



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

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

Hywel Dda Community Health Council – Issue Date: 30/11/2018

| Standard Number | Class of Standard          | Standard  | Imposition Day |
|-----------------|----------------------------|---|----------------|
| 1               | Service Delivery standards | <p>If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.</p> <p><b>You must comply with standard 1 in every circumstance, except:</b></p> <ul style="list-style-type: none"><li>○ <b>when you receive correspondence from a person acting in a capacity of representing:</b><ul style="list-style-type: none"><li>• <b>a Community Health Council;</b></li><li>• <b>the Board of Community Health Councils in Wales; or</b></li><li>• <b>Powys Teaching Health Board as the person who hosts you.</b></li></ul></li></ul> | 30/05/2019     |
| 2               | Service Delivery standards | <p>When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must-</p> <p>(a) keep a record of A's wish,<br/>(b) correspond with A in Welsh when corresponding with A from then</p>   | 30/05/2019     |

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|   |                            | onwards, and<br>(c) send any forms that A is to complete from then onwards in Welsh.   |            |
| 3 | Service Delivery standards | When you send correspondence addressed to one or more individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if-<br>(a) all individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to all of those individuals;<br>(b) one (but not all) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to all of those individuals. | 30/05/2019 |
| 4 | Service Delivery standards | When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.<br><br><b>You must comply with standard 4 in every circumstance, except:</b> <ul style="list-style-type: none"> <li>○ when you send the same correspondence to several persons, and all of those persons have informed you that they do not wish to receive correspondence in Welsh; or</li> <li>○ when you send the same correspondence to several persons, and all of those persons are acting in a capacity of representing: <ul style="list-style-type: none"> <li>• a Community Health Council;</li> </ul> </li> </ul>  | 30/05/2019 |

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|   |                            | <ul style="list-style-type: none"> <li>• the Board of Community Health Councils in Wales; or</li> <li>• Powys Teaching Health Board as the person who hosts you.</li> </ul>   |            |
| 5 | Service Delivery standards | <p>If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.</p> <p><b>You must comply with standard 5 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ when you correspond with a person who is acting in a capacity of representing: <ul style="list-style-type: none"> <li>• a Community Health Council;</li> <li>• the Board of Community Health Councils in Wales; or</li> <li>• Powys Teaching Health Board as the person who hosts you.</li> </ul> </li> </ul> | 30/05/2019 |
| 6 | Service Delivery standards | <p>If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).</p>  | 30/05/2019 |
| 7 | Service Delivery standards | <p>You must state -</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond with you,</p> <p>that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in</p>  | 30/05/2019 |

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|    |                            | <p>Welsh will not lead to delay.</p> <p><b>You must comply with standard 7 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>in correspondence, and publications and notices to persons who are acting in a capacity of representing:</b> <ul style="list-style-type: none"> <li>• <b>a Community Health Council;</b></li> <li>• <b>the Board of Community Health Councils in Wales; or</b></li> <li>• <b>Powys Teaching Health Board as the person who hosts you.</b></li> </ul> </li> </ul> |            |
| 8  | Service Delivery standards | When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.  | 31/10/2021 |
| 9  | Service Delivery standards | When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.   | 31/10/2021 |
| 10 | Service Delivery standards | When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as—<br>(a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and<br>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.   | 31/10/2021 |
| 11 | Service Delivery standards | When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.   | 31/10/2021 |

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| 12 | Service Delivery standards | If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.   | 31/10/2021 |
| 13 | Service Delivery standards | When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.   | 31/10/2021 |
| 14 | Service Delivery standards | If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.   | 31/03/2021 |
| 15 | Service Delivery standards | Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.   | 31/10/2021 |
| 16 | Service Delivery standards | When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.  | 31/10/2021 |
| 17 | Service Delivery standards | If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as—<br>(a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and<br>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter. | 31/10/2021 |
| 18 | Service Delivery           | When a person contacts you on a direct line number (whether on a  | 31/10/2021 |

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|    | standards                  | department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.  |            |
| 19 | Service Delivery standards | When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.   | 30/05/2019 |
| 20 | Service Delivery standards | Any automated telephone systems that you have must provide the complete automated service in Welsh.   | 30/05/2019 |
| 21 | Service Delivery standards | <p>If you invite one person only ("P") to a meeting—</p> <p>(a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and</p> <p>(b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p><b>You must comply with standard 21 in every circumstance except:</b></p> <ul style="list-style-type: none"> <li>○ <b>when you invite a person to a meeting who is acting in a capacity of representing:</b> <ul style="list-style-type: none"> <li>• <b>a Community Health Council;</b></li> <li>• <b>the Board of Community Health Councils in Wales; or</b></li> <li>• <b>Powys Teaching Health Board as the person who</b></li> </ul> </li> </ul> | 30/05/2019 |

