The Arts Council of Wales confirmed that they display Welsh text on all their signs in such a way as that is the text which is read first. The Arts Council of Wales noted that both languages are equal in size, font and colour as well as accuracy. Consequently, The Arts Council of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 12: A body receiving visitors at its buildings
Standards relating to a body receiving visitors at its buildings [61-66]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for a body receiving visitors at its buildings.¹⁴⁴

The Arts Council of Wales confirmed that they already comply in full with these standards. Consequently, The Arts Council of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

¹⁴³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁴⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.¹⁴⁵

The Arts Council of Wales noted that they already comply with standards in relation to the making of official notices. Consequently, The Arts Council of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]**

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body awarding grants.¹⁴⁶

The Arts Council of Wales stated that all aspects of the application process and the awarding of grants is carried out in Welsh if that is what the applicant wishes. Therefore, they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]**

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body awarding contracts.¹⁴⁷

The Arts Council of Wales confirmed that all stages of the tendering process is undertaken in Welsh if that is the wish of those tendering. Similarly, invitations to tender are issued bilingually. Therefore, they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]**

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.¹⁴⁸

¹⁴⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁴⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁴⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁴⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

The Arts Council of Wales noted that they offer language choice on the homepage of their website and that there is also a statement regarding their commitment to the Welsh language and a copy of their language policy and royal charter. The Arts Council of Wales confirmed that a sign expressing language choice is displayed in their reception area, that their headed paper displays similar wording, as do the terms and conditions of their invitations to tender. Therefore, they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 17: A body's corporate identity
Standards in relation to a body's corporate identity [81]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.¹⁴⁹

The Arts Council of Wales confirmed that they already comply with the standard regarding corporate identity. Therefore, they considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for courses provided by a body.¹⁵⁰

The Arts Council of Wales stated that their advice sessions for stakeholders most closely resembled courses provided by them. It was noted that if they do not hold specific Welsh sessions, a simultaneous translation service is provided in accordance with the response given to a question on the bilingual invitations. The Arts Council of Wales noted that they considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

The Arts Council of Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standard for public address systems used by a body.

¹⁴⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁵⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

The Arts Council of Wales confirmed that they already comply with the bulk of these standards through their commitments in their Welsh language scheme. Therefore, they considered it reasonable and proportionate to make these standards specifically applicable to them.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to policy making standards.¹⁵¹

The Arts Council of Wales confirmed that they draw on an Equality Impact Assessment (which includes requirements regarding impacts on the Welsh language) for new or revised policies. Furthermore, the Arts Council of Wales noted that their current funding guidelines noted that projects applying for funding from them must show that promoting the Welsh language is a key objective.

The Arts Council of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The Arts Council of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them as they are already complying with them.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the Arts Council of Wales, none of the commitments corresponded to the standards in relation to the use of the Welsh language within internal administration.

The Arts Council of Wales confirmed that they refer to working arrangements through the medium of Welsh via their Welsh language scheme and the Learning and Development Plan on their intranet. However, it was stated that it was their intention to develop a tailored policy as soon as they know which standards are imposed on them.

It was stated that English is the internal business language of the organization due to the fact that not all their current workforce are able to speak Welsh.

Although they could translate their service or employment contract, along with their employment correspondence, into Welsh on request, the workforce is not offered this.

The Arts Council of Wales noted that they were carrying out a survey of their key human resources policies and that they would be available in Welsh following this.

¹⁵¹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the Arts Council of Wales, none of the commitments corresponded to the standards in relation to complaints from members of staff.

The Arts Council of Wales noted that they allow their workers to make complaints about the organization and to respond to complaints made against them in Welsh but they are not informed of this. It was noted that any meeting to discuss a complaint would be conducted in English. However, it was confirmed that individuals are informed of a decision about a complaint in Welsh if they so wish.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of the Arts Council of Wales, none of the commitments corresponded to the standards in relation to a body disciplining staff.

The Arts Council of Wales noted that staff may respond in Welsh to allegations made against them but that they are not informed of this. It was confirmed that any meeting in relation to a disciplinary case would be conducted in English but individuals are informed of the decision in Welsh if they so wish.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the Arts Council of Wales, none of the commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.

The Arts Council of Wales confirmed that they provide spell checking and grammar checking software and Welsh interfaces for their workforce although the language of the intranet is English.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of the Arts Council of Wales, an average of 78% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.¹⁵²

The Arts Council of Wales confirmed that they assess the Welsh language skills of their workforce. In relation to Welsh medium vocational training, the Arts Council of Wales noted that they endeavour to identify trainers who can provide this but have found that they are not always available. Therefore, it was stated that internal training was delivered in English.

Although they have run Welsh lessons internally, due to the low numbers, the cost outweighed the outcome. It was confirmed that the intention was to recommence these lessons alongside their informal mentoring provision.

¹⁵² Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Welsh Language Commissioner's Standards Report - Public Bodies: General (2) – Section 64 Welsh Language Measure (Wales) 2011

The Arts Council of Wales confirmed that they provide training to staff in order to raise awareness of the Welsh language, the requirement on them to comply with the Welsh language scheme and how to use Welsh in the workplace.

The Arts Council of Wales noted that a logo or a message on employees' e-mail signatures indicates their proficiency in the Welsh language and that contact details and 'out of office' messages are in Welsh.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of the Arts Council of Wales, an average of 14% of the commitments corresponded to the standards in relation to recruiting by a body.¹⁵³

The Arts Council of Wales noted that posts with the greatest contact with the public are advertised with Welsh skills as essential requirements. It was confirmed that linguistic requirements are detailed for each post advertised.

Furthermore, the Arts Council of Wales noted that all documents within the application pack are available in Welsh and a declaration stating that applications submitted in Welsh will not be treated any less favourably than applications submitted in English is included.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of the Arts Council of Wales, none of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.

The Arts Council of Wales confirmed that the Welsh text appears above or to the left of the English text on signs in the body's buildings.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of the Arts Council of Wales, none of the commitments corresponded to the standard regarding audio announcements and messages in a body's workplace.

The Arts Council of Wales noted that they do not make audio announcements for the attention of their workforce.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

The Arts Council of Wales noted that they carried out the activity in question, and did so through the medium of Welsh.

The Arts Council of Wales confirmed that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Promotion standards [143-144]

The Arts Council of Wales noted that they consented to making promotion standards potentially applicable to them. However, the Arts Council of Wales noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them.

¹⁵³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards that deal with supplementary matters in relation to the promotion standards [164-169]

The Arts Council of Wales noted that they consent to making these standards potentially and specifically applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 77% of the commitments corresponded to the record keeping standards.¹⁵⁴

The Arts Council of Wales noted that they have already committed to publishing an annual Welsh Language Implementation Plan and that they gather all the information noted in the standards, with the exception of the number of people wishing to have a Welsh language telephone service.

The Arts Council of Wales confirmed that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

The Arts Council of Wales confirmed that they considered it reasonable and proportionate to make these standards specifically applicable to them.

¹⁵⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Sport Wales

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for correspondence sent by a body.¹⁵⁵

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 87% of the commitments corresponded to the standards for telephone calls made and received by a body.¹⁵⁶

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that aren't open to the general public.¹⁵⁷

Sport Wales noted that they consider making the standards requiring a simultaneous translation service to be provided when one person has been invited specifically applicable to them disproportionate.

Activity 4: Meetings arranged by a body that are open to the public

Standards for meetings arranged by a body that are open to the public [30-34]

Sport Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.¹⁵⁸

¹⁵⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁵⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁵⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁵⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Sport Wales noted that they do not hold such meetings at present but should they do so they would consider it reasonable and proportionate.

Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]

Sport Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.¹⁵⁹

Sport Wales noted that they do not hold such meetings at present but should they do so they would consider it reasonable and proportionate.

Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.¹⁶⁰

Sport Wales noted that they considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.¹⁶¹

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing documents.¹⁶²

¹⁵⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁶⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁶¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁶² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 9: A body producing and publishing forms
Standards relating to a body producing and publishing forms [50-51]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing forms.¹⁶³

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body's websites and on-line services.¹⁶⁴

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]

Sport Wales noted that they carry out the activity in question, and do so in Welsh although the English text is given priority on their signs at present.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for signs displayed by a body.¹⁶⁵

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 12: A body receiving visitors at its buildings
Standards relating to a body receiving visitors at its buildings [61-66]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body receiving visitors at its buildings.¹⁶⁶

Sport Wales noted that they considered it unreasonable and disproportionate to make standard 62 specifically applicable to them based on the feasibility of the requirement.

¹⁶³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁶⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁶⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁶⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Sport Wales confirmed that those who ask for a Welsh reception service receive such a service but that, in their opinion, it is unreasonable to provide a bilingual person on reception at all times.

Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for official notices made by a body.¹⁶⁷

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body awarding grants.¹⁶⁸

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]

Sport Wales noted that it carried out the activity in question, but that they did not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body awarding contracts.¹⁶⁹

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.¹⁷⁰

¹⁶⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁶⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁶⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁷⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 17: A body's corporate identity

Standards specified in the draft regulations in relation to a body's corporate identity [81]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.¹⁷¹

Sport Wales noted that they considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 18: Courses provided by a body

Standards in relation to courses offered by a body [82-84]

Sport Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for courses provided by a body.¹⁷²

Sport Wales noted that they considered making these standards specifically applicable to them reasonable and proportionate although they do not carry out this activity at present.

Activity 19: Public address systems used by a body

Standards in relation to public address systems used by a body [85]

Sport Wales noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standard for public address systems used by a body.¹⁷³

Sport Wales noted that their aim is to make bilingual public announcements but, in emergencies, when there is no Welsh speaker available, they do so in English. Furthermore, Sport Wales stated that in the case of bilingual announcements, the announcement is heard in English first due to the fact that many visitors from abroad use the centre.

¹⁷¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁷² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁷³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the policy making standards.¹⁷⁴

Sport Wales noted that their equality impact assessment gives consideration to the Welsh language and it is used to verify their policies and principal strategies. They considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of Sport Wales, an average of 7% of the commitments corresponded to the standards in relation to the use of the Welsh language in internal administration.¹⁷⁵

Sport Wales confirmed that they operate a policy on the internal use of Welsh with the intention of promoting and facilitating the use of the language. Sport Wales' staff may ask for their employment documents in Welsh but they are not informed of this at present. Furthermore, Sport Wales noted that work was ongoing in respect of translating the human resources policies and that some of them were currently available bilingually.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of Sport Wales, 100% of the commitments corresponded to the standards in relation to complaints made by a body's members of staff.¹⁷⁶

Sport Wales noted that their employees can make complaints and respond to complaints against them in Welsh but they are not informed of that at present. It was noted that a meeting to discuss a complaint would not be conducted in Welsh either. However, it was noted that the intention is to highlight to their employees that they can carry out internal administration in Welsh.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of Sport Wales, an average of 80% of the commitments corresponded to the standards in relation to a body disciplining staff.¹⁷⁷

¹⁷⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹⁷⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹⁷⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Sport Wales noted that their employees can respond to allegations against them in Welsh but that they were not informed of this at present. Although it would not be possible for them to conduct the meeting in Welsh, their intention was to highlight to their employees that they can carry out internal administration in Welsh.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of Sport Wales, an average of 14% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.¹⁷⁸

Sport Wales confirmed that they do not provide spelling and grammar checking software or Welsh interfaces for their workforce. Similarly, it was noted that their intranet site is in English with the exception of some policy documents. It was stated that to build a fully bilingual site would be disproportionate, based on the current number of Welsh speakers in the organization.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of Sport Wales, an average of 89% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.¹⁷⁹

Sport Wales noted that they assess the Welsh language skills of their employees and that they provide training as required. Sport Wales confirmed that contact details and 'out of office' information on e-mails were in Welsh and that they use a logo or a message to indicate if an employee is a fluent Welsh speaker or learning Welsh.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of Sport Wales, an average of 86% of the commitments corresponded to the standards in relation to recruiting by a body.¹⁸⁰

Sport Wales noted that each post is advertised bilingually and that Welsh language skills are desirable. Sport Wales stated that they assess how many Welsh speakers the role may come into contact with, be they customers, partners or clients.

Sport Wales confirmed that their recruitment documents are in Welsh and applicants may note that they would like to be interviewed in Welsh. Similarly, Welsh would be the language of any subsequent correspondence to an application made in that language.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of Sport Wales, 100% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.¹⁸¹

¹⁷⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹⁷⁸ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹⁷⁹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹⁸⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Sport Wales confirmed that their signs are bilingual but that priority is given to the English text.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of Sport Wales, 100% of the commitments corresponded to the standard regarding audio announcements and messages in a body's workplace.¹⁸²

Sport Wales noted that they do not make their audio announcements for the attention of staff in Welsh due to the fact that they are broadcasted in public areas. Bearing this in mind, they were of the opinion that to do so bilingually would be disproportionate.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

Sport Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Promotion standards [143-144]

Sport Wales noted that they do not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of Sport Wales, an average of 69% of the commitments corresponded to the standards in relation to record keeping standards.¹⁸³

Sport Wales stated that the majority of these standards are within their reach but that they consider it unreasonable and disproportionate to make standards 150, 153 and 154 specifically applicable to them, because of the number of people that would be needed to gather the information.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

Sport Wales noted that they do not comply at present but that they consider it reasonable and proportionate to make these standards specifically applicable to them.

¹⁸¹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹⁸² Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

¹⁸³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Wales Council for Voluntary Action

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

Wales Council for Voluntary Action noted that they carry out the activity in question, but that they did not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for correspondence sent by a body.¹⁸⁴

Wales Council for Voluntary Action stated that they already comply with many of these standards and that they believed that it was reasonable and proportionate to make these standard specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for telephone calls made and received by a body.¹⁸⁵

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 94% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.¹⁸⁶

Wales Council for Voluntary Action noted that they considered it unreasonable and disproportionate to make a selection of these standards, namely 23, 24B, 27D, 28 and 28B, specifically applicable to them. They did not think that it could be guaranteed that the most appropriate person to conduct or attend the meeting would be able to speak Welsh and that simultaneous translation would hinder smooth communication in their opinion.

Activity 4: Meetings arranged by a body that are open to the public

Standards for meetings arranged by a body that are open to the public [30-34]

Wales Council for Voluntary Action noted that they did not carry out the activity in question.

¹⁸⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁸⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁸⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 60% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.¹⁸⁷

Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]

Wales Council for Voluntary Action noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.¹⁸⁸

Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language schemes of the person in question, 100% of the commitments corresponded to the standards specified in the draft regulations for a body's publicity and advertising.¹⁸⁹

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 7: Displaying material in public
Standards relating to displaying material in public [38-39]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.¹⁹⁰

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 90% of the commitments corresponded to the standards for a body producing and publishing documents.¹⁹¹

¹⁸⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁸⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁸⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁹⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 9: A body producing and publishing forms
Standards relating to a body producing and publishing forms [50-51]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 75% of the commitments corresponded to the standards for a body producing and publishing forms.¹⁹²

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body's websites and on-line services.¹⁹³

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.¹⁹⁴

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 12: A body receiving visitors at its buildings
Standards relating to a body receiving visitors at its buildings [61-66]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

¹⁹¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁹² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁹³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁹⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 71% of the commitments corresponded to the standards for a body receiving visitors at its buildings.¹⁹⁵

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]**

Wales Council for Voluntary Action noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.¹⁹⁶

**Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]**

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding grants.¹⁹⁷

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]**

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding contracts.¹⁹⁸

Wales Council for Voluntary Action stated that they do not consider it reasonable or proportionate to make standard 76 specifically applicable to them as not all members of staff can speak Welsh and so it would be necessary to secure translation service support.

**Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]**

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

¹⁹⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁹⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁹⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

¹⁹⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.¹⁹⁹

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 17: A body's corporate identity

Standards specified in the draft regulations in relation to a body's corporate identity [81]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.²⁰⁰

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 18: Courses provided by a body

Standards in relation to courses offered by a body [82-84]

Wales Council for Voluntary Action noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for courses provided by a body.²⁰¹

Wales Council for Voluntary Action noted that they considered it unreasonable and disproportionate to make standards 82 and 84 specifically applicable to them as they could not guarantee that the training providers contracted by them would have Welsh language skills. Similarly, it was stated that they do not have sufficient time to assess whether there is a demand for delivering a course in Welsh or bilingually.

Activity 19: Public address systems used by a body

Standards in relation to public address systems used by a body [85]

Wales Council for Voluntary Action noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standard for public address systems used by a body.

¹⁹⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁰⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁰¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the policy making standards.²⁰²

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Wales Council for Voluntary Action noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them as they do not consider themselves to be a public policy making body.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of Wales Council for Voluntary Action, an average of 7% of the commitments corresponded to the standards in relation to the use of the Welsh language in internal administration.²⁰³

Wales Council for Voluntary Action stated that they could comply with these standards on the whole. However, concern was expressed regarding the cost of translating documents when the line manager does not understand Welsh and that the current human resources system was English only. However, it was noted that all human resources policies are bilingual and staff are offered the rest of the key documents in Welsh.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the Wales Council for Voluntary Action, none of the commitments corresponded to the standards in relation to complaints from members of staff.

Wales Council for Voluntary Action noted that no part of the current internal complaints procedure is conducted in Welsh. It was confirmed that they could procure a simultaneous translation service in order to facilitate an individual's request although this would entail a cost to the organization.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of Wales Council for Voluntary Action, an average of 20% of the commitments corresponded to the standards in relation to a body disciplining staff.²⁰⁴

²⁰² Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²⁰³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²⁰⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Wales Council for Voluntary Action noted that they allow their employees to respond to allegations made against them as part of the disciplinary procedure but that they would not be informed of this. In addition it was noted that English would be the language of any subsequent meeting. It was stated that they could comply but that this would entail a cost due to the fact that they would need to procure a simultaneous translation service.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the Wales Council for Voluntary Action, none of the commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.

Wales Council for Voluntary Action confirmed that they provide spelling and grammar checking software for their staff as well as a Welsh interface when available. However it was noted that English is the language of their intranet site to a large extent apart from their 'Dysgu Cymraeg' page.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of Wales Council for Voluntary Action, an average of 89% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.²⁰⁵

Wales Council for Voluntary Action confirmed that they assess the Welsh language skills of their employees and, although they do not comply with these standards at present, they would be able to do so in the future. Wales Council for Voluntary Action stated that language awareness training along with an understanding of the requirements on them to operate in accordance with their language scheme is already ongoing. Wales Council for Voluntary Action noted that a logo or standard text is available for staff to indicate their proficiency in Welsh and the contact details on staff e-mail signatures are in Welsh.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of Wales Council for Voluntary Action, an average of 57% of the commitments corresponded to the standards in relation to recruiting by a body.²⁰⁶

Wales Council for Voluntary Action stated that the linguistic ability of the team must be assessed when a post becomes vacant and posts are advertised bilingually. It was confirmed that the application pack is in Welsh and that any subsequent correspondence in connection with an application submitted in Welsh would be in Welsh.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of Wales Council for Voluntary Action, an average of 75% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.²⁰⁷

²⁰⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²⁰⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²⁰⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Wales Council for Voluntary Action confirmed that their internal signs are bilingual but Welsh is not given priority.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of Wales Council for Voluntary Action, none of the commitments corresponded to the standard regarding audio announcements and messages in a body's workplace.

Wales Council for Voluntary Action noted that they do not make audio announcements for the attention of staff.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

Wales Council for Voluntary Action noted that they consider it unreasonable and disproportionate to make these standards specifically applicable to them because they were of the view that complying with them would divert employees' time away from their charitable objectives and from serving their members.

Promotion standards [143-144]

Wales Council for Voluntary Action noted that they do not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of Wales Council for Voluntary Action, an average of 85% of the commitments corresponded to the record keeping standards.²⁰⁸

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

Wales Council for Voluntary Action stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

²⁰⁸ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

The Welsh Books Council

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for correspondence sent by a body.²⁰⁹

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 73% of the commitments corresponded to the standards for telephone calls made and received by a body.²¹⁰

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.²¹¹

The Welsh Books Council noted that they already carry out the activity in question in Welsh and provide a simultaneous translation service as required. Therefore, they stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

²⁰⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²¹⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²¹¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

**Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]**

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.²¹²

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]**

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.²¹³

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.²¹⁴

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]**

The Welsh Books Council noted that they carried out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.²¹⁵

²¹² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²¹³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²¹⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing documents.²¹⁶

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 9: A body producing and publishing forms
Standards in relation to a body producing and publishing forms [50-51]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing forms.²¹⁷

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body's websites and on-line services.²¹⁸

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

²¹⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²¹⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²¹⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²¹⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.²¹⁹

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 12: A body receiving visitors at its buildings
Standards relating to a body receiving visitors at its buildings [61-66]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 43% of the commitments corresponded to the standards for a body receiving visitors at its buildings.²²⁰

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.²²¹

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding grants.²²²

²¹⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²²⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²²¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²²² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding contracts.²²³

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.²²⁴

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 17: A body's corporate identity
Standards specified in the draft regulations in relation to a body's corporate identity [81]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.²²⁵

²²³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²²⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²²⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for courses provided by a body.²²⁶

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standard for public address systems used by a body.²²⁷

The Welsh Books Council noted that they already carry out the activity in question in Welsh and therefore stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh. Therefore, they stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the policy making standards.²²⁸

The Welsh Books Council stated that they did not anticipate any difficulty in complying with the policy making standards due to the fact that they already carry out their internal administration in Welsh. It was noted that they considered that making these standards specifically applicable to them was reasonable and proportionate.²²⁹

²²⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²²⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²²⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²²⁹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The Welsh Books Council stated that they did not anticipate any difficulty in complying with the standards that deal with supplementary matters in relation to policy making standards due to the fact that they already carry out their internal administration in Welsh. It was noted that they considered that making these standards specifically applicable to them was reasonable and proportionate.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the Welsh Books Council, 100% of the commitments corresponded to the standards in relation to the use of the Welsh language in internal administration.²³⁰

The Welsh Books Council noted that they operate a policy for the internal use of Welsh for the purposes of promoting and facilitating the use of the language and that this policy is published on their website. Additionally, the Welsh Books Council noted that some key human resources policies and documents are available to staff through the medium of Welsh and that they are given language choice.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the Welsh Books Council, 100% of the commitments corresponded to the standards in relation to complaints made by a body's members of staff.²³¹

The Welsh Books Council noted that they allow staff to make complaints and respond to complaints against them in Welsh and that meetings in relation to this are also conducted in Welsh and staff are informed of this choice.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of the Welsh Books Council, 100% of the commitments corresponded to the standards in relation to a body disciplining staff.²³²

The Welsh Books Council confirmed that all aspects of the disciplinary process can be conducted in Welsh.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the Welsh Books Council, 100% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.²³³

²³⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²³¹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²³² Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²³³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

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The Welsh Books Council noted that they provide a Welsh interface for software where this is available and that the language of the intranet throughout is Welsh.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of the Welsh Books Council, an average of 89% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.²³⁴

The Welsh Books Council confirmed that they assess the Welsh language skills of their employees and that internal vocational training is delivered in Welsh with the exception of performance management and health and safety, which are delivered bilingually.

The Welsh Books Council noted that they already comply with these standards with the exception of raising employees' awareness of the Welsh language as that is the language of the organization's internal administration. However, it was noted that they do not provide Welsh wording for 'out of office' messages.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of the Welsh Books Council, 100% of the commitments corresponded to the standards in relation to recruiting by a body.²³⁵

The Welsh Books Council confirmed that all key recruitment documents are available in Welsh and that interviews are conducted in Welsh as Welsh language skills were identified as essential for 100% of the posts advertised last year.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of the Welsh Books Council, none of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.

However, the Welsh Books Council confirmed that the Welsh text is most likely to be read first on signs displayed in the organization's buildings.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of the Welsh Books Council, 100% of the commitments corresponded to the standard regarding audio announcements and messages in a body's workplace.²³⁶

The Welsh Books Council confirmed that audio announcements were made in Welsh in the workplace.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

The Welsh Books Council noted that they carry out the activity in question, and that they do so in Welsh.

²³⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²³⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²³⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

The Welsh Books Council stated that they did not anticipate any difficulty in complying with the standards that deal with supplementary matters in relation to operational standards due to the fact that they already carry out their internal administration in Welsh. It was noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Promotion standards [143-144]

The Welsh Books Council noted that they consented to making promotion standards (as well as the standards that deal with supplementary matters in relation to promotion standards) applicable and specifically applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the Welsh Books Council, 100% of the commitments corresponded to the record keeping standards.²³⁷

The Welsh Books Council stated that they did not anticipate any difficulty in complying with the record keeping standards due to the fact that they already carry out their internal administration in Welsh. It was noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

However, the Welsh Books Council noted that the requirement to keep a record of the number of people requesting a Welsh service was unreasonable and disproportionate.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

The Welsh Books Council stated that they did not anticipate any difficulty in complying with the standards that deal with supplementary matters in relation to the record keeping standards due to the fact that they already carry out their internal administration in Welsh. It was noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

²³⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

The National Botanic Garden of Wales

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for correspondence sent by a body.²³⁸

The National Botanic Garden of Wales noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them. Concern was expressed regarding standard 7 due to the specialist nature of much of the work and that several Latin terms do not have a Welsh counterpart in their opinion. Furthermore, it was noted that their ability to operate in Welsh was limited and that the cost of complying would be disproportionate. However, The National Botanic Garden of Wales confirmed that they already comply with standards 1-6.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 80% of the commitments corresponded to the standards for telephone calls made and received by a body.²³⁹

The National Botanic Garden of Wales noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them, with particular reference to standards 9, 14 and 15. They were of the opinion that it would be expensive, that it was an excessive requirement and that space was limited on documents for promoting a Welsh service.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 94% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.²⁴⁰

²³⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²³⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁴⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The National Botanic Garden of Wales noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them due to the cost of offering a simultaneous translation service.

**Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]**

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.²⁴¹

The National Botanic Garden of Wales noted that they comply in full with standards 30 and 31 and that they could comply in part with standards 32-34. However, they did not consider it reasonable or proportionate to make these standards specifically applicable to them. It was noted that they did not have sufficient time to offer further evidence than that which they have noted regarding the cost.

**Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]**

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.²⁴²

The National Botanic Garden of Wales noted that they already comply with standard 35 and that they could comply in part with standard 36. They did not consider it reasonable or proportionate to make these standards specifically applicable to them. It was noted that they did not have sufficient time to offer further evidence than that which they have noted regarding the cost.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.²⁴³

The National Botanic Garden of Wales noted that they were already fully compliant in this respect and considered it reasonable and proportionate to make this standard specifically applicable to them.

²⁴¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁴² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁴³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.²⁴⁴

Despite noting that they could comply with standards 38 and 39, by and large they did not consider it reasonable or proportionate to make these standards specifically applicable to them as the cost and burden would be detrimental to the organization. It was noted that they did not have sufficient time to offer further evidence than that which they have noted regarding the cost.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing documents.²⁴⁵

It was stated that they considered it unreasonable and disproportionate to make these standards specifically applicable to them. However, The National Botanic Garden of Wales confirmed that they already comply, by and large, with standards 40, 43, 46 and 48.

Activity 9: A body producing and publishing forms
Standards relating to a body producing and publishing forms [50-51]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing forms.²⁴⁶

The National Botanic Garden of Wales confirmed that they already comply by and large with standards 50, 50A and 50B. However, it was noted that they consider it unreasonable and disproportionate to make these standards specifically applicable to them. It was noted that they did not have sufficient time to offer further evidence than that which they have noted regarding the cost.

Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

²⁴⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁴⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁴⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body's websites and on-line services.²⁴⁷

In relation to standards 52, 53, 54, 55 and 56, The National Botanic Garden of Wales stated that their ultimate aim was to comply with them. However, The National Botanic Garden of Wales noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them.

Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.²⁴⁸

The National Botanic Garden of Wales confirmed that they already comply with standards 58-60, with the exception of plant names which are displayed in Latin on every occasion. It was stated that some signs include the common names of plants and that circumstances dictate whether the common name is in Welsh or English.

The National Botanic Garden of Wales noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them because they do not wish to have to choose between common name of plants when more than one exists.

Activity 12: A body receiving visitors at its buildings
Standards relating to a body receiving visitors at its buildings [61-66]

The National Botanic Garden of Wales noted that they carry out the activity in question, but they did not note whether they carry out that activity in Welsh or not.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 71% of the commitments corresponded to the standards for a body receiving visitors at its buildings.²⁴⁹

The National Botanic Garden of Wales stated that they already carry out the duties specified in standards 61, 62, 62A, 64, 65 and 66. The National Botanic Garden of Wales noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them due to the lack of Welsh language skills amongst their current staff.

Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

²⁴⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁴⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁴⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.²⁵⁰

The National Botanic Garden of Wales confirmed that they already comply with standard 67. In responding to standard 68, it was noted that they aimed to treat the Welsh and English languages on the basis of equality without favouring either language but they do not believe it is sustainable for them to comply as an organization.

Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]

The National Botanic Garden of Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding grants.²⁵¹

Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]

The National Botanic Garden of Wales noted that they carry out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding contracts.²⁵²

The National Botanic Garden of Wales noted that they believed that making these standards specifically applicable to them was unreasonable and disproportionate. It was noted that they did not have sufficient time to offer further evidence than that which they have noted regarding the cost.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.²⁵³

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

²⁵⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁵¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁵² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁵³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The National Botanic Garden of Wales confirmed that they already comply with standards 79 and 80. However it was stated that they consider it unreasonable and disproportionate to make these standards specifically applicable to them because the level of information needed to interpret, implement and comply with the standards is bureaucratic, burdensome and disproportionate in their opinion.

Activity 17: A body's corporate identity

Standards specified in the draft regulations in relation to a body's corporate identity [81]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.²⁵⁴

The National Botanic Garden of Wales noted that they already complied in full with this standard and considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 18: Courses provided by a body

Standards in relation to courses offered by a body [82-84]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for courses provided by a body.

The National Botanic Garden of Wales noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them because they run a large number of courses. However, it was noted that they run educational and e-learning courses through the medium of Welsh, along with course materials.

Activity 19: Public address systems used by a body

Standards in relation to public address systems used by a body [85]

The National Botanic Garden of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standard for public address systems used by a body.

The National Botanic Garden of Wales noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them due to a lack of Welsh speakers. Furthermore, it was noted that it would not be helpful to record a bilingual message as their announcements are urgent and unique by nature.

²⁵⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

The National Botanic Garden of Wales noted that they comply with standard 160 but that they did not consider it reasonable or proportionate to make these standards specifically applicable to them due to the financial burden and drain on resources it would entail.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 90% of the commitments corresponded to the policy making standards.²⁵⁵

The National Botanic Garden of Wales confirmed that they currently comply with many of the standards to a lesser or greater degree. In relation to the remainder, the National Botanic Garden of Wales noted that they do not appear to be relevant to their organization. However, it was stated that these standards are too bureaucratic and burdensome. Therefore it would be unreasonable and disproportionate to make them specifically applicable to them.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The National Botanic Garden of Wales noted that they believed that making these standards specifically applicable to them was unreasonable and disproportionate. It was noted that they did not have sufficient time to provide further evidence than that which they have noted regarding the cost.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the National Botanic Garden of Wales, none of the commitments corresponded to the standards in relation to the use of the Welsh language within internal administration.

The National Botanic Garden of Wales confirmed that they have a policy on the internal use of Welsh with the intention of promoting and facilitating the use of the language. It was stated that their human resources policies and documents are in English only and that they would not be able to comply with standards 97-102 under any circumstances.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the National Botanic Garden of Wales, none of the commitments corresponded to the standards in relation to complaints from members of staff.

The National Botanic Garden of Wales noted that no member of their workforce may make a complaint, respond to a complaint or hold a meeting regarding a complaint through the medium of Welsh. It was noted that they did not have sufficient time to provide further evidence than that which they have noted regarding the cost.

²⁵⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of the National Botanic Garden of Wales, none of the commitments corresponded to the standards in relation to a body disciplining staff.

The National Botanic Garden of Wales noted that no aspect of the disciplinary procedure is conducted in Welsh.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the National Botanic Garden of Wales, an average of 14% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.²⁵⁶

The National Botanic Garden of Wales confirmed that they provide spelling and grammar checking software as well as Welsh interfaces for their staff but that it would be totally unsustainable for the organization to comply with standards 118-124.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of the National Botanic Garden of Wales, an average of 89% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.²⁵⁷

The National Botanic Garden of Wales noted that they assess the Welsh language skills of their workforce and that some individuals are offered Welsh lessons. It was confirmed that each member of staff receives language awareness training, along with an understanding of the requirements on them to operate in accordance with the Welsh language scheme and on using Welsh in the workplace.

The National Botanic Garden of Wales confirmed that they provide wording or a logo to indicate whether an employee is a fluent Welsh speaker or a learner, along with e-mail contact details and text for 'out of office' messages.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of the National Botanic Garden of Wales, an average of 57% of the commitments corresponded to the standards in relation to recruiting by a body.²⁵⁸

The National Botanic Garden of Wales noted that all posts are advertised as Welsh language skills desirable. They do not use application forms in the alternate language but job descriptions, explanatory materials in relation to the application process and information about interviews or other assessments are available in Welsh. They correspond with individuals who have submitted job applications in Welsh in that language.

²⁵⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²⁵⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²⁵⁸ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of The National Botanic Garden of Wales, an average of 75% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.²⁵⁹

In relation to the placement of the Welsh text on signs, it was noted that they could not state with certainty which language will be given priority as this depends on the position of the reader and whether he or she is familiar with the lay-out.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of The National Botanic Garden of Wales, none of the commitments corresponded to the standard regarding audio announcements and messages in a body's workplace.

The National Botanic Garden of Wales stated that they make audio announcements for the attention of their staff in Welsh.

The National Botanic Garden of Wales noted that they believed that making this standard specifically applicable to them was unreasonable and disproportionate. It was noted that they did not have sufficient time to provide further evidence than that which they have noted regarding the cost and lack of relevant skills.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

The National Botanic Garden of Wales noted that they believed that making these standards specifically applicable to them was unreasonable and disproportionate.

Promotion standards [143-144]

The National Botanic Garden of Wales noted that they do not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the National Botanic Garden of Wales, an average of 85% of the commitments corresponded to the standards in relation to record keeping standards.²⁶⁰

The National Botanic Garden of Wales stated that they do not provide an annual monitoring report on their Welsh language scheme at the same time as the financial year. A requirement to do so would be unsustainable to the organization in their view.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

The National Botanic Garden of Wales confirmed that they do not consider it reasonable and proportionate to make these standards specifically applicable to them.

²⁵⁹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

²⁶⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

The National Library of Wales

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for correspondence sent by a body.²⁶¹

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for telephone calls made and received by a body.²⁶²

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them, specifying that it is a requirement for all members of staff who come into contact with the public to have Welsh language skills.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 44% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.²⁶³

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 4: Meetings arranged by a body that are open to the public

Standards for meetings arranged by a body that are open to the public [30-34]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

²⁶¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁶² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁶³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.²⁶⁴

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]**

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.²⁶⁵

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.²⁶⁶

The National Library of Wales noted that they considered it reasonable and proportionate to make this standard specifically applicable to them.

**Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]**

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.²⁶⁷

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

²⁶⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁶⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁶⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁶⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards, for each activity.

Activity 8: A body producing and publishing documents

Standards relating to a body producing and publishing documents [40-49]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 80% of the commitments corresponded to the standards for a body producing and publishing documents.²⁶⁸

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 9: A body producing and publishing forms

Standards in relation to a body producing and publishing forms [50-51]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for a body producing and publishing forms.²⁶⁹

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services

Standards in relation to a body's websites and on-line services [52-57]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's websites and on-line services.²⁷⁰

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 11: Signs displayed by a body

Standards in relation to signs displayed by a body [58-60]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for signs displayed by a body.²⁷¹

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

²⁶⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁶⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁷⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁷¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 12: A body receiving visitors at its buildings

Standards relating to a body receiving visitors at its buildings [61-66]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 43% of the commitments corresponded to the standards for a body receiving visitors at its buildings.²⁷²

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 13: Official notices made by a body

Standards in relation to official notices made by a body [67-68]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for official notices made by a body.²⁷³

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 14: A body awarding grants

Standards in relation to a body awarding grants [69-73]

The National Library of Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding grants.²⁷⁴

Activity 15: A body awarding contracts

Standards in relation to a body awarding contracts [74-78]

The National Library of Wales noted that they carry out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding contracts.²⁷⁵

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

²⁷² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁷³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁷⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁷⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body
[79-80]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.²⁷⁶

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 17: A body's corporate identity
Standards specified in the draft regulations in relation to a body's corporate identity
[81]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.²⁷⁷

The National Library of Wales noted that they considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for courses provided by a body.

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

The National Library of Wales noted that they carry out the activity in question, and that they do so in Welsh.

²⁷⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁷⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Welsh Language Commissioner's Standards Report - Public Bodies: General (2) – Section 64 Welsh Language Measure (Wales) 2011

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standard for public address systems used by a body.

The National Library of Wales noted that they considered it reasonable and proportionate to make this standard specifically applicable to them.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the policy making standards.²⁷⁸

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them, confirming that they are extremely sensitive in respect of ensuring that the Welsh language is treated no less favourably than English.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the National Library of Wales, 100% of the commitments corresponded to the standards in relation to the use of the Welsh language in internal administration.²⁷⁹

The National Library of Wales noted that they already comply with these standards.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the National Library of Wales, 100% of the commitments corresponded to the standards in relation to complaints made by a body's members of staff.²⁸⁰

The National Library of Wales confirmed that they already comply with these standards.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of the National Library of Wales, 100% of the commitments corresponded to the standards in relation to a body disciplining staff.²⁸¹

²⁷⁸ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, be that partially or completely.

²⁷⁹ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, be that partially or completely.

²⁸⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, be that partially or completely.

The National Library of Wales confirmed that they already comply with these standards.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the National Library of Wales, none of the commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.

The National Library of Wales noted that they already comply with these standards.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of the National Library of Wales, an average of 78% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.²⁸²

The National Library of Wales confirmed that they already comply with these standards with the exception of providing a logo to indicate whether a member of staff is a fluent Welsh speaker or learning Welsh and an 'out of office' message.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of the National Library of Wales, an average of 57% of the commitments corresponded to the standards in relation to recruiting by a body.²⁸³

The National Library of Wales confirmed that they already comply with these standards and that Welsh language skills are essential for every post.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of the National Library of Wales, 100% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.²⁸⁴

The National Library of Wales confirmed that they already comply with these standards.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of the National Library of Wales, none of the commitments corresponded to the standard regarding audio announcements and messages in a body's workplace.

The National Library of Wales noted that they already comply with this standard.

²⁸¹ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, be that partially or completely.

²⁸² Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, be that partially or completely.

²⁸³ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, be that partially or completely.

²⁸⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, be that partially or completely.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Promotion standards [143-144]

The National Library of Wales stated that they consented to making promotion standards potentially and specifically applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the National Library of Wales, an average of 77% of the commitments corresponded to the record keeping standards.²⁸⁵

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

The National Library of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

²⁸⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, be that partially or completely.

Welsh National Opera Limited

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

Welsh National Opera Limited noted that they carry out the activity in question, and that they do so in Welsh.

It was noted that their marketing materials for performances in Wales only are fully bilingual. Wales National Opera Limited noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

Welsh National Opera Limited noted that they carry out the activity in question, and that they do so in Welsh.

Welsh National Opera Limited noted that they aim to provide a bilingual greeting to people contacting the switchboard. It was stated that the majority of callers who contact them directly are business contacts and that Wales Millennium Centre (where they are located at present) deal with the majority of telephone calls from members of the public. It was noted that other theatre locations in which they perform also receive telephone calls on their behalf.

Although they stated that they consider it reasonable and proportionate to make these standards specifically applicable to them, concern was expressed regarding their ability to comply with a selection of standards (10, 11 and 14) should they receive a greater number of calls from people wishing to discuss their business in Welsh. It was noted that they would not be able to comply with standards 17, 18, 19 and 20. In relation to standard 21, it was noted that they would only telephone their business contacts.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

Welsh National Opera Limited noted that they carry out the activity in question, but they did not do so in Welsh.

Welsh National Opera Limited noted that they considered it unreasonable and disproportionate to make these standard specifically applicable to them on the basis that currently they do not have a sufficient number of staff with Welsh language skills. It was noted that they considered the cost of providing simultaneous translation services unreasonable and that they were of the opinion that the use of this facility would impede the sensitive nature of meetings concerning the personal well-being or interest of one or more people.

Activity 4: Meetings arranged by a body that are open to the public

Standards for meetings arranged by a body that are open to the public [30-34]

Wales National Opera Limited noted that they did not carry out the activity in question.

It was noted that they consider it unreasonable and disproportionate to make these standards specifically applicable to them due to the fact that they do not hold public

meetings.

**Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]**

Welsh National Opera Limited noted that they carry out the activity in question, but they do not do so in Welsh.

It was noted that their core business is to present opera in theatres across Wales and England, usually sung in the original language of the Opera or in English. It was noted that operas performed in Wales use Welsh and English subtitles which are projected above the stage.

Welsh National Opera Limited stated that they did not consider it reasonable or proportionate to make these standards specifically applicable to them on the grounds that paying to carry out all their activities in Welsh and English would mean that they could not afford to undertake them. As an example they cited how providing simultaneous translation services for the pre-performance talk (undertaken at present by an individual who does not have Welsh language skills) would impact upon the budgets of other activities.

It was stated that some performances are produced bilingually but it was noted that imposing an inflexible requirement would substantially limit the range and number of ongoing projects they could offer.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

Welsh National Opera Limited noted that they carry out the activity in question, and that they do so in Welsh.

It was noted that publicity and advertising materials for performances and events held in Wales use both languages. This is not their practice when promoting performances to be held in Wales and England.

Although they stated that they considered it appropriate to promote performances given in Wales only bilingually, Welsh National Opera Limited noted that they do not consider it reasonable or proportionate to make this standard specifically applicable to them. It was stated that producing bilingual materials in England was likely to be less efficient in increasing ticket sales. No comments were made regarding their ability to produce bilingual materials for distribution in Wales and English materials for distribution in England.

**Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]**

Welsh National Opera Limited noted that they carry out the activity in question, and that they do so in Welsh.