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|     |                            | <p>hosts you; or</p> <ul style="list-style-type: none"> <li>○ when you invite a person to a meeting as part of a spot check visit: <ul style="list-style-type: none"> <li>• when that meeting is arranged on the day of the visit; and</li> <li>• where it is not possible to conduct the meeting in Welsh without a translation service.</li> </ul> </li> </ul>   |            |
| 22  | Service Delivery standards | <p>If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p><b>You must comply with standard 22 in every circumstance except:</b></p> <ul style="list-style-type: none"> <li>○ when you invite persons to a meeting who are acting in a capacity of representing: <ul style="list-style-type: none"> <li>• a Community Health Council;</li> <li>• the Board of Community Health Councils in Wales; or</li> <li>• Powys Teaching Health Board as the person who hosts you; or</li> </ul> </li> <li>○ when you invite more than one person to a meeting as part of a spot check visit: <ul style="list-style-type: none"> <li>• when that meeting is arranged on the day of the visit; and</li> <li>• where it is not possible to conduct the meeting in Welsh without a translation service.</li> </ul> </li> </ul> | 30/05/2019 |
| 22A | Service Delivery standards | <p>If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from</p>  | 30/05/2019 |

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|      |                            | <p>Welsh to English to be available at the meeting.</p> <p><b>You must comply with standard 22A in every circumstance except:</b></p> <ul style="list-style-type: none"> <li>○ when you invite persons to a meeting who are acting in a capacity of representing: <ul style="list-style-type: none"> <li>• a Community Health Council;</li> <li>• the Board of Community Health Councils in Wales; or</li> <li>• Powys Teaching Health Board as the person who hosts you; or</li> </ul> </li> <li>○ when you invite more than one person to a meeting as part of a spot check visit: <ul style="list-style-type: none"> <li>• when that meeting is arranged on the day of the visit; and</li> <li>• where it is not possible to conduct the meeting in Welsh without a translation service.</li> </ul> </li> </ul> |            |
| 22CH | Service Delivery standards | <p>If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p><b>You must comply with standard 22CH in every circumstance except:</b></p> <ul style="list-style-type: none"> <li>○ when you invite persons to a meeting who are acting in a capacity of representing: <ul style="list-style-type: none"> <li>• a Community Health Council;</li> <li>• the Board of Community Health Councils in Wales; or</li> </ul> </li> </ul>  | 30/05/2019 |



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|    |                            | <ul style="list-style-type: none"> <li>• <b>Powys Teaching Health Board as the person who hosts you; or</b></li> <li>○ <b>when you invite more than one person to a meeting as part of a spot check visit:</b> <ul style="list-style-type: none"> <li>• <b>when that meeting is arranged on the day of the visit; and</b></li> <li>• <b>where it is not possible to conduct the meeting in Welsh without a translation service.</b></li> </ul> </li> </ul>   |            |
| 26 | Service Delivery standards | If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.  | 30/05/2019 |
| 27 | Service Delivery standards | When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh.  | 30/05/2019 |
| 28 | Service Delivery standards | If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must—<br>(a) ask each person invited to speak whether he or she wishes to use the Welsh language, and<br>(b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service). | 30/05/2019 |
| 29 | Service Delivery standards | If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting,   | 30/05/2019 |

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|    |                            | <p>and you must orally inform those present in Welsh—</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p> <p><b>You must comply with standard 29 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>where an invitation or material advertising a meeting has asked the public to inform you whether they wish to use the Welsh language, and none of them have informed you that they wish to use the Welsh language at the meeting.</b></li> </ul> |            |
| 30 | Service Delivery standards | If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.  | 30/05/2019 |
| 31 | Service Delivery standards | If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).   | 30/05/2019 |
| 32 | Service Delivery standards | <p>If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event).</p> <p><b>You must comply with standard 32 in every circumstance except in relation to face to face services offered at the event.</b></p>                                 | 30/05/2019 |

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

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|    |                            | <p>not);</p> <p>(b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and</p> <p>(c) ensure that the English language version clearly states that the document or form is also available in Welsh.</p> |            |
| 39 | Service Delivery standards | <p>You must ensure that—</p> <p>(a) the text of each page of your website is available in Welsh,</p> <p>(b) every Welsh language page on your website is fully functional, and</p> <p>(c) the Welsh language is not treated less favourably than the English language on your website.</p>  | 30/05/2019 |
| 42 | Service Delivery standards | <p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.</p>  | 30/05/2019 |
| 43 | Service Delivery standards | <p>You must provide the interface and menus on every page of your website in Welsh.</p>   | 30/05/2019 |
| 44 | Service Delivery standards | <p>All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.</p>   | 30/05/2019 |
| 45 | Service Delivery standards | <p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p><b>You must comply with standard 45 in the following</b></p>   | 30/05/2019 |