Welsh National Opera Limited noted that they considered it reasonable and proportionate to make these standards specifically applicable to them. It was stated that the number of materials for display produced by them was limited but that they did, however, comply with the standards.

Activity 8: A body producing and publishing documents

Standards relating to a body producing and publishing documents [40-49]

Welsh National Opera Limited noted that they carry out the activity in question, but do not do so in Welsh.

Welsh National Opera Limited noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them since, in their case, the majority of the documents and information referred to within the standard are not available to the public.

It is noted that documents for the attention of the public are the subject of the standards in relation to a body producing and publishing documents.

Activity 9: A body producing and publishing forms

Standards in relation to a body producing and publishing forms [50-51]

Welsh National Opera Limited noted that they carry out the activity in question, and that they do so in Welsh.

Welsh National Opera Limited stated that the use of forms in their work was very limited, noting that they produced ticket reservation forms in Welsh and English for their subscribers and that these are available in the Wales Millennium Centre.

Therefore, they stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services

Standards in relation to a body's websites and on-line services [52-57]

Welsh National Opera Limited noted that they carry out the activity in question, and that they do so in Welsh.

Welsh National Opera Limited noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that their website is already bilingual.

Activity 11: Signs displayed by a body

Standards in relation to signs displayed by a body [58-60]

Welsh National Opera Limited noted that they carry out the activity in question, and that they do so in Welsh.

Welsh National Opera Limited stated that signs which are visible to the public in Wales include the Welsh language but the Welsh text is not placed so that it is likely to be the first text to be read.

Welsh National Opera Limited noted that they considered it unreasonable and disproportionate to make standard 59 specifically applicable to them as they were of the opinion that placing the Welsh text first is disadvantageous to the message they intended to convey.

Activity 12: A body receiving visitors at its buildings

Standards relating to a body receiving visitors at its buildings [61-66]

Welsh National Opera Limited noted that they carry out the activity in question, and that they do so in Welsh.

Welsh National Opera Limited stated that visitors to the Wales Millennium Centre are greeted by bilingual staff either in reception or at the stage door. This means that the Welsh language is treated no less favourably than English when receiving visitors.

Welsh National Opera Limited noted that they considered it reasonable and proportionate to make these standards specifically applicable to them. However, it was stated that it would be difficult for them to comply with standards 62, 62A and 63 directly without the support of Wales Millennium Centre staff as they do not have a public facing reception as such. It was stated that members of the public are not likely to visit their offices.

Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]

Welsh National Opera Limited noted that they did not carry out the activity in question.

Welsh National Opera Limited noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them as they do not make official notices.

Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]

Welsh National Opera Limited noted that they did not carry out the activity in question.

Welsh National Opera Limited noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them as they do not award grants.

Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]

Welsh National Opera Limited noted that they carry out the activity in question, but that they did not do so in Welsh.

Welsh National Opera Limited noted that they consider it unreasonable and disproportionate to make these standards specifically applicable to them as tendering for services is not regular practice. This means that they usually gather quotes rather than go through a full tendering process. They were of the opinion that imposing these standards on them would have considerable cost implications.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]

Welsh National Opera Limited noted that they did not carry out the activity in question.

Welsh National Opera Limited noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them as they do not raise awareness about Welsh language services provided by them.

Activity 17: A body's corporate identity
Standards in relation to a body's corporate identity [81]

Welsh National Opera Limited noted that they carry out the activity in question, and that they do so in Welsh.

Welsh National Opera Limited noted that 'WNO' is their logo mark which is followed by bilingual text. Although they consider it reasonable and proportionate to make this

standard specifically applicable to them, it was noted that there are no letters corresponding to 'WNO' to create a Welsh abbreviation as part of their current corporate identity.

Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]

Welsh National Opera Limited noted that they did not carry out the activity in question.

Welsh National Opera Limited did not note whether or not they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

Welsh National Opera Limited noted that they did not carry out the activity in question.

Welsh National Opera Limited did not note whether or not they considered it reasonable and proportionate to make this standard specifically applicable to them.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Welsh National Opera Limited noted that they anticipated that it would be very difficult for them to comply with these standards and that realising them was likely to have a detrimental effect on the core service they are funded to provide. It was stated that they considered it unreasonable and disproportionate to make these standards specifically applicable to them for this reason.

Policy making standards [86-95]

Welsh National Opera Limited noted that they draw on what is identified in their Welsh language policy when assessing the effect of its policies, confirming that they consult on policy decisions.

However, Welsh National Opera Limited noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them as they were of the opinion that they would need to create a role at senior management level to comply with them. It was stated that their current budget did not allow this but that they had made every effort to recruit a fluent Welsh speaker to their marketing department and that they also have a Welsh Language Champion sitting on their Board.

It was stated that materials seen by members of the public should be given priority regarding raising the bilingual profile of Welsh National Opera Limited.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Welsh National Opera Limited noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them as they were of the opinion that they would need to create a role at senior management level to comply with them. It was stated that their current budget did not allow this.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

Welsh National Opera Limited stated that they do not operate a policy on the internal use of Welsh, nor do they provide their employees with key human resources policies and documents. Welsh National Opera Limited stated that complying with these standards would be disproportionate, considering the number of Welsh speakers in the organization currently. It was noted that they would have to pay for a translator to translate these documents.

Standards in relation to complaints made by a member of a body's staff [110-113]

Welsh National Opera Limited noted that they do not allow their staff to make or respond to complaints in Welsh nor to use Welsh in a meeting to discuss a complaint.

Welsh National Opera Limited stated that it was not possible for them to comply with these standards without procuring a simultaneous translation service.

Standards in relation to a body disciplining staff [114-117]

Welsh National Opera Limited noted that they do not allow any aspect of the process for disciplining staff to be conducted in Welsh. They were of the opinion that they would need to procure a simultaneous translation service in order to comply.

Standards in relation to information technology and about support material provided by a body, and in relation to the intranet [118-124]

Welsh National Opera Limited noted that they provide spell checking and grammar checking software but not Welsh interfaces for their employees' computers. It was noted that Welsh National Opera Limited does not operate an intranet system.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

Welsh National Opera Limited noted that they assess the Welsh language skills of their employees and that their internal training is delivered in English only. Welsh National Opera Limited noted that they have provided Welsh lessons in the past but not many members of staff took advantage of them. It was confirmed that they provide Welsh language awareness training, along with an understanding of the requirements on the organization to operate a Welsh language scheme and an understanding of how the Welsh language can be used in the workplace.

Welsh National Opera Limited confirmed that they include contact details in Welsh on their employees' e-mail messages but that they do not provide a logo or wording identifying whether they are Welsh speakers or learners nor do they have Welsh text for 'out of office' messages.

Standards in relation to a body recruiting staff [134-138]

Welsh National Opera Limited stated that they come to a decision regarding whether Welsh language skills should be included as a necessary requirement when advertising a vacant or new post by considering the current requirement and through a discussion between the line manager and head of department or between the head of department and the managing director.

It was noted that the recruitment pack did not include Welsh and that an applicant

submitting a job application in Welsh does not receive notification of a decision in Welsh.

Standards in relation to signs displayed in a body's workplace [139-141]

Welsh National Opera Limited stated that signs within the organization's buildings are in Welsh but that the Welsh text is not placed so that it is likely to be read first.

Standards in relation to audio announcements and messages in a body's workplace [142]

Welsh National Opera Limited noted that they do not make audio announcements in the workplace.

Standards that deal with supplementary matters in relation to operational standards [170-175]

Welsh National Opera Limited noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them as they were of the opinion that they would need to create a role at senior management level to comply with them. It was stated that their current budget did not permit this.

Promotion standards [143-144]

Welsh National Opera Limited noted that they do not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

Welsh National Opera Limited stated that they do not comply with the majority of the record keeping standards. Welsh National Opera Limited noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them as they were of the opinion that they would need to create a role at senior management level to comply with them. It was stated that their current budget did not permit this.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

Welsh National Opera Limited noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them as they were of the opinion that they would need to create a role at senior management level to comply with them. It was stated that their current budget did not permit this.

S4C

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for correspondence sent by a body.²⁸⁶

S4C noted that they comply with these standards by and large but that they considered it unreasonable and disproportionate to make standards 2, 3 and 7 specifically applicable to them. They suggested that the wording of standard 2 should be changed to "when corresponding with a person for the first time, and where the correspondence is not bilingual". They also felt that a time-scale was needed regarding keeping a record of language preference. In the same manner, they suggested that the wording of standard 3 should be changed to "you must ask those persons whether they wish to continue to receive correspondence from you in Welsh or in English". They were not of the opinion that they should be subject to standard 7 as the fact that they corresponded in Welsh should be evident to the public.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 87% of the commitments corresponded to the standards for telephone calls made and received by a body.²⁸⁷

S4C noted that they considered it unreasonable and disproportionate to make a selection of these standards specifically applicable to them as it would be futile to apply standards 9 and 16 as they were a Welsh language television channel.

In relation to standard 19, S4C stated that not every member of staff dealing with the call would be Welsh speaking on every occasion. Regarding standard 21, concern was expressed that it did not refer to the Data Protection Act 1998.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.²⁸⁸

²⁸⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁸⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁸⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

S4C noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them because they envisaged occasions when non Welsh speaking members of staff would need to be present along with the costs involved in providing a simultaneous and consecutive translation service. They were of the opinion that a specific number of Welsh speakers attending a meeting is not a rational reason for providing a simultaneous translation service and that there should be flexibility for each organization to decide on the number of people needed to justify the service.

**Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]**

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.²⁸⁹

S4C noted that they already comply with these standards and consider it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]**

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.²⁹⁰

S4C noted that they already comply with these standards and consider it reasonable and proportionate to make them specifically applicable to them.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.²⁹¹

S4C noted that they already comply with this standard and consider it reasonable and proportionate to make this standard specifically applicable to them.

**Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]**

S4C noted that they carry out the activity in question, and do so in Welsh.

²⁸⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁹⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁹¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.²⁹²

S4C noted that they already comply with these standards and consider it reasonable and proportionate to make these standards specifically applicable to them.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 90% of the commitments corresponded to the standards for a body producing and publishing documents.²⁹³

S4C noted that they already comply with these standards and consider it reasonable and proportionate to make these standards specifically applicable to them.

Activity 9: A body producing and publishing forms
Standards in relation to a body producing and publishing forms [50-51]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing forms.²⁹⁴

S4C noted that they already comply with these standards and consider it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's websites and on-line services.²⁹⁵

S4C noted that they already comply with these standards and consider it reasonable and proportionate to make them specifically applicable to them.

Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for signs displayed by a body.²⁹⁶

²⁹² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁹³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁹⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁹⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

S4C noted that they already comply with these standards and consider it reasonable and proportionate to make these standards specifically applicable to them.

Activity 12: A body receiving visitors at its buildings

Standards relating to a body receiving visitors at its buildings [61-66]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 71% of the commitments corresponded to the standards for a body receiving visitors at its buildings.²⁹⁷

S4C noted that they considered it unreasonable and disproportionate to make a selection of these standards specifically applicable to them. In relation to standard 62 it was noted that the linguistic requirements of reception staff go further than the need to ask a person in advance whether he or she wishes to receive a bilingual reception service. It was also noted that standards 65 and 66 were futile for the organization as a member of the public would expect such a service from them.

Activity 13: Official notices made by a body

Standards in relation to official notices made by a body [67-68]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.²⁹⁸

S4C noted that they already comply with these standards and consider it reasonable and proportionate to make these standards specifically applicable to them.

Activity 14: A body awarding grants

Standards in relation to a body awarding grants [69-73]

S4C noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding grants.²⁹⁹

Activity 15: A body awarding contracts

Standards in relation to a body awarding contracts [74-78]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body awarding contracts.³⁰⁰

²⁹⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁹⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁹⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

²⁹⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁰⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

S4C stated that they do not consider it reasonable or proportionate to make these standards specifically applicable to them as the Sell2Wales site is not fully bilingual [standard 74] and because they cannot publish in Welsh in the official publication of the European Union. It should be noted that the draft regulations refer to not treating tender bids submitted in Welsh any less favourably than those submitted in English and to conducting interviews in Welsh is that is the wish of the tenderer. In relation to standard 76, concern was expressed regarding holding meetings without the support of simultaneous translation services.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body
[79-80]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.³⁰¹

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

S4C stated that they did not consider it reasonable or proportionate to make standard 79 specifically applicable to them, suggesting that the standard should state, "when promoting any service provided by you, you must promote that service in Welsh."

Activity 17: A body's corporate identity
Standards in relation to a body's corporate identity [81]

S4C noted that they carry out the activity in question, and do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.³⁰²

S4C noted that they already comply with this standard and consider it reasonable and proportionate to make it specifically applicable to them.

Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]

S4C noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for courses provided by a body.³⁰³

³⁰¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁰² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁰³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

S4C noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standard for public address systems used by a body.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

S4C noted that they would be able to comply with the majority of the standards but that they considered it unreasonable and disproportionate to make standards 161(2)(c) and 163 specifically applicable to them due to the size of the organization and that it would not be practicably possible for them to comply.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the policy making standards.³⁰⁴

S4C stated that they were submitting evidence on policies that are not related to broadcasting as that area is exempt under section 67 of the Welsh Language (Wales) Measure 2011. Furthermore, it was noted that S4C does not believe that these standards are appropriate for them as they operate in a fully bilingual manner and that it is clear from the nature of the organization and their objectives that they consider the Welsh language when making policies.

Therefore, S4C noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Since it is obvious that they consider the Welsh language when developing their policies, S4C noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of S4C, an average of 43% of the commitments corresponded to the standards in relation to the use of the Welsh language in internal administration.³⁰⁵

S4C confirmed that they operate a policy on the internal use of Welsh for the purposes of promoting and facilitating the internal use of Welsh, and that they already comply with standards 97-109.

³⁰⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁰⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of S4C, an average of 80% of the commitments corresponded to the standards in relation to complaints made by members of staff.³⁰⁶

S4C confirmed that they already comply with these standards.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of S4C, an average of 80% of the commitments corresponded to the standards in relation to a body disciplining staff.³⁰⁷

S4C confirmed that they already comply with these standards.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of S4C, an average of 29% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.³⁰⁸

S4C confirmed that they already comply with these standards.

Standards in relation to a body developing Welsh language skills through planning and training its staff [125-133]

When analysing current commitments in the Welsh language scheme of S4C, an average of 78% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.³⁰⁹

S4C noted that vocational training is delivered bilingually with the exception of performance management, noting that this is a specialist field which is not provided internally. S4C stated that they refer new staff to the Welsh language scheme during their induction sessions but do not provide language awareness training.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of S4C, an average of 86% of the commitments corresponded to the standards in relation to recruiting by a body.³¹⁰

S4C stated that it was obvious that they consider linguistic ability as one of the numerous relevant skills when appointing staff and every person responsible for appointing assesses the need for fluency before making the appointment. It was noted that conditions of appointment are occasionally imposed, based on learning Welsh to a specific level of fluency. It was stated that application forms do not give applicants an opportunity to note whether they wish to be interviewed in Welsh as an interview would only be conducted in English in exceptional circumstances.

³⁰⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³⁰⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³⁰⁸ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³⁰⁹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³¹⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of S4C, 100% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.³¹¹

S4C confirmed that they already comply with these standards.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of S4C, none of the commitments corresponded to the standards in relation to audio announcements and messages in a body's workplace.

S4C noted that they do not make audio announcements and messages in the workplace.

Standards that deal with supplementary matters in relation to operational standards [170-175]

S4C noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them, although they could comply with standards 170-175. They were not of the opinion that an organization should be required to administer a separate complaints procedure in relation to compliance with standards.

Promotion standards [143-144]

S4C noted that they do not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of S4C, none of the commitments corresponded to the record keeping standards.

S4C noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them as it is not clear for what length of time they would be required to keep the records in question and that they would prefer to keep a less formal record in the form of awareness of the Welsh language skills of their workforce.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

S4C noted that they do not consider it reasonable or proportionate to make standard 179 specifically applicable to them as it would not be practicably possible for them to comply.

³¹¹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

National Theatre Wales

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

National Theatre Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for correspondence sent by a body.³¹²

National Theatre Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

National Theatre Wales noted that they carry out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 73% of the commitments corresponded to the standards for telephone calls made and received by a body.³¹³

National Theatre Wales noted that they consider it reasonable and proportionate to make these standards specifically applicable to them and that several of the standards were already current practice.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

National Theatre Wales noted that they carry out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 17% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.³¹⁴

National Theatre Wales noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them. This was because the majority of staff members do not currently have Welsh language skills.

Activity 4: Meetings arranged by a body that are open to the public

Standards for meetings arranged by a body that are open to the public [30-34]

National Theatre Wales noted that they carry out the activity in question, and that they do so in Welsh.

³¹² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³¹³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³¹⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 80% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.³¹⁵

National Theatre Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]**

National Theatre Wales noted that they carry out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.³¹⁶

National Theatre Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

National Theatre Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.³¹⁷

National Theatre Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 7: Displaying material in public
Standards relating to displaying material in public [38-39]**

National Theatre Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.³¹⁸

National Theatre Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

³¹⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³¹⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³¹⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³¹⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 8: A body producing and publishing documents

Standards relating to a body producing and publishing documents [40-49]

National Theatre Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 90% of the commitments corresponded to the standards for a body producing and publishing documents.³¹⁹

National Theatre Wales stated that they do not consider it reasonable or proportionate to make these standards specifically applicable to them, noting that there were two circumstances where they would not be able to comply, namely drama texts and contributions to their programmes from independent artists.

Activity 9: A body producing and publishing forms

Standards in relation to a body producing and publishing forms [50-51]

National Theatre Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 25% of the commitments corresponded to the standards for a body producing and publishing forms.³²⁰

National Theatre Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services

Standards in relation to a body's websites and on-line services [52-57]

National Theatre Wales noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body's websites and on-line services.³²¹

National Theatre Wales stated that they do not consider it reasonable or proportionate to make these standards specifically applicable to them. Among the reasons were the fact that the current interface on their website is in English only and as their remit is to produce English language theatre, production titles or quotes relating to productions will also be in English only.

Activity 11: Signs displayed by a body

Standards in relation to signs displayed by a body [58-60]

National Theatre Wales noted that they carry out the activity in question, and that they do so in Welsh.

³¹⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³²⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³²¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.³²²

National Theatre Wales noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them due to the fact that the name of the company would be National Theatre Wales in order to distinguish them from another organization with a similar remit in a different medium, i.e. Theatr Genedlaethol Cymru. However it was noted that Welsh and English are treated equally on all signs and in all text apart from the name of the organization.

Activity 12: A body receiving visitors at its buildings
Standards relating to a body receiving visitors at its buildings [61-66]

National Theatre Wales noted that they carry out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for a body receiving visitors at its buildings.³²³

National Theatre Wales stated that their office is not open to the public and that they do not have a reception area per se due to the fact that everyone is located in the same room.

Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]

National Theatre Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.³²⁴

Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]

National Theatre Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for a body awarding grants.³²⁵

Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]

National Theatre Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for a body awarding contracts.³²⁶

³²² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³²³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³²⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³²⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body
[79-80]

National Theatre Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for raising awareness of Welsh language services provided by a body.³²⁷

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

Activity 17: A body's corporate identity
Standards in relation to a body's corporate identity [81]

National Theatre Wales noted that they carry out the activity in question, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.³²⁸

National Theatre Wales stated that they do not consider it reasonable or proportionate to make this standard specifically applicable to them because another organization whose name is a translation of theirs already exists.

Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]

National Theatre Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for courses provided by a body.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

National Theatre Wales noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standard for public address systems used by a body.³²⁹

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

National Theatre Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

³²⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³²⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³²⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³²⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 70% of the commitments corresponded to the policy making standards.³³⁰

National Theatre Wales stated that the Welsh language is given consideration when making policy decisions as the two groups which meet to discuss them include Welsh speakers. However, they do not indicate whether the Welsh language is one of the criteria for assessing impact or equality.

National Theatre Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

National Theatre Wales noted that they do not feel that standards 164-169 are relevant to them as they are all standards relating to activities which they do not undertake.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of National Theatre Wales, none of the commitments corresponded to the standards in relation to the use of the Welsh language within internal administration.

National Theatre Wales stated that they operate a policy on the internal use of Welsh and that their main human resources documents are available in Welsh, with the exception of holiday forms, flexible hours forms and absence forms because the interface of their current software provider is in English only. National Theatre Wales confirmed that they publish their main human resources policies bilingually and that it would be possible for them to comply with standards 103-109.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of National Theatre Wales, none of the commitments corresponded to the standards in relation to complaints from members of staff.

National Theatre Wales stated that staff are informed that they may make a complaint, respond to a complaint and conduct subsequent meetings in Welsh with the support of a simultaneous translation service if it is not otherwise possible to conduct the meeting in Welsh.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of National Theatre Wales, none of the commitments corresponded to the standards in relation to a body disciplining staff.

³³⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

National Theatre Wales stated that staff are informed that they may deal with the disciplinary procedure in Welsh and conduct subsequent meetings in Welsh with the support of simultaneous translation service if it is not otherwise possible to conduct the meeting in Welsh.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of National Theatre Wales, none of the commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.

National Theatre Wales confirmed that they provide spell checking and grammar checking software in Welsh for their employees but do not provide software interfaces in Welsh. It was noted that they do not operate an intranet site.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of National Theatre Wales, an average of 33% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.³³¹

National Theatre Wales noted that they offer Welsh language lessons to their staff, as well as language awareness training, an understanding of the requirements on them to operate in accordance with the Welsh language scheme and how the Welsh language can be used in the workplace.

Where applicable, employees are provided with National Theatre Wales standard text or logo to indicate their proficiency in the Welsh language and e-mail contact details and 'out of office' messages are also in Welsh.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of National Theatre Wales, an average of 43% of the commitments corresponded to the standards in relation to recruiting by a body.³³²

The decision regarding the need for Welsh language skills in the person specification of new and vacant posts is based on how much contact it is envisaged the holder of that post will have with the public. Applicants for jobs with National Theatre Wales may choose in which language they would prefer to receive their application pack which includes a statement noting that those submitting their application in Welsh will not be treated any less favourably than those submitting their applications in English.

Applicants for posts with National Theatre Wales may also indicate if they wish to be interviewed or to undertake their assessment in Welsh and the subsequent decision will be given in Welsh.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of National Theatre Wales, an average of 75% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.³³³

³³¹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³³² Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

National Theatre Wales noted that signs do include Welsh text but that it is not placed in such a way that this is the text which is likely to be read first. It was noted that they could not comply with standard 140 as the name of their organization is in English only.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of National Theatre Wales, none of the commitments corresponded to the standard regarding audio announcements and messages in a body's workplace.

National Theatre Wales noted that they do not make audio announcements for the attention of the workforce.

Standards that deal with supplementary matters in relation to operational standards [170-175]

National Theatre Wales noted that these standards were not relevant to them. No further information was provided in support of this opinion.

Promotion standards [143-144]

National Theatre Wales noted that they do not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of National Theatre Wales, an average of 85% of the commitments corresponded to the record keeping standards.³³⁴

National Theatre Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and that they already comply with many of them.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

National Theatre Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

³³³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³³⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Theatr Genedlaethol Cymru

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that they correspond with everybody in Welsh with the exception of those people they know are unable to speak Welsh, who receive a bilingual response. Consequently, Theatr Genedlaethol Cymru noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that calls are answered with a bilingual greeting and as all the company's core staff are fluent Welsh speakers all phone calls can be conducted in either language. Therefore, Theatr Genedlaethol Cymru stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that they hold meetings with external parties through the medium of Welsh where possible and simultaneous translation services are provided in meetings where the majority of the attendees are Welsh speakers. However, Theatr Genedlaethol Cymru did not consider it reasonable and proportionate to make these standards specifically applicable to them.

Activity 4: Meetings arranged by a body that are open to the public

Standards for meetings arranged by a body that are open to the public [30-34]

Theatr Genedlaethol Cymru noted that they did not carry out the activity in question.

Activity 5: Public events organised or funded in its entirety by a body

Standards relating to public events organised or funded in its entirety by a body [35-36]

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that their principal work was to create Welsh language theatre productions and all productions are marketed and promoted through the medium of Welsh. Consequently, Theatr Genedlaethol Cymru stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that their principal work was to create Welsh language theatre productions and all productions are marketed and promoted through the medium of Welsh. They noted that there are one or two exceptions to this, namely when attempting to attract Welsh learners to come to performances. Consequently, Theatr Genedlaethol Cymru stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]**

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that their principal work was to create Welsh language theatre productions and all productions are marketed and promoted through the medium of Welsh. Some exceptions were identified, i.e. when trying to attract learners to come to performances, but if they produce bilingual material, this is done in Welsh. Consequently, Theatr Genedlaethol Cymru stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]**

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that any documents produced by them are produced in Welsh only unless they receive a request for a bilingual document. Therefore, Theatr Genedlaethol Cymru stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 9: A body producing and publishing forms
Standards in relation to a body producing and publishing forms [50-51]**

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that any forms produced by them are produced in Welsh only unless they receive a request for a bilingual document. Therefore, Theatr Genedlaethol Cymru stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

**Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]**

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that they administer a bilingual website which offers language choice in a pro-active way to the user. Therefore, Theatr Genedlaethol Cymru stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 11: Signs displayed by a body

Standards in relation to signs displayed by a body [58-60]

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that signs are either in Welsh or bilingual and when they are bilingual, Welsh is placed above the English. Therefore, Theatr Genedlaethol Cymru stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 12: A body receiving visitors at its buildings

Standards relating to a body receiving visitors at its buildings [61-66]

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that the Welsh language is treated no less favourably than the English when receiving visitors at the company's buildings as all members of staff are fluent Welsh speakers. Therefore, Theatr Genedlaethol Cymru stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 13: Official notices made by a body

Standards in relation to official notices made by a body [67-68]

Theatr Genedlaethol Cymru noted that they did not carry out the activity in question.

Activity 14: A body awarding grants

Standards in relation to a body awarding grants [69-73]

Theatr Genedlaethol Cymru noted that they did not carry out the activity in question.

Activity 15: A body awarding contracts

Standards in relation to a body awarding contracts [74-78]

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they do so in Welsh.

Theatr Genedlaethol Cymru noted that their invitations to tender are in Welsh, or bilingual and companies are encouraged to submit their bids in Welsh. Also, the remainder of the process is carried out in Welsh except when a tenderer can not speak Welsh. Therefore, Theatr Genedlaethol Cymru stated that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]

Theatr Genedlaethol Cymru noted that they did not carry out the activity in question.

However, Theatr Genedlaethol Cymru stated that they carry out the activity in Welsh and that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 17: A body's corporate identity

Standards in relation to a body's corporate identity [81]

Theatr Genedlaethol Cymru noted that they carry out the activity in question, and that they

do so in Welsh.

Theatr Genedlaethol Cymru noted that Welsh is their main language and that this is reflected in their corporate identity. Theatr Genedlaethol Cymru did not note whether or not they considered it reasonable and proportionate to make this standard specifically applicable to them.

**Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]**

Theatr Genedlaethol Cymru noted that they did not carry out the activity in question.

**Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]**

Theatr Genedlaethol Cymru noted that they did not carry out the activity in question.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Theatr Genedlaethol Cymru noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Policy making standards [86-95]

Theatr Genedlaethol Cymru noted that they do not have a company policy for awarding grants. No further evidence was provided by Theatr Genedlaethol Cymru.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Theatr Genedlaethol Cymru did not note whether or not they considered it reasonable and proportionate to make these standards specifically applicable to them.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

Theatr Genedlaethol Cymru noted that they operate a policy for the internal use of Welsh for the purposes of promoting and facilitating the use of the language; this policy is published on their intranet site. Furthermore, Theatr Genedlaethol Cymru noted that they ask their staff whether they wish to have any of the nine key human resources documents in Welsh since all the company's internal documents, services and activities are in Welsh. Theatr Genedlaethol Cymru confirmed that all their human resources policies are also in Welsh.

Standards in relation to complaints made by a member of a body's staff [110-113]

Theatr Genedlaethol Cymru confirmed that the company's complaints process is in Welsh.

Standards in relation to a body disciplining staff [114-117]

Theatr Genedlaethol Cymru confirmed that the company's staff disciplinary process is in Welsh.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

Theatr Genedlaethol Cymru confirmed that they provide their staff with Welsh spell checking and grammar checking software and a Welsh interface.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

Theatr Genedlaethol Cymru confirmed that the six main areas of vocational training are conducted in Welsh. Staff are not offered Welsh language lessons as they can all speak and write Welsh fluently.

Standards in relation to a body recruiting staff [134-138]

Theatr Genedlaethol Cymru noted that fluent Welsh language skills are essential for every post and that recruitment packs and all subsequent stages in the recruitment process are conducted in Welsh.

Standards in relation to signs displayed in a body's workplace [139-141]

Theatr Genedlaethol Cymru confirmed that the Welsh text is the text which is read first in relation to internal signs.

Standards in relation to audio announcements and messages in a body's workplace [142]

Theatr Genedlaethol Cymru noted that they do not make audio announcements for the attention of the workforce.

Theatr Genedlaethol Cymru confirmed that they consider it reasonable and proportionate to make the operational standards specifically applicable to them.

Standards that deal with supplementary matters in relation to operational standards [170-175]

Theatr Genedlaethol Cymru did not note whether or not they considered it reasonable and proportionate to make these standards specifically applicable to them.

Promotion standards [143-144]

Theatr Genedlaethol Cymru noted that they did not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

Theatr Genedlaethol Cymru noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them due to the size of the company compared to the workload involved in keeping the records in question. To reinforce this, the company emphasised that they already surpass the proposed standards in respect of their activities.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

Theatr Genedlaethol Cymru did not note whether or not they considered it reasonable and proportionate to make these standards specifically applicable to them.

The British Broadcasting Corporation (BBC)

It should be noted that The British Broadcasting Corporation includes the British Broadcasting Corporation's Television Licence Fee Unit which is administered separately from the Corporation and the Trust. The British Broadcasting Corporation submitted evidence on their behalf and on behalf of the British Broadcasting Corporation Trust whilst the British Broadcasting Corporation Television Licence Fee Unit provided evidence on their behalf and on behalf of Television Licensing. The British Broadcasting Corporation's current Welsh language scheme was approved in February 2013 under the Welsh Language Act 1993 and "The British Broadcasting Corporation" is the only entity named within Schedule 6 of the Welsh Language (Wales) Measure 2011.

Whenever contradictory evidence is submitted in respect of the Fee Unit, the Trust or the Corporation, this is noted below. When reference is made under any heading to the Corporation only, these comments are also relevant to the Fee Unit and the Trust.

Welsh Ministers should consider the extent in which the Licence Fee Unit and the Trust should be added as relevant persons within Schedule 6 of the Welsh Language (Wales) Measure 2011 when specifying standards in regulations.

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

The British Broadcasting Corporation noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 57% of the commitments corresponded to the standards for correspondence sent by a body.³³⁵

The British Broadcasting Corporation noted that they considered it unreasonable and disproportionate to make a selection of these standards, namely 2, 3 and 7, specifically applicable to them. The British Broadcasting Corporation stated that it was not possible to count the number of items of correspondence sent in a week as the number is substantial.

The Trust noted that they keep a record of an individual's wish to receive correspondence in Welsh and correspond with that individual in Welsh from then on.

In relation to standard 2, the Licence Fee Unit noted that all direct correspondence with addresses in Wales is sent bilingually (about 3.2 million); therefore it would be unreasonable and disproportionate to ask them to state their language preference in advance. Furthermore, it was noted that acknowledging both languages on all items of correspondence promoted and facilitated the Welsh language to a greater degree than only including the Welsh language when required. The Licence Fee Unit referred to the British Broadcasting Corporation Charter which imposes a duty on them to operate in an efficient way and to provide value for money to television licence holders. It was stated that it is not the practice of the Licence Fee Unit to initiate correspondence with more than one person living at the same address. Therefore they felt that it would be unreasonable and disproportionate to make these standards specifically applicable to them.

³³⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

In relation to standard 7, the Corporation noted that it would be challenging for them to comply with this prospective duty across the organization due to the volume of correspondence they receive.

Activity 2: Telephone calls made and received by a body
Standards relating to telephone calls made and received by a body [8-22]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 47% of the commitments corresponded to the standards for telephone calls made and received by a body.³³⁶

The Corporation noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them. The Licence Fee Unit stated that they comply with the majority of these standards via their Welsh language support line. However, it was noted that they serve the whole of Britain and that it would not be proportionate for them to provide a Welsh language service telephone line and answer all calls with a Welsh greeting. Furthermore, it was noted that it would not be proportionate for those who do not live in Wales to be required to pay for hearing a greeting or be offered call options in Welsh. Therefore, it was stated that standards 8, 10, 13, 16 and 18-21 were disproportionate. The Licence Fee Unit noted that it was looking into its ability to adapt arrangements in order to comply with standard 9. However, it was noted that callers receive a service which surpasses the prospective duty noted in standard 22 as they are immediately directed to a Welsh speaker.

In relation to standard 15, the Corporation noted that they do not monitor performance indicators for telephone calls and despite the fact that they do not have the technology, they would look into whether the current framework includes a relevant indicator. In relation to standard 19, the Corporation noted that it would be unreasonable and disproportionate to make this standard specifically applicable to them because the appropriate member of staff to deal with the call might not be a Welsh speaker.

Similarly, the Corporation stated that they could not guarantee that a caller to a direct line would be offered a Welsh greeting in relation to standard 20 and 21. It was stated that it would be unreasonable and disproportionate to impose these duties on approximately 1,300 people (i.e. staff located in Wales) as they receive approximately 9,000 calls a week. However, it was noted that Audience Services Wales would be prepared to look into the possibility of recording individuals' language preference.

It was confirmed that the Trust could ensure that the Welsh language would not be treated any less favourably than English in respect of greeting callers and could undertake calls in Welsh.

Activity 3: A body holding meetings that aren't open to the general public
Standards relating to a body holding meetings that aren't open to the general public [23-29]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh. The Licence Fee Unit noted that they do not carry out the activity in question and that it was not relevant to them in their opinion, based on the fact that none of their meetings are held in Wales.

³³⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.

The Corporation noted that they considered it unreasonable and disproportionate to make a selection of these standards (23-27C) specifically applicable to them on the grounds that they could not guarantee a simultaneous translation service nor could they guarantee staff with bilingual skills. They were of the opinion that the threshold was too low to justify procuring a simultaneous translation service.

The Trust also expressed concern regarding standards 24-24B and 26-26B for the same reasons.

**Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]**

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh. The Licence Fee Unit noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 80% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.³³⁷

The Corporation did not note whether or not they considered it unreasonable and disproportionate to make these standards specifically applicable to them. However, it was stated that they already conduct meetings that are open to the public in accordance with these requirements.

**Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]**

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh. The Licence Fee Unit noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.³³⁸

The Corporation noted that they considered it reasonable and proportionate to make these standard specifically applicable to them and that they already comply with these standards.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh. The Licence Fee Unit noted that they did not carry out the activity in question in Welsh.

³³⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³³⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.³³⁹

Because they already comply, the Corporation stated that they considered it reasonable and proportionate to make this standard specifically applicable to them. The Licence Fee Unit noted that they had interpreted publicity materials to mean press releases and advertising materials to mean advertisements on programmes. Therefore, they noted that they considered it unreasonable and disproportionate to make this standard specifically applicable to them. It should be noted that standard 46 is the standard which is applicable to press releases.

Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.³⁴⁰

The Corporation stated that they did not consider it reasonable or proportionate to make standard 39 specifically applicable to them. No further information was provided in support of this point of view.

The Licence Fee Unit noted that they considered it reasonable and proportionate to make these standards specifically applicable to them but that standard 39 was not relevant to them as they do not hold public exhibitions.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 80% of the commitments corresponded to the standards for a body producing and publishing documents.³⁴¹

The Corporation noted that they did not consider making these standards specifically applicable to them reasonable or proportionate, and in relation to the British Broadcasting Corporation Executive's documents which are produced for Britain as a whole. However, it was stated that the Trust in Wales would comply with standards 40 and 41 and 42-49 once they were drawn up with the general public in mind.

The Licence Fee Unit expressed concern regarding standard 46 as they do not currently comply with this duty. Instead, they provide a Welsh copy when requested.

³³⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁴⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards, for each activity.

³⁴¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 9: A body producing and publishing forms
Standards in relation to a body producing and publishing forms [50-51]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for a body producing and publishing forms.³⁴²

The Licence Fee Unit noted that they considered it reasonable and proportionate to make these standards specifically applicable to them because they already comply with them. The Corporation noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them because they would wish these materials to be bilingual rather than Welsh. It was noted that forms produced by the Trust for the attention of the industry are in English at present.

Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 83% of the commitments corresponded to the standards for a body's websites and on-line services.³⁴³ The revised language scheme of TV Licensing, dated September 2013, contains a commitment to provide that Welsh online payment facilities will be equal to the English equivalent by September 2016.

In relation to standards 52-56, the Licence Fee Unit noted that they provide Welsh pages on their website but that it is not fully bilingual at present. It was noted that placing a duty upon them to comply with standards 52, 52A, 52C, 54 and 56 would be unreasonable and disproportionate as they were of the view that enough people would not benefit from the investment. The Licence Fee Unit noted that they received 26 complaints regarding the lack of Welsh language provision of their online payment service since April 2012 and that they were of the opinion that this was only a small percentage of all complaints received. It was confirmed that they have not published an ap as yet.

The Corporation noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them on the grounds that it is not currently fully bilingual, because of the cost implications, and that no request has been received from the public so far regarding having the British Broadcasting Corporation Executive section in Welsh.

Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh.

³⁴² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁴³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.³⁴⁴

The Corporation noted that they considered it reasonable and proportionate to make these standards specifically applicable to them as they already comply with these standards. The Licence Fee Unit stated that these standards are relevant to their vans rather than their buildings because none of their offices are located in Wales.

Activity 12: A body receiving visitors at its buildings

Standards relating to a body receiving visitors at its buildings [61-66]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh. The Licence Fee Unit noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 71% of the commitments corresponded to the standards for a body receiving visitors at its buildings.³⁴⁵

The Licence Fee Unit noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them because they do not have any offices in Wales.

The Corporation expressed concern regarding making standard 62 specifically applicable to them due to the number of visitors that visit their main reception outside usual office hours.

Activity 13: Official notices made by a body

Standards in relation to official notices made by a body [67-68]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh. The Licence Fee Unit noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.³⁴⁶

The Licence Fee Unit stated that they considered it unreasonable and disproportionate to make these standards specifically applicable to them as it would not be appropriate to place the Welsh text above the English on official notices in Wales because they operate across Britain.

The Corporation noted that they already comply with these standards and therefore consider it reasonable and proportionate to make these standards specifically applicable to them.

Activity 14: A body awarding grants

Standards in relation to a body awarding grants [69-73]

The Corporation noted that they did not carry out the activity in question.

³⁴⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁴⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁴⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for a body awarding grants.³⁴⁷

The Corporation noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them due to the fact that the grants they offer are linked to broadcasting which is exempt from the Welsh Language (Wales) Measure 2011. However, it was noted that BBC Children in Need distributes grants on behalf of the Corporation and the application and awarding process is carried out in Welsh for those who wish it.

Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh. The Licence Fee Unit noted that they did not carry out the activity in question in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for a body awarding contracts.³⁴⁸

The Corporation noted that they considered it unreasonable and disproportionate to make a selection of these standards, namely 74, 76 and 77, specifically applicable to them. It was noted that only a small percentage of goods and services are provided to Wales, and that translating the communications would slow down the process. However, it was noted that the requirement would be more reasonable and proportionate should evidence of an increasing demand from tenderers be available.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.³⁴⁹

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

The Corporation noted that they considered it reasonable and proportionate to make these standards specifically applicable to them as they already comply with them. The Licence Fee Unit presented a converse view on the grounds that they operate across Britain.

³⁴⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁴⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁴⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

However, it was stated that they would endeavour to raise awareness of their Welsh language services on their website.

**Activity 17: A body's corporate identity
Standards in relation to a body's corporate identity [81]**

The Corporation noted that they carried out the activity in question, and did so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.³⁵⁰

The Corporation noted that they considered it reasonable and proportionate to make this standard specifically applicable to them as they already comply with it. The Licence Fee Unit presented a converse view, stating that they operate across Britain and that it would be appropriate for them to treat the Welsh language less favourably than English in some cases.

**Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]**

The Corporation noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for courses provided by a body.

Despite stating that they do not carry out the activity in question, the Corporation noted that they offer some courses which are open to the public in Wales in relation to editorial output and broadcasting functions. No information was given regarding the language of these courses.

**Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]**

The Corporation noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standard for public address systems used by a body.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

The Corporation noted that they did not consider it reasonable or proportionate to make a selection of these standards specifically applicable to them as, in their opinion, they would not have relevant records to keep in relation to phone services, correspondence, meetings and complaints. It was noted that the Corporation would not be able to comply with standard 161 due to the number of public meetings held.

The Corporation and the Licence Fee Unit stated that they would be able to comply with standard 163.

The Licence Fee Unit noted that they considered it unreasonable and disproportionate to make a selection of these standards specifically applicable to them. In relation to standard

³⁵⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

159, it was stated that they favoured their current complaints procedure. Since they considered activities relating to standards 161A and 161B unreasonable and disproportionate, it was stated that they would not report upon them; the same was true in the case of standards they considered were not relevant to them, either because they do not carry out the activity or do not do so in Wales.

It should be noted that a person is required to report on compliance with the standards included within a compliance notice.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for courses provided by a body.³⁵¹

Although they stated that the relevance of the Welsh language to a large proportion of the Licence Fee Unit's policy matters was marginal, it was noted that they would give due regard to it when developing new policies or when revising current policies where relevant. In relation to standard 89, the Licence Fee Unit noted that they could not commit to comply, mainly because of the duty to ascertain opinions. It was stated that it would be disproportionate and impracticable to consider the Welsh language on every occasion.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The British Broadcasting Corporation Licence Fee Unit noted that they do not consider it reasonable or proportionate to make these standards specifically applicable to them as they were linked to the policy standards which they have already expressed concern about in relation to complying with them.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the Corporation, 100% of the commitments corresponded to the standards in relation to the use of the Welsh language in internal administration.³⁵²

The Licence Fee Unit noted that they do not operate a policy on the internal use of the Welsh language, with the intention of promoting and facilitating the use of Welsh but that they could comply to the same degree as the Corporation in relation to operational standards. It was stated that it would not be reasonable or proportionate for the Corporation's sub-contractors to comply with these standards in the Licence Fee Unit's opinion.

Conversely, the Corporation noted that they do have such a policy and that they do promote it internally. Furthermore, it was noted that some human resources documents are available in Welsh, with the exception of holiday, absence and flexible hours forms. The Corporation noted that they offer language choice to an employee in respect of those documents that are available in Welsh. Additionally, it was noted that contracts and other

³⁵¹ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards in question, be that partially or completely.

³⁵² Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

relevant documents are produced in accordance with the language used when applying for the post.

The Corporation confirmed that their main human resources policies are in English at present.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the Corporation, none of the commitments corresponded to the standards in relation to complaints from members of staff.

It was noted that the Corporation's employees may make complaints about the organization and respond to complaints through the medium of Welsh. It was noted that individuals in Welsh essential posts are usually informed of this and that the procedure may be conducted in Welsh if wished. It was stated that it would be a challenge to comply with standard 111 should a non Welsh speaking member of the workforce wish to contribute to the meeting.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of the Corporation, none of the commitments corresponded to the standards in relation to a body disciplining staff.

It was noted that individuals in Welsh essential posts are usually informed of this and that the procedure would be conducted in Welsh if wished. It was stated that it would be a challenge to comply with standard 115B should a non Welsh speaking member of the workforce wish to contribute to the meeting.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the Corporation, an average of 14% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.³⁵³

The Corporation stated that they provide Welsh medium computer software for checking spelling and grammar and interfaces. To reinforce this, they stated that BBC Cymru Wales intranet pages are in Welsh.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of the Corporation, an average of 78% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.³⁵⁴

The Corporation noted that they do not assess the Welsh language skills of their employees apart from in relation to Welsh essential posts. This included Trust staff in Wales.

³⁵³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³⁵⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

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The Corporation confirmed that they provide vocational training in recruitment and interviewing and performance management through the medium of Welsh.

It was noted that they do not provide language awareness training for employees nor on using the Welsh language in their role as managers. Welsh lessons are offered in and outside the workplace with the Corporation responsible for paying for them. It was confirmed that a session on the requirements of its Welsh Language Scheme is provided as part of the induction session.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of the Corporation, an average of 71% of the commitments corresponded to the standards in relation to recruiting by a body.³⁵⁵

The Corporation stated that they could comply with these standards.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of the Corporation, an average of 75% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.³⁵⁶

The Corporation stated that signs do include Welsh text but that they do not have a policy on the location of that text.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of the Corporation, none of the commitments corresponded to the standards in relation to audio announcements and messages in a body's workplace.

The Corporation confirmed that they do not make audio announcements for the attention of the workforce.

Standards that deal with supplementary matters in relation to operational standards [170-175]

The Corporation noted that they do not consider it reasonable and proportionate to make these standards specifically applicable to them but that they could comply with standards 170-172 and 173(1) and 173B-E.

Promotion standards [143-144]

The Corporation noted that they do not consent for promotion standards to be potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the Corporation, 100% of the commitments corresponded to the record keeping standards.³⁵⁷

³⁵⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³⁵⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³⁵⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

The Licence Fee Unit stated that they did not consider it reasonable or proportionate to make all these standards applicable to them due to the fact that they operate across Britain and specifically in relation to workforce planning duties.

The Corporation stated that they can comply with the record keeping standards with the exception of when they are in relation to a standard or an activity that they have already expressed concern about.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

It was stated that the Corporation could comply with these standards to the degree that they are consistent with the Welsh Language (Wales) Measure 2011 with respect to providing such information.

The Big Lottery Fund

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 86% of the commitments corresponded to the standards for correspondence sent by a body.³⁵⁸

The Big Lottery Fund stated that they would be able to comply with these standards and believed that it was reasonable and proportionate to make these standards specifically applicable to them.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 60% of the commitments corresponded to the standards for telephone calls made and received by a body.³⁵⁹

The Big Lottery Fund stated that they would be able to comply with the standards and believed that it was reasonable and proportionate to make these standards specifically applicable to them. However concern was expressed regarding their ability to comply should an individual wish to discuss a specific subject when no Welsh speaking member of staff was available to assist.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 28% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.³⁶⁰

The Big Lottery Fund stated that it would be unreasonable and disproportionate to make a selection of the standards specifically applicable to them, namely 25, 25A, 26, 26B, 28, 29 and 29A due to the costs involved in procuring a translation service. It was noted that this would impact upon their budget to support communities in Wales.

³⁵⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁵⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁶⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.³⁶¹

The Big Lottery Fund stated that they would be able to comply with the standards and considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.³⁶²

The Big Lottery Fund stated that they would be able to comply with the standards and considered it reasonable and proportionate to make them specifically applicable to them.

Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.³⁶³

The Big Lottery Fund stated that they would be able to comply with the standard and considered it reasonable and proportionate to make the standard specifically applicable to them.

Activity 7: Displaying material in public
Standards relating to a body displaying material in public [38-39]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.³⁶⁴

³⁶¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁶² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁶³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁶⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, that correspond to the standards, for each activity.

The Big Lottery Fund stated that they would be able to comply with the standards and considered it reasonable and proportionate to make them specifically applicable to them.

Activity 8: A body producing and publishing documents
Standards relating to a body producing and publishing documents [40-49]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing documents.³⁶⁵

The Big Lottery Fund stated that they would be able to comply with the standards and considered it reasonable and proportionate to make them specifically applicable to them.

Activity 9: A body producing and publishing forms
Standards in relation to a body producing and publishing forms [50-51]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for a body producing and publishing forms.³⁶⁶

The Big Lottery Fund stated that they would be able to comply with the standards and considered it reasonable and proportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services
Standards in relation to a body's websites and on-line services [52-57]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body's websites and on-line services.³⁶⁷

The Big Lottery Fund stated that they would be able to comply with the standards and considered it reasonable and proportionate to make them specifically applicable to them.

Activity 11: Signs displayed by a body
Standards in relation to signs displayed by a body [58-60]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.³⁶⁸

³⁶⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁶⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁶⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The Big Lottery Fund stated that they would be able to comply with the standards and considered it reasonable and proportionate to make them specifically applicable to them.

Activity 12: A body receiving visitors at its buildings
Standards relating to a body receiving visitors at its buildings [61-66]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 43% of the commitments corresponded to the standards for a body receiving visitors at its buildings.³⁶⁹

The Big Lottery Fund noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them, noting that they were of the opinion that standard 63 was impracticable.

Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.³⁷⁰

The Big Lottery Fund stated that they would be able to comply with the standards and considered it reasonable and proportionate to make them specifically applicable to them.

Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body awarding grants.³⁷¹

The Big Lottery Fund stated that they would be able to comply with the standards and considered it reasonable and proportionate to make them specifically applicable to them.

Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

³⁶⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁶⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁷⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁷¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for a body awarding contracts.³⁷²

The Big Lottery Fund stated that it would not always be possible for them to conduct an interview in Welsh as described in standard 76, therefore they did not consider it reasonable or proportionate to make that standard specifically applicable to them.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.³⁷³

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

The Big Lottery Fund stated that they would be able to comply with the standards and considered it reasonable and proportionate to make them specifically applicable to them.

Activity 17: A body's corporate identity
Standards in relation to a body's corporate identity [81]

The Big Lottery Fund noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.³⁷⁴

The Big Lottery Fund stated that they would be able to comply with this standard and considered it reasonable and proportionate to make the standard specifically applicable to them.

Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]

The Big Lottery Fund noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standards for courses provided by a body.

³⁷² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁷³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁷⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The Big Lottery Fund noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them since they do not carry out the activity in question.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

The Big Lottery Fund noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standard for public address systems used by a body.

The Big Lottery Fund noted that they did not consider it reasonable or proportionate to make this standard specifically applicable to them since they do not carry out the activity in question.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

The Big Lottery Fund stated that they considered it unreasonable and disproportionate to make a selection of these standards specifically applicable to them as they do not publish details regarding how they provide training for staff dealing with complaints in the alternate language.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the policy making standards.³⁷⁵

The Big Lottery Fund confirmed that they consider the impact on the Welsh language when assessing, drafting and discussing new or revised policies and that they were developing an equality profile for Wales which will consider information about Welsh speakers. Furthermore, it was noted that, as a condition in allocating the grant, projects and applications for grants must show how the Welsh language will benefit from them. It was noted that they operate several policies on awarding grants as that is their main work. Officers are given guidance regarding under what circumstances it is appropriate to award a grant to a monolingual project.

The Big Lottery Fund stated that posts funded by them must be advertised bilingually and an assessment of the need for Welsh language skills must be undertaken.

The Big Lottery Fund stated that they did not consider it reasonable or proportionate to make these standards specifically applicable to them because they do not agree that they need to develop and publish additional policy statements regarding the Welsh language since those considerations are already an integral part of their processes and decisions.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The Big Lottery Fund noted that they considered it unreasonable and disproportionate to make standard 168 specifically applicable to them but that they could comply with the rest of the requirements.

³⁷⁵ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the Big Lottery Fund, none of the commitments corresponded to the standards in relation to the use of the Welsh language within internal administration.

The Big Lottery Fund noted that they do not operate a policy on the internal use of Welsh, apart from a clause in their Welsh Language Scheme which notes that they are encouraged to use Welsh on every possible occasion and that they support learning and improving language skills, look for opportunities to promote and facilitate the language and respond positively to the use of Welsh in the workplace.

The Big Lottery Fund noted that they would be able to comply with standards 97-100 and 102 should there be sufficient demand to justify the investment. They were of the opinion that standard 101 was not relevant to them and that the cost of translating on a regular basis would be disproportionate and at the expense of investment in communities.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the Big Lottery Fund, none of the commitments corresponded to the standards in relation to complaints from members of staff.

The Big Lottery Fund stated that their ability to comply with these standards would depend on circumstances and on the linguistic ability of each person involved in the case. Simultaneous translation would be inappropriate in sensitive situations in their opinion and would be a disproportionate use of funds.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of The Big Lottery Fund, none of the commitments corresponded to the standards in relation to a body disciplining staff.

The Big Lottery Fund stated that they would be able to translate documents were it necessary for staff who did not have Welsh language skills to see them but since the human resources department is located in Birmingham and that there are no Welsh speakers in the department at present, they could not conduct a meeting without procuring a simultaneous translation service.

Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of The Big Lottery Fund, none of the commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.

The Big Lottery Fund noted that they provide Welsh spell checking and grammar checking software and interfaces for their staff but that their intranet is in English. It was stated that it would be disproportionate to have a bilingual system due to the number of documents uploaded to it on a daily basis.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of The Big Lottery Fund, an average of 33% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.³⁷⁶

The Big Lottery Fund confirmed that they assess the Welsh language skills of their employees and that the induction session is carried out bilingually. Staff are offered Welsh lessons and that provision has produced fluent Welsh speakers. The Big Lottery Fund noted that their staff are provided with language awareness training, training in the requirement to operate in accordance with their Welsh language scheme and in how to use Welsh in the workplace. It was noted that staff are provided with standard text or a logo to indicate their proficiency in the Welsh language for their e-mail signatures, along with e-mail contact details and an 'out of office' message in Welsh.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language Scheme of The Big Lottery Fund, 100% of the commitments corresponded to the standards in relation to recruiting by a body.³⁷⁷

The Big Lottery Fund stated that they draw on their language skills strategy in deciding what Welsh language skills are needed for new posts. The strategy also includes standard wording for advertisements and lists of posts which require specific skills. The Big Lottery Fund confirmed that their application pack is in Welsh apart from information about the interview process as an interview in Welsh cannot be guaranteed.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of The Big Lottery Fund, an average of 75% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.³⁷⁸

The Big Lottery Fund confirmed that they display the Welsh text on internal signs so that is the text which is read first.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of The Big Lottery Fund, none of the commitments corresponded to the standard regarding audio announcements and messages in a body's workplace.

The Big Lottery Fund stated that they do not make audio announcements for the attention of the workforce.

The Big Lottery Fund noted that they considered it reasonable to comply with several of the standards but that it was disproportionate to comply with others due to the perceived lack of demand and substantial financial implications. The Big Lottery Fund stated that Welsh speaking staff have said that the workplace is somewhere the Welsh language could be used but that, on the whole, they are not supportive of the operational standards,

³⁷⁶ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³⁷⁷ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³⁷⁸ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

noting that they would prefer to see investment in the Welsh language facilities available to the public. However, some members of staff had stated that they would wish to have one to one conversations with their managers in Welsh.

Standards that deal with supplementary matters in relation to operational standards [170-175]

The Big Lottery Fund noted that they considered it unreasonable and disproportionate to make standard 171A(ii) specifically applicable to them as they do not intend to publish at such a detailed level.

Promotion standards [143-144]

The Big Lottery Fund noted that they do not consent to making promotion standards potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 69% of the commitments corresponded to the policy making standards.³⁷⁹

The Big Lottery Fund noted that they did not consider it reasonable or proportionate to make these standards specifically applicable to them due to the challenge of compiling information at such a substantial level.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

The Big Lottery Fund noted that they consider it reasonable and proportionate to make these standards specifically applicable to them.

³⁷⁹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

The Office of Communications (OFCOM)

Service delivery standards

Activity 1: Correspondence sent by a body

Standards relating to correspondence sent by a body [1-7]

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 57% of the commitments corresponded to the standards for correspondence sent by a body.³⁸⁰

The Office of Communications noted that they respond to Welsh correspondence in that language and in Wales, correspondence is sent bilingually when the preferred language is not known. It was confirmed that Welsh correspondence is treated no less favourably than English correspondence in relation to response times, signatures or accompanying documents.

The Office of Communications confirmed that they consider it reasonable and proportionate to make these standards specifically applicable to them and noted that they could comply with standard 7 by adapting their current procedures.

Activity 2: Telephone calls made and received by a body

Standards relating to telephone calls made and received by a body [8-22]

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 80% of the commitments corresponded to the standards for telephone calls made and received by a body.³⁸¹

The Office of Communications noted that they did not consider it reasonable and proportionate to make a selection of these standards specifically applicable to them. However, it was noted that they welcome telephone calls from people wishing to speak Welsh and that the Welsh language support line is advertised alongside the other line. It was noted that they encourage staff in Wales to greet callers bilingually and that callers are informed that a Welsh service is available. It was confirmed that the automatic telephone system of Ofcom Cymru was bilingual.

Activity 3: A body holding meetings that aren't open to the general public

Standards relating to a body holding meetings that aren't open to the general public [23-29]

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 44% of the commitments corresponded to the standards for a body holding meetings that aren't open to the general public.³⁸²

³⁸⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁸¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The Office of Communications noted that the type of meetings held in relation to this activity would be quarterly meetings with stakeholders, with politicians and civil servants or at the request of an individual. It was stated that the language used in these meetings would be the language those who were attending spoke naturally.

The Office of Communications noted that they considered it unreasonable and disproportionate to make standards 23-29 specifically applicable to them. It was noted that at least one bilingual person is present in all internal meetings and that they have not as yet received a request to conduct the meeting in any other language than the language chosen.

**Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]**

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for meetings arranged by a body that are open to the public.³⁸³

The Office of Communications noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and stated that they already comply with these standards.

**Activity 5: Public events organised or funded in its entirety by a body
Standards relating to public events organised or funded in its entirety by a body [35-36]**

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for public events organised or funded in its entirety by a body.³⁸⁴

The Office of Communications noted that they considered it reasonable and proportionate to make these standards specifically applicable to them and stated that they already comply with these standards.

**Activity 6: A body's publicity and advertising
Standards relating to a body's publicity and advertising [37]**

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's publicity and advertising.³⁸⁵

³⁸² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁸³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁸⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁸⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The Office of Communications confirmed that all publicity materials, public information and advertising in Wales are produced bilingually or in separate versions which are equal. Consequently, The Office of Communications noted that they considered it reasonable and proportionate to make this standard specifically applicable to them.

Activity 7: Displaying material in public

Standards relating to a body displaying material in public [38-39]

The Office of Communications noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for displaying material in public.³⁸⁶

The Office of Communications noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them as it is not their custom to display materials in events in Wales. However, the Office of Communications confirmed that a bilingual representative had attended the National Eisteddfod, the Urdd Eisteddfod and the Royal Welsh Show.

Activity 8: A body producing and publishing documents

Standards relating to a body producing and publishing documents [40-49]

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 70% of the commitments corresponded to the standards for a body producing and publishing documents.³⁸⁷

The Office of Communications noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them. It was stated that standard 42 was unreasonable and disproportionate because it would impose a duty on them to produce a Welsh licence and this is not standard practice at present. However, it was noted that they had received requests for Welsh licences in the past and that they had translated them when required.

It was stated that standard 44 was unreasonable and disproportionate because they could be publishing a substantial number of items every month. They considered standard 45 irrelevant to their functions.

Activity 9: A body producing and publishing forms

Standards in relation to a body producing and publishing forms [50-51]

The Office of Communications noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body producing and publishing forms.³⁸⁸

³⁸⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁸⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁸⁸ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

The Office of Communications noted that it was not their practice to produce forms for the use of the public in Wales. Therefore, it was noted that they consider it unreasonable and disproportionate to make these standards specifically applicable to them.

Activity 10: A body's websites and on-line services

Standards in relation to a body's websites and on-line services [52-57]

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body's websites and on-line services.³⁸⁹

The Office of Communications confirmed that their website included Welsh pages and that the button for accessing those pages was clearly visible to the visitor. In addition, they noted that all pages relating to the work of Ofcom Cymru and its team were in Welsh. It was noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them, based on the fact that the role of the Welsh Language Officer in the organization included a number of other responsibilities. In relation to standard 57, the Office of Communications noted that they do not publish apps.

Activity 11: Signs displayed by a body

Standards in relation to signs displayed by a body [58-60]

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for signs displayed by a body.³⁹⁰

The Office of Communications noted that they considered it reasonable and proportionate to make these standards specifically applicable to them as all the organization's permanent and temporary signs displayed in Wales treat the Welsh and English languages equally. It was confirmed that this included electronic signs.

Activity 12: A body receiving visitors at its buildings

Standards relating to a body receiving visitors at its buildings [61-66]

The Office of Communications noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 57% of the commitments corresponded to the standards for a body receiving visitors at its buildings.³⁹¹

The Office of Communications stated that they did not consider it reasonable and proportionate to make these standards specifically applicable to them due to the fact that their current reception services are provided by a third party owned by their landlord. It was confirmed that visitors would be greeted in their preferred language on reaching

³⁸⁹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁹⁰ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁹¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Ofcom Cymru's offices on the other side of the main reception area which they share with other tenants.

Activity 13: Official notices made by a body
Standards in relation to official notices made by a body [67-68]

The Office of Communications noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 50% of the commitments corresponded to the standards for official notices made by a body.³⁹²

The Office of Communications noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them as it is not their practice to issue official notices. However, the Office of Communications confirmed that they would draw them up in accordance with their arrangements for publications should the need arise.

Activity 14: A body awarding grants
Standards in relation to a body awarding grants [69-73]

The Office of Communications noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body awarding grants.³⁹³

The Office of Communications noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them as it is not their current practice to award grants in Wales.

Activity 15: A body awarding contracts
Standards in relation to a body awarding contracts [74-78]

The Office of Communications noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, an average of 67% of the commitments corresponded to the standards for a body awarding contracts.³⁹⁴

The Office of Communications noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them as their tendering and contracting procedures are managed from their main office in England. This was reinforced by noting that the only Welsh tender document available was the one in relation to the translation service and any tender for associated work would also be available in Welsh. The Office of Communications noted that they do not have the resources to administer standards 74-78.

³⁹² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁹³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁹⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body
[79-80]

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for raising awareness of Welsh language services that are provided by a body.³⁹⁵

It should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

The Office of Communications stated that they considered it reasonable and proportionate to make these standards specifically applicable to them, noting that they already promote the Welsh language support line service alongside the English number.

Activity 17: A body's corporate identity
Standards in relation to a body's corporate identity [81]

The Office of Communications noted that they carry out the activity in question, and that they do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for a body's corporate identity.³⁹⁶

The Office of Communications noted that they considered it reasonable and proportionate to make this standard specifically applicable to them as they have committed to maintaining a bilingual corporate identity in Wales.

Activity 18: Courses provided by a body
Standards in relation to courses offered by a body [82-84]

The Office of Communications noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person in question, 100% of the commitments corresponded to the standards for courses provided by a body.³⁹⁷

The Office of Communications noted that they considered it unreasonable and disproportionate to make these standards specifically applicable to them because they do not offer courses in Wales.

Activity 19: Public address systems used by a body
Standards in relation to public address systems used by a body [85]

The Office of Communications noted that they did not carry out the activity in question.

³⁹⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁹⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

³⁹⁷ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

When analysing current commitments in the Welsh language scheme of the person in question, none of the commitments corresponded to the standard for public address systems used by a body.

The Office of Communications noted that they considered it unreasonable and disproportionate to make this standard specifically applicable to them because they do not carry out the activity.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

The Office of Communications noted that they consider it reasonable and proportionate to make these standards specifically applicable to them.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person in question, an average of 80% of the commitments corresponded to the policy making standards.³⁹⁸

The Office of Communications stated that the Welsh language is a key policy consideration and that they carry out a formal impact assessment on new and revised policies in respect of the Welsh language. It was noted that, to date, they have not identified specific needs that are unique to Welsh speakers in respect of the use of communication services.

The Office of Communications stated that consulting on policy decisions was a key aspect of their remit and although they have not as yet had cause to do so, they confirmed that they would revise their processes should an assessment show that a proposed policy would have a detrimental effect on the Welsh language.

The Office of Communications noted that they do not consider it reasonable and proportionate to make these standards specifically applicable to them as, in their opinion, they do not have cause to believe they should change their processes in respect of making policy decisions. Additionally, it was stated that they were of the opinion that all policy decisions are made in a broadcasting context as defined in section 67 of the Welsh Language (Wales) Measure 2011 and therefore are not relevant.

It should be noted that the definition of "policy decisions" in the Welsh Language Standards Regulations document is "any decision made by a body about the exercise of its functions or about the conduct of its business or other undertakings, and it includes, amongst other things (and as appropriate to the body), decisions about—

- (a) the content of legislation;
- (b) the use of statutory powers;
- (c) the content of policy statements;
- (d) strategies or strategic plans;
- (e) internal structures."³⁹⁹

³⁹⁸ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

³⁹⁹ Paragraph 2, Part 2, Schedule 2, Welsh Language Standards (Welsh Ministers, County and County Borough Councils, and National Park Authorities) Regulations 2015

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The Office of Communications noted that they did not consider it reasonable and proportionate to make these standards specifically applicable to them as broadcasting is exempt under section 67 of the Welsh Language (Wales) Measure 2011

Operational standards [96-142]

Standards relating to the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the Office of Communications, none of the commitments corresponded to the standards in relation to the use of the Welsh language within internal administration.

The Office of Communications confirmed that they operate a policy on the internal use of Welsh for the purposes of promoting and facilitating the use of the language; this policy is published on their website. Whilst noting that they provide their two members of staff who are fluent Welsh speakers with every possible opportunity to use the language, the Office of Communications stated that they were of the opinion that it was unreasonable and disproportionate to make these standards specifically applicable to them.

It was stated that neither their key human resources policies nor documents were available in Welsh to members of staff. It was stated that it would not be reasonable or proportionate to make these standards specifically applicable to them as such functions are managed from London and that there are only two Welsh speakers in the team in Wales.

Standards in relation to complaints made by a member of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the Office of Communications, none of the commitments corresponded to the standards in relation to complaints from members of staff.

The Office of Communications noted that they allow their staff to make and respond to complaints in Welsh but that they do not inform them of this. It was confirmed that staff may not conduct part of a meeting relating to a complaint in Welsh. However, the Office of Communications stated that the two members of staff who are able to speak Welsh are fully aware of the fact that they can discuss a complaint in Welsh if they so wish.

The Office of Communications stated that, in their opinion, it was unreasonable and disproportionate to make these standards specifically applicable to them and that consideration should be given to the circumstances of organizations whose headquarters are located outside Wales.

Standards in relation to a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of the Office of Communications, none of the commitments corresponded to the standards in relation to a body disciplining staff.

The Office of Communications noted that members of the workforce can respond in Welsh to allegations made against them but that not all members of staff are informed of this. It was noted that the meeting to discuss a disciplinary case is not conducted in Welsh, and that the decision following the case will be in English.

It was stated that the Office of Communications could not comply with standards 114-117 due to the current number of Welsh speakers employed by them.

Standards in relation to information technology and about support material provided by a body, and in relation to the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the Corporation, an average of 14% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and regarding the intranet.⁴⁰⁰

The Office of Communications noted that they provide their staff with Welsh spell checking and grammar checking software and a Welsh interface for software but that the intranet is not available in Welsh. It was stated that the Office of Communications could not comply with standards 118-124 due to the current number of Welsh speakers employed by them.

Standards in relation to a body developing Welsh language skills through planning and training its workforce [125-133]

When analysing current commitments in the Welsh language scheme of the Office of Communications, an average of 78% of the commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and training.⁴⁰¹

The Office of Communications confirmed that it is not their practice to assess the Welsh language skills of their employees and that vocational training is delivered in English only. It was noted that the Office of Communications encouraged staff to learn or improve their Welsh by paying for lessons during working hours and all staff receive training in language awareness, along with an understanding of the requirements on the organization to operate in accordance with their Welsh language scheme.

Standards in relation to a body recruiting staff [134-138]

When analysing current commitments in the Welsh language scheme of the Office of Communications, an average of 57% of the commitments corresponded to the standards in relation to recruiting by a body.⁴⁰²

The Office of Communications noted that, when posts are advertised, reference is made to linguistic requirements as essential or desirable. Currently, the two highest ranking posts within the Ofcom Cymru team (i.e. Director Wales and Regulatory Affairs Manager Wales) are determined to be posts for which fluency in Welsh is essential in order to fulfil the requirements of the post effectively.

It was confirmed that job advertisements which appear in the press in Wales are bilingual and that recruitment documents would be available in Welsh for posts in Wales. In respect of standards 134-138, the Office of Communications stated that they either already comply with them or they could comply with them following minor amendments to their current arrangements.

⁴⁰⁰ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

⁴⁰¹ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

⁴⁰² Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

Standards in relation to signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of the Office of Communications, an average of 25% of the commitments corresponded to the standards in relation to signs displayed in a body's workplace.⁴⁰³

The Office of Communications noted that the Welsh text is not placed so that is the text which is read first on signs within the organization's offices.

Standards in relation to audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of the Office of Communications, none of the commitments corresponded to the standards in relation to audio announcements and messages in a body's workplace.

The Office of Communications confirmed that they do not make audio announcements for the attention of the workforce.

Standards that deal with supplementary matters in relation to the operational standards [170-175]

The Office of Communications noted that they considered it reasonable and proportionate to make these standard specifically applicable to them in so far as they deal with operational standards.

Promotion standards [143-144]

The Office of Communications noted that they did not consent for promotion standards to be potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the Office of Communications, an average of 23% of the commitments corresponded to the record keeping standards.⁴⁰⁴

The Office of Communications noted that, as part of their Welsh language scheme, they had already committed to monitoring their performance and progress against the scheme and already recorded the details noted in the prospective duties. Consequently, The Office of Communications noted that they considered it reasonable and proportionate to make these standard specifically applicable to them.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

The Office of Communications noted that they considered it reasonable and proportionate to make these standards specifically applicable to them because they have already implemented the requirements in question.

⁴⁰³ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

⁴⁰⁴ Average percentage of commitments within the Welsh language schemes of the persons in question, which correspond to the standards in question, be that partially or fully.

5 Evidence received from members of the public

291 responses from members of the public were received during the standards investigations carried out by the Welsh Language Commissioner in relation to persons within the Public Bodies: General (2) report. 155 responses to the standards investigation were received from individuals who chose to complete the questionnaire provided for them by the Welsh Language Commissioner on the website.

A further 136 responses were received based on a standard response template published by Cymdeithas yr Iaith Gymraeg; in this case all responses were the same. In 14 cases, responses were received from individuals twice. This happened because individuals responded via the Commissioner's consultation as well as completing Cymdeithas yr Iaith Gymraeg's template. 4 responses were received from other organizations or movements.⁴⁰⁵ The Commissioner has noted every response received.

A full list of respondents who were willing for their responses to be published can be seen at Appendix B.

Figure 1 indicates where the respondents came from according to their group and geographical location.

Figure 1 Number of responses to the standards investigation by location⁴⁰⁶

Locations	Number	Percentage (%)
Swansea	16	5%
Blaenau Gwent	1	0%
Vale of Glamorgan	7	2%
Caerphilly	5	2%
Newport	0	0%
Neath Port Talbot	2	1%
Ceredigion	30	10%
Conwy	9	3%
Cardiff	32	11%
Gwynedd	72	25%
Merthyr Tydfil	3	1%
Bridgend	3	1%
Powys	9	3%
Rhondda Cynon Taf	13	4%
Pembrokeshire	4	1%
Denbighshire	22	8%

⁴⁰⁵ A list of those movements/organizations has been included within Appendix B of this standards report.

⁴⁰⁶ These statistics include all the responses to the questionnaire, along with Cymdeithas yr Iaith's template.

Monmouthshire	2	1%
Carmarthenshire	21	7%
Flintshire	10	3%
Torfaen	1	0%
Wrexham	4	1%
Isle of Anglesey	19	7%
Outside Wales	6	2%
No information	0	0%
Total	291	100%

The public's response to the standards investigation carried out in relation to Public Bodies: General

Service delivery standards

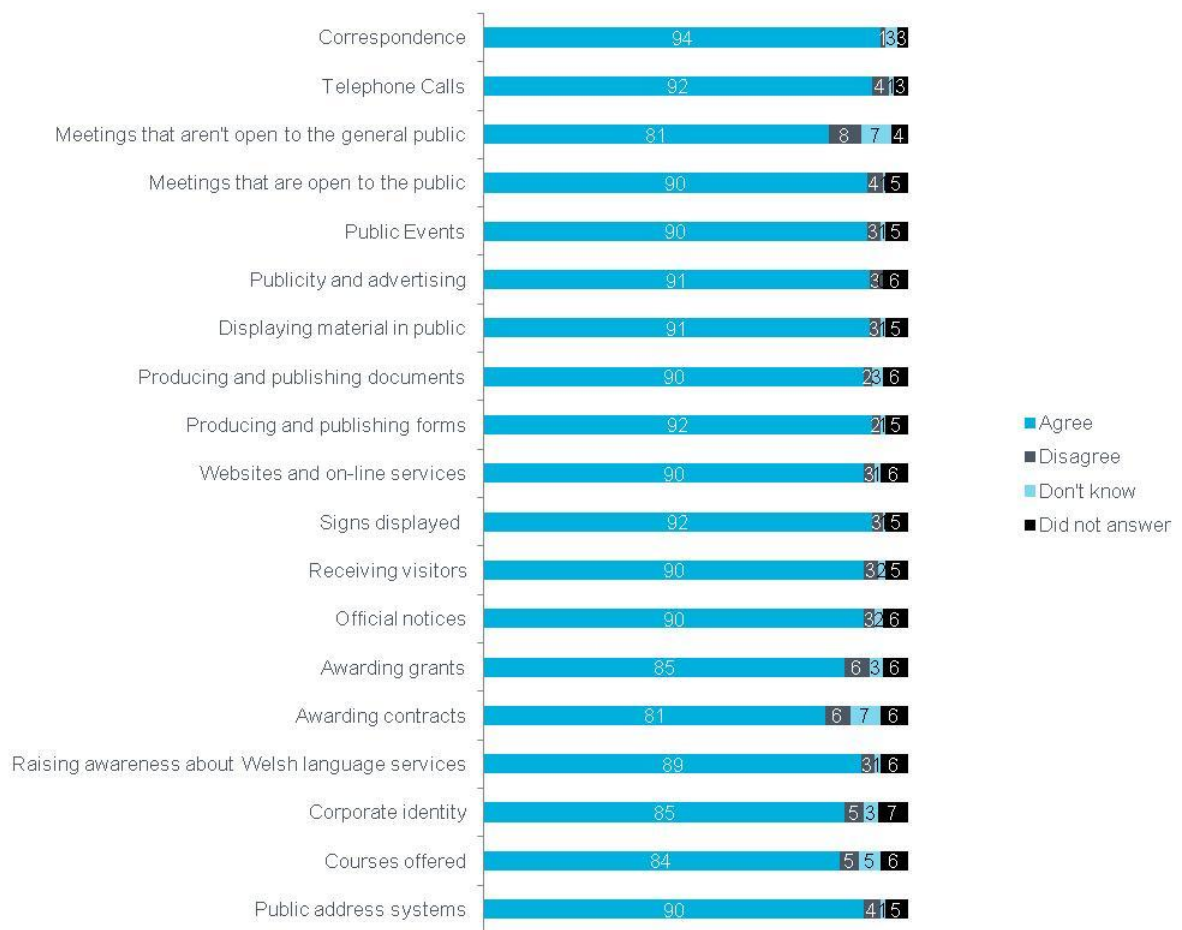
In seeking the public's opinion regarding the reasonableness and proportionality of the requirements attached to the service delivery standards, they were asked to respond to the following question in the questionnaire:

Do you agree or disagree that the organizations in question should carry out the service delivery standards activities in the Welsh language, in order to enable you as a member of the public to use the Welsh language in the following situations?

In answering this question as part of the questionnaire, the public were given the opportunity to respond per activity within the scope of the service delivery standards.

Figure 2 indicates the variation in the responses received.

Figure 2 Response to question 1 of the questionnaire - Service delivery standards



Policy making standards

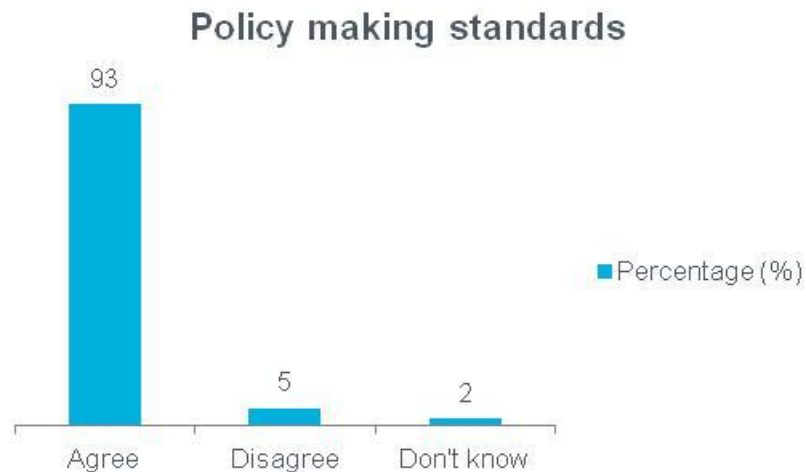
In seeking the public's opinion regarding the reasonableness and proportionality of the requirements attached to the policy making standards, they were asked to respond to the following question in the questionnaire:

Do you agree or disagree that the policy decisions of the organizations in question should improve the opportunities for you to use the Welsh language and ensure better treatment for the Welsh language?

Of the 155 who responded via the questionnaire on the Welsh Language Commissioner's website, 94% (146) had answered this question. Of the 146 who responded, 93% (136) agreed that the relevant persons in question should have to consider the impact of their policy decisions, and ensure, or contribute to ensuring improved opportunities for persons to be able to use the Welsh language as well as ensure better treatment for the Welsh language.

The figure below indicates how members of the public responded to this question:

Figure 3 Response to question 3 of the questionnaire – Policy making standards⁴⁰⁷



Operational standards

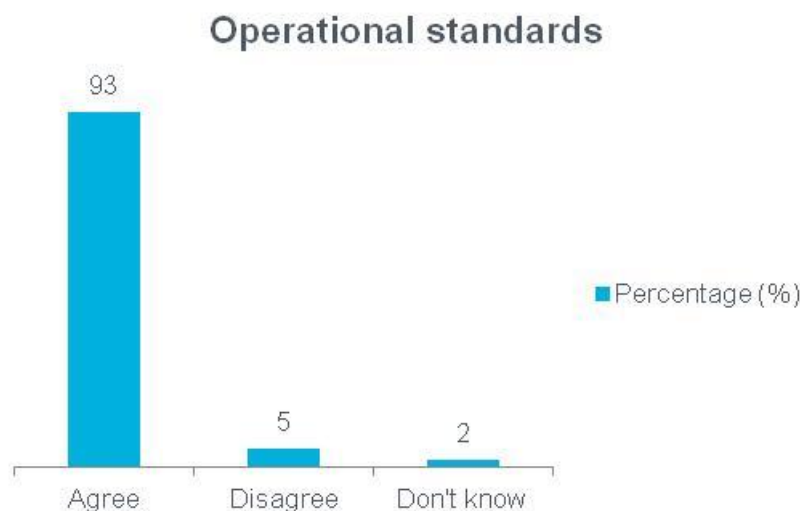
In seeking the public's opinion regarding the reasonableness and proportionality of the requirements attached to the operational standards, they were asked to respond to the following question in the questionnaire:

Do you agree or disagree that the organizations in question should have to facilitate the use of the Welsh language in accordance with the operational standards?

Of the 155 who responded via the questionnaire on the Commissioner's website, 94% (146) had answered this question. Of the 146 who responded, 93% (136) agreed that the relevant persons in question should have to facilitate and use the Welsh language in accordance with the definition of the operational standards in the Welsh Language (Wales) Measure 2011.

The figure below indicates how members of the public responded to this question:

Figure 4 Response to question 4 of the questionnaire – Operational standards⁴⁰⁸



⁴⁰⁷ Please note that these statistics relate to the respondents who had answered this question.

⁴⁰⁸ Please note that these statistics relate to the respondents who had answered this question.

Record keeping standards

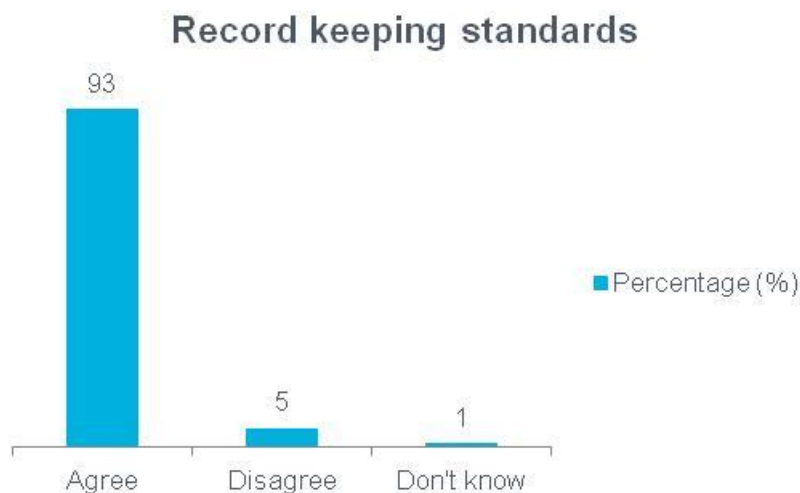
In seeking the public's opinion regarding the reasonableness of the requirements attached to the record keeping standards, they were asked to respond to the following question in the questionnaire:

Do you agree or disagree that the organizations in question should keep a record of how they adhere to the Welsh language standards and keep a record of complaints?

Of the 155 who responded via the questionnaire on the Commissioner's website, 95% (148) had answered this question. Of the 148 who responded, 93% (138) agreed that this duty should be imposed on the relevant persons in question.

The figure below indicates how members of the public responded to this question:

Figure 5 Response to question 5 of the questionnaire – Record keeping standards⁴⁰⁹



Further comments

As well as providing responses to specific questions on the subject of the standards investigation, the public were given the opportunity to note any additional standards they believed should be specified and made specifically applicable to the relevant persons, together with any further comments relevant to this standards investigation.

Of the 155 who responded via the questionnaire on the Commissioner's website, 49% (76) provided additional comments to be considered by the Welsh Language Commissioner as part of the standards investigation.

Figure 6 Further comments provided by members of the public



⁴⁰⁹ Please note that these statistics relate to the respondents who had answered this question. Rounding figures to whole numbers means that the percentages do not necessarily add up to exactly 100%.

The responses received were generally supportive of the concept of specifying standards, to ensure that Welsh speakers have clear rights in relation to the Welsh language services provided by all organizations in round 2.

The public once again expressed considerable desire to ensure that the specified standards are clear, robust and coherent for ordinary people. It was added that the rights of Welsh speakers will only be secured in this way.

Outlined below are the main themes of the responses received in favour of making the standards specifically applicable:

- The need to ensure that the standards specified fully reflect the recommendations of the Welsh Language Commissioner's Health Inquiry.
- The need to ensure that the standards ensure Welsh language services provision by default, ensuring that the concept of active offer is consistent across the board.
- Ensure that the process of awarding or dealing with tenders or contracts does not disregard the need to specify Welsh language conditions on the grants/contracts awarded by organizations included in round 2.
- The need to ensure that standards in relation to a face-to-face service goes beyond the main reception areas and personal meetings arranged in advance.
- The need to ensure clarity that the definition of personal meetings includes all face-to-face meetings.
- The need to specify a standard which sets clear requirements on organizations' recruitment policies.

Some responses were received from members of the public, expressing general objection to language duties.

Outlined below are the main themes of the responses received against making the standards specifically applicable:

- The need to consider the current economic climate, and how public money is spent on the Welsh language.
- Prioritising other policy areas over the Welsh language.
- The relevance of the Welsh language in Wales.
- Disagreement with the requirement that Welsh should appear or be published first.

Service delivery standards

In the context of signs, some respondents were of the view that electronic signs and audio exhibitions in places such as museums should be encompassed within the definition of this activity. Similarly, it was noted that surtitles and subtitles in plays and performances should also fall under the definition of signs, with a view to placing standards on persons such as National Theatre Wales and Welsh National Opera.

In relation to the standards relating to courses, many respondents emphasised the importance of professional training in health as well as other sectors, and the need to specify standards that would guarantee Welsh medium professional development courses. Also, concern was expressed regarding the clarity of the definition of courses, with a risk that courses that are open to the public could be seen only as those for members of the bodies or that are managed by the bodies. One respondent highlighted the importance of these standards in relation to the WCVA.

In responding to the standards in relation to awarding grants, many individuals referred to

the importance of specifying standards that would ensure that Welsh language conditions are specified for the grants allocated by the organizations in round 2. Emphasis was placed on bodies such as Sport Wales, Arts Council and Big Lottery Fund, noting that they were organizations where the awarding of grants is crucial in terms of increasing the use and provision of the Welsh language.

To that same end, some respondents said that an additional standard should be specified in relation to awarding contracts, with a view to ensuring that independent production companies who are responsible for supplying services on behalf of S4C also fall under the duty to move towards internal use of Welsh as part of their contracted activities with the channel.

Policy making standards

One respondent referred to the importance of imposing the above standards on each body in round 2, bearing in mind that their policies form the basis of all their activities. Another respondent referred specifically to organizations such as Police and Crime Commissioners, Sport Wales, the Millennium Centre and the Commission for Human Rights, noting that they should give more consideration to the Welsh language in making policy decisions.

Specific comments were received in relation to Ofcom, noting that they had a crucial role in awarding radio and TV licences. With that in mind, the respondents in question believed that a standard should be set making licences subject to language conditions under the policy making standards or the contract awarding standards.

Operational standards

One respondent emphasised the important role played by organizations such as National Museum Wales, Wales Millennium Centre, S4C, Natural Resources Wales, National Library of Wales and the Welsh Books Council in terms of contributing to the Welsh language as a workplace language. They noted that the organizations in question, amongst others, should work towards undertaking their internal administration in Welsh. As a result, they were of the opinion that operational standards should be specified in addition to those in the draft regulations, that would allow organizations to work towards that goal.

Similarly, many were of the opinion that higher tier standards should be specified in relation to recruitment, requiring those organizations that conduct their internal administration in Welsh to recruit Welsh speaking staff only.

6 Evidence received by the Welsh Language Commissioner's Advisory Panel

Evidence was received from the Advisory Panel in accordance with the requirements outlined in section 63(3) of the Welsh Language (Wales) Measure 2011.

The responses received from the Panel indicated support for the purpose of the regulations, namely to realise the fundamental objectives of the Welsh Language (Wales) Measure 2011: that the Welsh language is an official language in Wales and that it should not be treated less favourably than English.

As with the persons in respect of which standards investigations were carried out in round 1, the Panel was of the opinion that the reasonableness and proportionality of making the standards specifically applicable to the relevant persons should be considered together with the context. In their opinion, this included the purpose of the legislation and the wish of the legislature in terms of the legal status of the Welsh language; the size of the persons in question; their engagement with the public; and the difference between setting standards and the timetable for complying with those standards.

In addition, it was noted that reasonableness and proportionality may be considered in one of two ways, namely: specifying different standards for persons in different areas of Wales, reflecting the linguistic nature of the relevant areas or setting out common standards across Wales, specifying different imposition days determining when they will be required to comply with the standard(s) e.g. where an element of staff training is required to comply with the standard, that particular person would be given more time to comply with the standard than a person where appropriate staff resources are already available. The Panel was once again of the firm opinion that the second method was the most suitable for the Welsh Language Commissioner to implement in most cases, bearing in mind that ensuring consistency between persons as regards providing Welsh language services is one of the main objectives of the Welsh Language (Wales) Measure 2011.

However, comments were received from the Panel regarding the reasonableness and proportionality of making the standards specifically applicable to persons whose headquarters are outside Wales; requiring them to comply with them across the UK. It was emphasised that any requirements imposed on similar persons have regard to those circumstances where they are expected to comply with the standard(s).

Public Bodies: General (2)

Service delivery standards

The Panel believed that service delivery standards relating to each one of the activities should be specifically applicable to persons falling within the Public Bodies: General (2) report, allowing members of the public to use the Welsh language in the situations in question.

In reaching that conclusion, the Panel stated that they did not find any reason why persons falling within the Public Bodies: General (2) report should not undertake and comply with the majority of the activities in question, and in doing so increasingly engage with the public in Welsh. However, the Panel was of the opinion that some flexibility should be allowed in relation to some activities, drawing particular attention to producing and publishing documents, grant applications as well as courses. It was emphasised that flexibility in exceptional circumstances would be required, drawing particular attention to documents which would be limited in terms of the subject or supposed target audience.

Similarly, the Panel was of the opinion that more consideration should be given to the location of the headquarters or offices of the persons in question, when serving compliance notices. This was reinforced by noting that there would be a need to consider whether it would be reasonable for such persons to comply with a selection of such standards where they had no presence in Wales. The relevant clauses in section 44(3) of the Measure were emphasised as a means of the Commissioner being able to overcome such situations.

Policy making standards

The Panel welcomed the policy making standards specified in the draft regulations. It was added that these standards should be imposed on every person in respect of whom a standards investigation will be conducted in round 2, emphasising the importance of compliance on all levels.

The Panel agreed that the policy decisions of those persons falling within the Public Bodies: General (2) report should enhance opportunities for persons to use the Welsh language and secure better treatment of the Welsh language, and that policy making standards should be specifically applicable to them.

Operational standards

The Panel agreed that those organizations falling within the Public Bodies: General (2) report should be forced to facilitate the use of Welsh in accordance with the operational standards, and that standards should be made specifically applicable to them.

Record keeping standards

The Panel were unanimous that making record keeping standards specifically applicable to persons within round 2 was absolutely essential in order to secure compliance with the rest of the standards which they will be required to comply with.

The Panel agreed that those persons falling within the Public Bodies: General (2) report should keep a record of how they adhere to the other designated standards, and keep records of complaints. The conclusion was reached that record keeping standards should be made specifically applicable to them.

7 Conclusions of the standards investigation

General comments

The following conclusions were reached on the basis of the evidence received by all relevant persons, the public and the Advisory Panel on the subject matter of the standards investigation, in addition to independent evidence gathered by the Welsh Language Commissioner in relation to the relevant persons' Welsh language schemes.

The Explanatory Memorandum accompanying the Welsh Language (Wales) Measure 2011 states that one of the main objectives of the legislation was to modernise and build on the system of Welsh language schemes created under the 1993 Act. Similarly, it is noted that the aim of the Welsh Government in legislating was to secure improved consistency between persons, especially those within the same sector, in terms of providing Welsh language services.

Similarly, it is noted that section 42 of the Measure imposes a duty on Welsh Ministers to ensure that regulations provide for service delivery standards relating to all of the activities specified in Schedule 9 to be specifically applicable to a relevant person if, and to the extent that, the person carries out those activities.

However, it should be noted that they do not have to do so if the Commissioner indicates in a standards report, or should Welsh Ministers are of the opinion that it would be unreasonable or disproportionate for service delivery standards to be specifically applicable to a relevant person in relation to that activity. It should be noted that this section in the Measure does not prevent regulations under section 39 from providing for other service delivery standards to be specifically applicable to a person.

In line with the above, if the standards investigation found that a person undertook the activity⁴¹⁰, whether to a greater or lesser degree, the Welsh Language Commissioner concludes that all the standards in relation to that activity should be made specifically applicable to that person. These conclusions were reached due to the fact that the standards introduced by the Welsh Government are interdependent on each other within the scope of the activity.

It is also noted that the way in which a person delivers a service under an activity can change in the future and that it would be necessary to adapt accordingly to reflect that by varying the compliance notice, rather than going back to regulations.

However, where evidence exists that a person does not carry out an activity at all, whether by means of evidence acquired as part of the standards investigation, or by other means, the Welsh Language Commissioner will conclude that standards in relation to that activity should not be specifically applicable to them, unless there are valid reasons for doing so.

The Welsh Language Commissioner will consider the evidence provided in order to reach a decision on the content of compliance notices issued to relevant persons under section 44 of the Welsh Language (Wales) Measure 2011.

⁴¹⁰ Service delivery activity as defined in section 28 of the Welsh Language (Wales) Measure 2011.

Standards which should be made specifically applicable to persons falling within the Public Bodies: General (2) report

Service delivery standards

As a result of carrying out this standards investigation, and based on the evidence received, the Welsh Language Commissioner concludes that the persons included in the Public Bodies: General (2) report should be able to deliver services in relation to the relevant activities.

Once again, the Commissioner wishes to note the importance of clearly differentiating between the commitments of a person (what is expected of them) and performance (to what extent they currently comply with those expectations). Every Welsh language scheme has the full authority of the organization in the agreement of its contents. Not specifying standards that are equal, and making them specifically applicable to the persons in question, would be a step back and contravene the intention of the Welsh Language (Wales) Measure 2011.

It is noted that performance, along with the extent to which a person can comply with a standard within a particular period of time, is a practical matter. That extent may improve, deteriorate or remain the same. The Welsh Language Commissioner is of the opinion that commitments should comply with the needs of the Welsh speakers that they serve, with a reasonable timescale specified for dealing with any existing obstacles. The Welsh Language Commissioner will consider those obstacles when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011.

It is acknowledged that the persons have identified potential challenges and obstacles in terms of ensuring full compliance with some of the service delivery standards. However, the Commissioner is of the view that commitments proportionate to the needs of Welsh speakers could be achieved with a reasonable timescale for action and dealing with any challenges.

Conclusion 1: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to every person within this standards report:

- correspondence sent by a body
- telephone calls made and received by a body
- a body holding meetings that aren't open to the general public
- a body's publicity and advertising
- a body producing and publishing documents
- a body's websites and on-line services
- a body's corporate identity.

6 relevant persons (Wales Council for Voluntary Action, Student Loans Company Limited, Finance Wales, Sport Wales, Welsh National Opera Limited and Theatr Genedlaethol Cymru) noted that they do not hold meetings that are open to the public. However, Sport Wales noted that it would be reasonable and proportionate to make the standards in relation to this activity specifically applicable to them for the future.

Furthermore, evidence was highlighted as part of independent research carried out by the Commissioner, that this activity was indeed operational or had been in operation by Sport

Wales and Wales Council for Voluntary Action. Also, 60% of commitments in Wales Council for Voluntary Action's Welsh language scheme and 100% of commitments within Sport Wales' and Student Loans Company Limited's Welsh language schemes correspond to the standards in relation to this activity.⁴¹¹

Conclusion 2: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be specifically applicable to every person within this standards report with the exception of Finance Wales, Welsh National Opera Limited and Theatr Genedlaethol Cymru:

- meetings arranged by a body that are open to the public.

Similarly, 3 relevant persons (Wales Council for Voluntary Action, Finance Wales and Sport Wales) noted that they do not arrange or fund public events. However, Sport Wales noted that it would be reasonable and proportionate to make the standards in relation to this activity specifically applicable to them for the future. Furthermore, evidence was highlighted as part of independent research carried out by the Commissioner, that this activity was indeed operational or had been in operation by the 3 relevant persons. Of those persons, 100% of commitments within Wales Council for Voluntary Action's and Sport Wales' Welsh language schemes correspond to the standards in relation to this activity.⁴¹²

Conclusion 3: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be specifically applicable to every person within this standards report:

- public events organised or funded in its entirety by a body.

The Office of Communications (OFCOM) noted that they do not display material in public. However, 100% of commitments within their Welsh language scheme correspond to standards in relation to this activity.⁴¹³ Furthermore, evidence was highlighted as part of independent research carried out by the Commissioner, that this activity was indeed operational or had been in operation by them.

Conclusion 4: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be specifically applicable to every person within this standards report:

- a body displaying material in public.

Student Loans Company Limited and the Office of Communications (OFCOM) noted that they do not produce or publish forms. However, 100% of commitments within their Welsh language schemes correspond to the standards in relation to this activity.⁴¹⁴ Furthermore, evidence was highlighted as part of independent research carried out by the Commissioner, that this activity was indeed operational or had been in operation by the persons in question.

⁴¹¹ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴¹² Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴¹³ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴¹⁴ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

Conclusion 5: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be specifically applicable to every person within this standards report:

- a body producing and publishing forms.

Student Loans Company Limited noted that they do not display signs, noting that they are located within the Welsh Government's office. However, it is not clear from the evidence received whether this means that they do not display signs at all or whether the Welsh Government displays signs on their behalf. 67% of commitments within their Welsh language scheme correspond to the standards in relation to this activity.⁴¹⁵

Similarly, and for the same reasons, this relevant person noted that they do not receive visitors. The Office of Communications (OFCOM) also noted that they do not receive visitors in Wales. In the case of Student Loans Company Limited, it is not clear from the evidence received whether they receive visitors at all or whether the Welsh Government receives visitors on their behalf. In relation to the Office of Communications (OFCOM) it is not clear whether they receive visitors at all or whether they do receive visitors in England but not in Wales. 29% of commitments within Student Loans Company Limited's Welsh language scheme and 57% of commitments within Office of Communications (OFCOM)'s scheme corresponded to the standards in relation to this activity.⁴¹⁶

The Welsh Language Commissioner will consider these circumstances further when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011 with a view to clarifying that by means of a further consultation under section 47 of the Measure.

Conclusion 6: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to every person within this standards report:

- signs displayed by a body
- a body receiving visitors at its buildings.

It was noted by 4 relevant persons (National Theatre Wales, Office of Communications (OFCOM), Welsh National Opera Limited and Theatr Genedlaethol Cymru) that it was not their practice to make official notices at the present time. The draft regulations note that the definition of an official notice is “any notice that a body publishes to inform persons about service delivery activities or changes to service delivery activities, but does not include official notices prescribed by legislation.”⁴¹⁷

With this in mind, the Commissioner concludes that this activity may be relevant to every person within this standards report. The Welsh Language Commissioner will give due attention to individual cases when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011.

⁴¹⁵ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴¹⁶ Average percentage of commitments in the relevant persons' Welsh language schemes, corresponding to the standards for each activity whether in part or in full.

⁴¹⁷ Paragraph 35, Part 3, Schedule 1, Welsh Language Standards (Welsh Ministers, County and County Borough Councils, and National Park Authorities) Regulations 2015

Conclusion 7: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be specifically applicable to every person within this standards report:

- official notices made by a body.

It was noted by 10 relevant persons (National Museum Wales, Wales Millennium Centre, Finance Wales, The National Botanic Garden of Wales, the National Library of Wales, The National Theatre Wales, The Office of Communications (OFCOM), Welsh National Opera Limited, S4C and Theatr Genedlaethol Cymru) that they do not award grants. In relation to the Office of Communications (OFCOM), it is not clear from the evidence received whether this is because this does not happen at all or whether it does happen in England but not in Wales.

The Welsh Language Commissioner will consider these circumstances further when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011 with a view to clarifying that by means of a further consultation under section 47 of the Measure.

Conclusion 8: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be specifically applicable to every person within this standards report, to the extent that those persons have the power and function to do so:

- a body awarding grants.

It has already been noted that Finance Wales noted that they invest in Welsh businesses through various products including loans, micro loans, mezzanine and equity investments. If Welsh Ministers were of the opinion that these functions fall within the scope of this activity, it should be ensured that regulations also provide for service delivery standards in relation to a body awarding grants to be specifically applicable to Finance Wales.

3 relevant persons (Wales Millennium Centre, The National Theatre Wales and the Office of Communications (OFCOM)) noted that they do not award contracts. Again, in relation to the Office of Communications (OFCOM), it is not clear from the evidence received whether this is because this does not happen at all or whether it does happen in England but not in Wales. Also, evidence was highlighted as part of independent research carried out by the Commissioner, that this activity was indeed operational or had been in operation by Wales Millennium Centre.

Despite the above, it is reasonable for the Welsh Language Commissioner to conclude that agreements and contracts are in place by persons, in order to assist them with their administration. The Welsh Language Commissioner will consider these circumstances further when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011 with a view to clarifying that by means of a further consultation under section 47 of the Measure.

Conclusion 9: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be specifically applicable to every person within this standards report:

- a body awarding contracts.

It was noted by 3 relevant persons (Student Loans Company Limited, National Theatre Wales and Welsh National Opera Limited) that they do not raise awareness of the Welsh language services they provide at present. However, it should be noted that section 12(2) (b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify how the organization will ensure publicity for the scheme. The Commissioner emphasises that this measure is not an optional element within the legislation. It is therefore concluded that every relevant person should be raising awareness of the Welsh language services they provide.

Conclusion 10: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be specifically applicable to every person within this standards report:

- raising awareness about Welsh language services provided by a body.

It was noted by 9 relevant persons (The National Heritage Memorial Fund, Finance Wales, Sport Wales, The Big Lottery Fund, The National Theatre Wales, The Office of Communications (OFCOM), Welsh National Opera Limited, S4C and Theatr Genedlaethol Cymru) that they do not provide courses for the public at the present time. In relation to the Office of Communications (OFCOM), it is not clear whether this is because it does not happen at all or whether it only happens in England.

However, Sport Wales noted that it would be reasonable and proportionate to make the standards in relation to this activity specifically applicable to them for the future. Furthermore, evidence was highlighted as part of independent research carried out by the Commissioner, that this activity was indeed operational or had been in operation by them together with National Theatre Wales, the Office of Communications (OFCOM), Welsh National Opera Limited, S4C and Theatr Genedlaethol Cymru.

There appears to have been some ambiguity amongst the relevant persons regarding the exact definition of an 'education course'. The draft regulations note that an education course is "any seminar, training, workshop or similar provision which is provided in order to educate members of the public or to improve the skills of members of the public; but does not include activities or courses provided as part of the curriculum in accordance with any enactment."⁴¹⁸

In considering the above definition, a wide range of the persons' activities may be relevant. With that in mind, the Welsh Language Commissioner concludes that this activity could be a relevant activity to every relevant person within this report. The Commissioner will consider these circumstances further when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011 with a view to clarifying that by means of a further consultation under section 47 of the Measure.

Conclusion 11: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be specifically applicable to every person within this standards report:

- courses provided by a body.

It was noted by 10 relevant persons (The British Broadcasting Corporation (BBC), The National Heritage Memorial Fund, the Student Loans Company Limited, Finance Wales,

⁴¹⁸ Paragraph 37, Part 3, Schedule 1 of the Welsh Language Standards (Welsh Ministers, County and County Borough Councils, and National Park Authorities) Regulations 2015

The Big Lottery Fund, National Theatre Wales, The Office of Communications (OFCOM), Welsh National Opera Limited, S4C and Theatr Genedlaethol Cymru) that they do not announce messages over a public address system at the present time. In relation to the Office of Communications (OFCOM), it is not clear whether this is because it does not happen at all or whether it only happens in England.

The Welsh Language Commissioner believes that persons could undertake other service delivery activities of which public address systems would likely be a part: for example meetings that are open to the public, or public events. The Welsh Language Commissioner therefore concludes that this could be a relevant activity to each person within this report. It should be noted that flexibility is permitted under section 44 of the Measure so that the Welsh Language Commissioner may note the circumstances under which a person is expected to comply with a standard.

Conclusion 12: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activity below to be specifically applicable to every person within this standards report:

- public address systems used by a body.

Policy making standards

As a result of carrying out this standards investigation, and based on the evidence received, the Welsh Language Commissioner concludes that the policy decisions of organizations included in the Public Bodies: General (2) report should improve the opportunities for persons to use the Welsh language and ensure that Welsh is not treated less favourably than English.

The Commissioner's reasons for reaching that conclusion are that a number of these persons are already expected to assess the linguistic implications of new policies and initiatives during the process of creating and reviewing them. All of this was confirmed in the evidence received from them as part of this standards investigation.

It is acknowledged that questions were raised regarding the ability of some of the persons to comply with all the requirements of the standards. It is also acknowledged that some lack of clarity has arisen as a result of evidence received from some persons regarding who is responsible for drawing up their policies. It should be noted that the policy making standards have a wide definition and that it is noted in the Welsh Language Standards document that "policy decision" means,

any decision made by a body about the exercise of its functions or about the conduct of its business or other undertakings, and it includes, amongst other things (and as appropriate to the body), decisions about—

- (a) the content of legislation;
- (b) the use of statutory powers;
- (c) the content of policy statements;
- (d) strategies or strategic plans;
- (e) internal structures.⁴¹⁹

The required measures which form the basis for the content of Welsh language schemes are available as statutory guidelines approved by the House of Commons (the

⁴¹⁹ Paragraph 2, Part 2, Schedule 2, Welsh Language Standards (Welsh Ministers, County and County Borough Councils, and National Park Authorities) Regulations 2015

Guidance as to the Form and Content of Language Schemes was passed by the UK Parliament on 19 July 1995). The guidance notes that organizations should have to specify the measures they intend to take when assessing the impact of new policies, strategies and initiatives and implementing them.

Conclusion 13: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for policy making standards to be specifically applicable to every relevant person within this standards report.

Operational standards

Section 30 of the Welsh language (Wales) Measure 2011 states that the meaning of operational standards is:

- a standard that is intended to promote or facilitate the use of the Welsh language
- (i) by A in carrying out A's relevant activities
 - (ii) by A and another person in dealings between them in connection with A's relevant activities, or
 - (iii) by a person other than A in carrying out activities for the purposes of, or in connection with, A's relevant activities.

The Welsh Language Commissioner recognizes that some elements attached to the operational standards are new to many of the relevant persons which are included within this standards report. Similarly, some examples were received where arrangements are not in place in order to ensure full compliance with the requirements at present. The Welsh Language Commissioner will consider this further when deciding on the content of a compliance notice given under section 44 of the Welsh Language (Wales) Measure 2011.

However, it should be noted that a number of the requirements are expected from a number of persons under current Welsh language schemes. These include specifying measures to ensure that workplaces which have contact with the public in Wales seek access to sufficient and appropriately skilled Welsh speakers; measures to identify those posts where the ability to speak Welsh is considered to be essential and those where it is considered to be desirable together with measures to assess the need for training and to provide it for employees.

To that end, and based on the evidence received, the Commissioner concludes that it is reasonable and proportionate for these persons to enable its staff to carry out their relevant activities through the medium of Welsh.

Regarding those elements that are not embedded in the Welsh language schemes of the organizations in question, the Welsh Language Commissioner has reached the conclusion that allowing adequate time for persons to achieve this new signature policy, in addition to including mitigating measures within a compliance notice, where appropriate, would be reasonable and proportionate.

Conclusion 14: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for operational standards in relation to the matters below to be specifically applicable to all relevant persons within this standards report:

- Standards relating to the use of the Welsh language within a body's internal administration.
- Standards in relation to complaints made by a member of a body's staff.

- Standards in relation to a body disciplining staff.
- Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet.
- Standards in relation to a body developing Welsh language skills through planning and training its workforce.
- Standards in relation to a body recruiting staff.
- Standards in relation to signs displayed in a body's workplace.
- Standard in relation to audio announcements and messages in a body's workplace.

Record keeping standards

As a result of carrying out this standards investigation, and based on the evidence received, the Welsh Language Commissioner concludes that the persons falling within the Public Bodies: General (2) report should keep records identifying how they adhere to the standards they are expected to comply with, as well as complaints. Welsh language schemes require the organizations in question to identify the actions required to publish information on the organization's performance against the statutory requirements. This was confirmed in the evidence received, with the majority of these persons, on the whole, noting that the record keeping standards were already current practice to a large degree.

Conclusion 15: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for record keeping standards to be specifically applicable to all relevant persons falling within this standards report.

Promotion standards

It was noted by 4 relevant persons within the Public Bodies: General (2) report, namely Natural Resources Wales, The Arts Council of Wales, the Welsh Books Council and the National Library of Wales, that they wish to consent to making promotion standards potentially applicable to them. Of these, all except The Arts Council of Wales noted that they considered it reasonable and proportionate to make these standards specifically applicable to them.

Conclusion 16: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for promotion standards to be potentially and specifically applicable to Natural Resources Wales, The Arts Council of Wales, the Welsh Books Council and the National Library of Wales. In relation to the Arts Council of Wales, the Commissioner will consider the propriety of setting these standards within a compliance notice when undergoing that process.

Standards which deal with supplementary matters

There are provisions in the Welsh Language (Wales) Measure 2011 regarding monitoring arrangements and reporting requirements for the standards system (Section 27 - Supplementary Provisions). Following the approval of the Welsh Language Standards Regulations (No.1) 2015⁴²⁰ in the National Assembly for Wales' Plenary Meeting, standards which deal with supplementary matters were specified under section 26 of the Measure.

The Commissioner notes that it is a requirement under Welsh language schemes to determine actions to be taken to publish information on the organization's performance against the statutory requirements.

⁴²⁰ <http://www.legislation.gov.uk/cy/wsi/2015/996/made/data.pdf>

The Welsh Government policy document 'Inspection, Audit and Regulation'⁴²¹, explains that the role of inspectors is to "investigate independently using professional expertise and legal powers". This is supplemented by the Crerar Report on inspection in Scotland which notes that the role of external inspectors is to provide independent assurance that services are being managed well and are fit for purpose. According to Crerar, the five main principles are public focus, independence, proportionality, transparency and accountability. Crerar's proposals are consistent with the principles of Hampton which note that inspection should take place on the basis of risk; that inspections should not be carried out for any reason and that regulators should be able to provide authoritative and accessible advice. There is also an acknowledgement that it is not possible for inspection bodies to oversee everything service providers do. That is, there is an increasing expectation upon service providers to have robust internal scrutiny and audit arrangements. In addition, self-assessment plays an increasingly important role in external audit arrangements.

Conclusion 17: As a result of carrying out this standards investigation, and in consideration of the above, the Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for standards which deal with supplementary matters to be specifically applicable to all relevant persons within this standards report.

⁴²¹ <http://gov.wales/docs/dpsp/publications/inspectionpolicystatement/090930inspstatementen.pdf>

Additional standards which should be made specifically applicable to the relevant persons within the Public Bodies: General (2) report

The following is noted in section 64 (3) Welsh Language Measure (Wales) 2011:

If –

- (a) the conclusions of the standards investigation are (in whole or in part) that standards should be specifically applicable to a person, and
- (b) any one or more or all of those standards have not been specified by the Welsh Ministers under section 26(1), the standards report must set out the standards that have not been specified.

The Welsh Language Commissioner concludes that additional standards to those published by the Welsh Government on 7 November 2014 should be specified. This view was reached after receiving evidence from the public and from the relevant persons as part of the standards investigation.

Activities: social media; self service machines

Since the standards investigation period came to an end a draft version of the Welsh Language Standards (No.1) Regulations (Wales) 2015 was placed before the Table Office on 3 March 2015. The National Assembly for Wales accepted these regulations at a Plenary Meeting on 24 March 2015. Service delivery standards in relation to a body's use of social media and in relation to self-service machines were included in addition to the range of activities subject to this standards investigation. These standards are 58, 59, and 60 from the Welsh Language Standards (No. 1) Regulations (Wales) 2015⁴²².

Conclusion 18: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to all relevant persons within this standards report, should Welsh Ministers be of the opinion that the following activities are ones which the persons in question could be undertaking at present, or in the future:

- a body's use of social media
- self-service machines.

⁴²² <http://www.legislation.gov.uk/cy/wsi/2015/996/made/data.pdf>

8 The next steps

In preparing this standards report, the Welsh Language Commissioner has considered all the responses submitted to the standards investigation. This report will be submitted to the following in accordance with section 64(4) of the Welsh Language (Wales) Measure 2011:

- all relevant persons
- Welsh Language Commissioner's Advisory Panel
- all persons who participated in the Commissioner's consultation in accordance with section 63
- Welsh Ministers.

Alongside the standards investigations of the Welsh Language Commissioner, Welsh Ministers are expected to carry out regulatory impact assessments in respect of relevant secondary legislation they intend to create, using their own secondary legislation powers.

The Government of Wales Act 2006 notes that a regulatory impact assessment is as follows:

'A regulatory impact assessment is an assessment as to the likely costs and benefits of complying with relevant Welsh subordinate legislation'.⁴²³

In this respect, a regulatory impact assessment may be considered:

- a process to help Welsh Ministers to consider the effect of the proposed regulation on the interests of individuals, groups, organizations etc.
- a means of enabling Welsh Ministers to weigh up the costs and benefits of all the options available to them before implementing a policy;
- a means of submitting the relevant evidence on the positive and negative effects of such interventions for the purposes of scrutinizing that evidence.⁴²⁴

Welsh Ministers will be expected to consider the evidence they collected for the purposes of the regulatory impact assessment, alongside the Welsh Language Commissioner's conclusions in a standards report in deciding whether or not to exercise the powers granted to them under Part 4 of the Welsh Language (Wales) Measure 2011.

The Rt Hon. Carwyn Jones AM, First Minister of Wales confirmed in a statement on 24 March 2015 that it is currently foreseen that the process of introducing regulations for all relevant persons noted within this report will begin by the end of 2015, with a debate and vote on approval of regulations at a Plenary Meeting of the National Assembly for Wales.

⁴²³ Section 76 (2) (a) The Government of Wales Act 2006.

⁴²⁴ <http://gov.wales/docs/legislation/guidance/091020riacodeen.doc>

Appendix A – General comments received from members of the public in relation to round 2 of the standards investigations

The responses received were generally supportive of the concept of specifying standards, to ensure that Welsh speakers have clear rights in relation to the Welsh language services provided by all organizations in round 2.

The public once again expressed considerable desire to ensure that the specified standards are clear, robust and coherent for ordinary people. It was added that the rights of Welsh speakers will only be secured in this way.

Outlined below are the main themes of the responses received in favour of making the standards specifically applicable:

- The need to ensure that the standards specified fully reflect the recommendations of the Welsh Language Commissioner's Health Inquiry.
- The need to ensure that the standards ensure Welsh language services provision by default, ensuring that the concept of active offer is consistent across the board.
- Ensure that the process of awarding or dealing with tenders or contracts does not disregard the need to specify Welsh language conditions on the grants/contracts awarded by organizations included in round 2.
- The need to ensure that standards in relation to a face-to-face service goes beyond the main reception areas and personal meetings arranged in advance.
- The need to ensure clarity that the definition of personal meetings includes all face-to-face meetings.
- The need to specify a standard which sets clear requirements on organizations' recruitment policies.

Some responses were received from members of the public, expressing general objection to language duties.

Outlined below are the main themes of the responses received against making the standards specifically applicable:

- The need to consider the current economic climate, and how public money is spent on the Welsh language.
- Prioritising other policy areas over the Welsh language.
- The relevance of the Welsh language in Wales.
- Disagreement with the requirement that Welsh should appear or be published first.

Service delivery standards

Comments were received from members of the public calling for the need to ensure that specific standards are specified for health bodies which reflect the findings of the Welsh Language Commissioner's report 'My Language, My Health: the Welsh Language Commissioner's Inquiry into the Welsh Language in Primary Care'. Statements added that standards relating to national GP and primary care provider contracts should be specified.

Comments were received that noted that there were inadvertent weaknesses, in their view, in the draft regulations, because the standards in relation to receiving a Welsh language

service face-to-face did not go beyond personal meetings organised beforehand and services in the main reception areas. Similarly, it was noted that it is essential for regulations concerning health bodies to specify standards for personal meetings which involve appointments, consultations and all other face-to-face contact.

The importance of personal meetings in health, education and justice was emphasised, and comments drew attention to the fact that they were not of the opinion that the draft regulations would secure a face-to-face Welsh language provision beyond personal meetings and in reception areas. It was added that the definition should be extended to other various contexts.

A number of responses were received which supported the standards relating to meetings that aren't open to the general public, bearing in mind that a number of organizations in the justice sector are included in round 2. Although the standards referred to personal interest or wellbeing, some were concerned that it was not entirely clear whether that would include a person's right to be interviewed in Welsh in the aforementioned context.

In the context of signs, some respondents were of the view that electronic signs and audio exhibitions in places such as museums should be encompassed within the definition of this activity. Similarly, it was noted that surtitles and subtitles in plays and performances should also fall under the definition of signs, with a view to placing standards on persons such as National Theatre Wales and Welsh National Opera.

In relation to the standards relating to courses, many respondents emphasised the importance of professional training in health as well as other sectors, and the need to specify standards that would guarantee Welsh medium professional development courses. Also, concern was expressed regarding the clarity of the definition of courses, with a risk that courses that are open to the public could be seen only as those for members of the bodies or that are managed by the bodies. One respondent highlighted the importance of these standards in relation to the WCVA.

In responding to the standards in relation to awarding grants, many individuals referred to the importance of specifying standards that would ensure that Welsh language conditions are specified for the grants allocated by the organizations in round 2. Emphasis was placed on bodies such as Sport Wales, Arts Council and Big Lottery Fund, noting that they were organizations where the awarding of grants is crucial in terms of increasing the use and provision of the Welsh language.

To that same end, some respondents said that an additional standard should be specified in relation to awarding contracts, with a view to ensuring that independent production companies who are responsible for supplying services on behalf of S4C also fall under the duty to move towards internal use of Welsh as part of their contracted activities with the channel.

A number of members of the public expressed concern that a standard hadn't been specified in the draft regulations for public appointments. It was added that the former Local Government Minister had said that standards would relate to public appointments in order to set thresholds for the number of Welsh speakers.

In considering the standards in relation to official notices, many respondents noted that it should be ensured that those standards are made specifically applicable to every organization included in this round. One respondent noted that prescriptions should be encompassed within the definition of this activity. However, some comments were

received which questioned the propriety of issuing notices on specialist subjects in both languages, going on to question the need to publish an official notice at all in those cases.

One respondent noted that the standards in relation to education corporations (further and higher) should require them to commit to a Welsh medium of bilingual educational provision, using their own resources, as well as the resources received via external streams. It was added that the bodies in question should also stimulate student demand, as well as respond to it. The 'Welsh Language Regulations 2015'⁴²⁵ state:

For the purposes of standards 84, 85 and 86 (courses), an “education course” means any seminar, training, workshop or similar provision which is provided in order to educate members of the public or to improve the skills of members of the public; but does not include activities or courses provided as part of the curriculum in accordance with any enactment.

Welsh Ministers should ensure clarity regarding the above when specifying standards, and make them specifically applicable in regulations to higher and further education corporations.

Policy making standards

One respondent referred to the importance of imposing the above standards on each body in round 2, bearing in mind that their policies form the basis of all their activities. Another respondent referred specifically to organizations such as Police and Crime Commissioners, Sport Wales, the Millennium Centre and the Commission for Human Rights, noting that they should give more consideration to the Welsh language in making policy decisions.

To the same end, one respondent referred to the importance of making the policy making standards specifically applicable to the Commissioners identified in round 2, saying that they had a number of reports which do not mention the Welsh language at all, in areas where language rights are constantly ignored.

Specific comments were received in relation to Ofcom, noting that they had a crucial role in awarding radio and TV licences. With that in mind, the respondents in question believed that a standard should be set making licences subject to language conditions under the policy making standards or the contract awarding standards.

Based on evidence received from the public, references were made to a number of profession regulators in round 2, noting that action should be taken to ensure that standards were set for them leading to better workforce planning for a bilingual Wales.

One respondent expressed concern regarding the limited effectiveness of the proposed policy making standards. It was added that not many policies exist on a local level only, and that they should be part of a wider context, often on a national level.

Operational standards

One respondent emphasised the important role played by organizations such as National Museum Wales, Wales Millennium Centre, S4C, Natural Resources Wales, National Library of Wales and the Welsh Books Council in terms of contributing to the Welsh language as a workplace language. They noted that the organizations in question, amongst others, should work towards undertaking their internal administration in Welsh. As a result, they were of the opinion that operational standards should be specified in

⁴²⁵ Paragraph 37, Part 3, Schedule 1, Welsh Language Standards (Welsh Ministers, County and County Borough Councils, and National Park Authorities) Regulations 2015

addition to those in the draft regulations, that would allow organizations to work towards that goal.

Similarly, many were of the opinion that higher tier standards should be specified in relation to recruitment, requiring those organizations that conduct their internal administration in Welsh to recruit Welsh speaking staff only.

A number of responses were received from the public asking for standards which would place duties on universities to provide opportunities for students in Welsh (and for non-Welsh speakers to become fluent), as well as a standard which would ensure that they had a duty to train the future workforce.

In their comments on the Local Democracy and Boundary Commission for Wales, one respondent said that a standard should be specified which would ensure that a proportion of those appointed to the Commission can speak Welsh, in order to reflect what was expressed during the revision of that legislation. A number of comments were received which highlighted the importance of specifying such a standard across the organizations in question, in order to ensure that organizations can operate and comply with the requirements in full. Similarly, one respondent noted that it should be ensured that a standard is specified to impose a duty on organizations to offer intensive Welsh learning programmes.

Some comments were received, expressing the view that organizational offices outside Wales should be exempt from operational standards.

Record keeping standards

Many responses were received which were of the firm opinion that organizations should have to keep records, to ensure public accountability and transparency in relation to compliance with the requirements.

However, some respondents emphasised that the record keeping duty should be proportional, and improving the range and quality of their Welsh medium services would be a better investment for organizations. It was added that it was the Welsh Language Commissioner's responsibility to determine that appropriate balance.

Students' unions of higher and further education corporations

In responding to the standards investigation carried out in relation to higher and further education corporations, many comments were received which noted the need to make the standards potentially applicable and specifically applicable to the students' unions. One respondent emphasised the essential part of the students' union in providing services to the students along with the corporations in question, and referred specifically to the support and academic representation as well as protecting the welfare and interests of the students.

The respondent in question referred to the direct and far-reaching influence the unions have on student experience, together with the fact that they receive substantial amounts of money from the corporations in question. It was also added that the current Welsh language scheme of one corporation acknowledges the relationship between it and the union, and the responsibility it has in this respect.

Many examples were submitted of students' unions operating bilingually during the past academic year. However, bearing in mind the requirements associated with the draft regulations, one respondent emphasised that it was fragmented, and often following

pressure from students. With this in view, concern was expressed regarding the lack of strategic and central planning for developing the Welsh language within students' unions, leading to the unions treating the Welsh language less favourably than the English.

In this respect, the respondent was of the opinion that Welsh Ministers should ensure that specific standards are specified and made specifically applicable to education corporations, to acknowledge the all important relationship with the unions, together with the range of services provided by them to students on behalf of the corporations in question. The respondent went on to note that he was of the opinion that not specifying these types of standards would mean that the linguistic rights of students in Wales will not be protected, and from the viewpoint of those students, any attempt to set out standards on a corporate level would be in vain.

Appendix B – List of respondents to the standards investigation

Below is a list of the relevant person(s) in respect of which a standards investigation was carried out, the Advisory Panel and the members of the public who were willing for us to publish their comments.

Relevant persons

- National Museum Wales
- Wales Millennium Centre
- National Heritage Memorial Fund
- Student Loans Company Limited
- Natural Resources Wales
- Finance Wales
- The Arts Council of Wales
- Sport Wales
- Wales Council for Voluntary Action
- The Welsh Books Council
- The National Botanic Garden of Wales
- The National Library of Wales
- Welsh National Opera Limited
- S4C
- National Theatre Wales
- Theatr Genedlaethol Cymru
- The British Broadcasting Corporation (BBC)
- The Big Lottery Fund
- The Office of Communications (OFCOM)

Members of the public

- Alun Jones
- Alun Ceri Jones
- Eifion Jones
- Elin Walker Jones
- Eiliw Alwyn
- Selwyn Lloyd-Jones
- Hywel Wyn Jones
- John Arwel Griffiths
- Lloyd Evans
- Anthony Barry
- Sharon Roberts
- Sion Jobbins
- Owen Saer
- Einir Sion
- Sian Gwenllian
- Lisbeth McLean
- Amanda Evans
- Rhys Glyn
- Anthony Barnard
- Anthony Caradog Evans
- Tim Jones
- Yasmin Morris
- Llinos Jones

- Aled Jones
- Dewi Snelson
- Emrys Wynne
- Curon Wyn Davies
- Bethan Harvey
- Mair Edwards
- Kathryn
- Helen Thomas
- Geraint Brython Edwards
- Rhodri Williams
- Ruth Evans
- Penri Williams
- Huw Jones
- Emyr Tomos
- Bethan Williams
- Llyr ap Gruffydd
- Robin Farrar
- Robert Jones
- Iago ap Steffan
- Sophie Hughes
- Huw Alun Roberts
- Chris Andrew
- Heledd Gwyndaf
- John Wynn Jones
- Manon James
- Gill Stephen
- Gwyn Williams
- Daron Pierce
- Sian Wyn Jones
- Emma Lloyd
- Neville Evans
- Diane Jones
- Jane Aaron
- Emyr Puw
- Harri Bryn Jones
- Liz Saville Roberts
- Craig ab Iago
- Rhian Davies
- Gwyn Sion Ifan
- Anna Williams
- Dyfan Jones
- Dai Hawkins
- Trefor Jones-Morris
- Dilwyn Morgan
- Rev. Emyr Wyn Thomas
- Bryn Davies
- Dr Ceridwen Lloyd Morgan
- Howard Thomas
- Connor
- Lydia Jones
- Rhodri Jones
- Bob Gaffey
- Angharad

- Ruth Williams
- Nic Daniels
- Jeffrey Jones
- Pablo Dubois
- Gareth Wood
- Llinos Roberts
- Bethan Jones
- Sian Mererid Jones
- Duncan Brown
- B Griffiths
- Awen M G Schiavone
- Osian Wyn Owen
- Robin Owain
- Judith Griffith
- Richard John Griffith
- Clive James
- Sion Williams
- Mathew Rees
- Thomas John Davies
- Ben Screen
- Mari Williams
- Enfys Jones
- Thomas Shaw
- Dafydd Thomas
- Angharad Brown
- John Jones
- Iago Sion
- Dafydd Williams
- Ieuan Parry
- Huw Thomas
- William Schleising
- Huw Roberts

Organizations/Movements

- Cymdeithas yr Iaith Gymraeg
- Dyfodol i'r Iaith
- Mentrau Iaith Cymru
- Welsh Language Officer, Cardiff University Students Union and the Welsh Society Committee, Cardiff University
- Coleg Cymraeg Cenedlaethol

Welsh Language Commissioner's Advisory Panel

- Dr Ian Rees
- Gareth Jones
- Professor Gwynedd Parry
- Bethan Jones Parry
- Carl Cooper