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|    |                            | <p><b>circumstances:</b></p> <ul style="list-style-type: none"> <li>○ <b>when using social media on your corporate and departmental accounts.</b></li> </ul>  |            |
| 46 | Service Delivery standards | If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).  | 30/05/2019 |
| 47 | Service Delivery standards | When you—<br>(a) erect a new sign or renew a sign (including temporary signs); or<br>(b) publish or display a notice;<br>any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. | 30/05/2019 |
| 48 | Service Delivery standards | When you—<br>(a) erect a new sign or renew a sign (including temporary signs); or<br>(b) publish or display a notice;<br>which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.  | 30/05/2019 |
| 49 | Service Delivery standards | You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.   | 30/05/2019 |
| 57 | Service Delivery standards | Any invitations to tender for a contract that you publish must be published in Welsh if the subject matter of the contract suggests that it should be produced in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.  | 30/05/2019 |
| 58 | Service Delivery           | When you publish invitations to tender for a contract, you must—  | 30/05/2019 |

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|    | standards                  | (a) state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and<br>(b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions). |            |
| 59 | Service Delivery standards | When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.   | 30/05/2019 |
| 60 | Service Delivery standards | You must promote any Welsh language service that you provide, and advertise that service in Welsh.   | 30/05/2019 |
| 61 | Service Delivery standards | If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.   | 30/05/2019 |
| 62 | Service Delivery standards | When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.   | 30/05/2019 |
| 63 | Service Delivery standards | If you offer an education course to one or more individuals, you must—<br>(a) undertake an assessment of the need for that course to be offered in Welsh;<br>(b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh.  | 30/05/2019 |
| 69 | Policy Making standards    | When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on—<br>(a) opportunities for persons to use the Welsh language, and  | 30/05/2019 |

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|    |                         | (b) treating the Welsh language no less favourably than the English language.   |            |
| 70 | Policy Making standards | When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on—<br>(a) opportunities for persons to use the Welsh language, and<br>(b) treating the Welsh language no less favourably than the English language.                         | 30/05/2019 |
| 71 | Policy Making standards | When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on—<br>(a) opportunities for persons to use the Welsh language, and<br>(b) treating the Welsh language no less favourably than the English language. | 30/05/2019 |
| 72 | Policy Making standards | When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—<br>(a) opportunities for persons to use the Welsh language, and<br>(b) treating the Welsh language no less favourably than the English language.  | 30/05/2019 |
| 73 | Policy Making standards | When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on—   | 30/05/2019 |

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|    |                         | (a) opportunities for persons to use the Welsh language, and<br>(b) treating the Welsh language no less favourably than the English language  |            |
| 74 | Policy Making standards | When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on—<br>(a) opportunities for persons to use the Welsh language, and<br>(b) treating the Welsh language no less favourably than the English language.            | 30/05/2019 |
| 75 | Policy Making standards | When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on—<br>(a) opportunities for persons to use the Welsh language, and<br>(b) treating the Welsh language no less favourably than the English language.   | 30/05/2019 |
| 76 | Policy Making standards | When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on—<br>(a) opportunities for persons to use the Welsh language, and<br>(b) treating the Welsh language no less favourably than the English language. | 30/05/2019 |
| 77 | Policy Making standards | When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the  | 30/05/2019 |



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|    |                       | <p>research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p>  |            |
| 79 | Operational standards | <p>You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.</p> <p><b>You must comply with standard 79 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ publishing the policy on your intranet.</li> </ul>  | 30/05/2019 |
| 82 | Operational standards | <p>If you publish any of the following, you must publish it in Welsh -</p> <p>(a) a policy relating to behaviour in the workplace;</p> <p>(b) a policy relating to health and well-being at work;</p> <p>(c) a policy relating to salaries or workplace benefits;</p> <p>(ch) a policy relating to performance management;</p> <p>(d) a policy relating to absence from work;</p> <p>(dd) a policy relating to working conditions;</p> <p>(e) a policy relating to work patterns.</p> | 30/05/2019 |
| 83 | Operational standards | <p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <p>(a) make a complaint to you in Welsh, and</p> <p>(b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.</p>   | 30/05/2019 |
| 84 | Operational standards | <p>If you receive a complaint from a member of staff or a complaint</p>   | 30/05/2019 |

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|    |                       | <p>about a member of staff, and a meeting is required with that member of staff, you must -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</p> <p>(b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.</p> |            |
| 85 | Operational standards | <p>When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A -</p> <p>(a) made the complaint in Welsh,</p> <p>(b) responded in Welsh to a complaint about A,</p> <p>(c) asked for a meeting about the complaint to be conducted in Welsh, or</p> <p>(ch) asked to use the Welsh language at a meeting about the complaint.</p>                       | 30/05/2019 |
| 86 | Operational standards | <p>You must -</p> <p>(a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and</p> <p>(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.</p>  | 30/05/2019 |
| 87 | Operational standards | <p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</p>  | 30/05/2019 |

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|    |                       | (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English.   |            |
| 88 | Operational standards | When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A -<br>(a) responded to allegations made against A in Welsh,<br>(b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or<br>(c) asked to use the Welsh language at a meeting regarding the disciplinary procedure. | 30/05/2019 |
| 89 | Operational standards | You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).   | 30/05/2019 |
| 97 | Operational standards | You must provide opportunities for training in Welsh in the following areas, if you provide such training in English -<br>(a) recruitment and interviewing;<br>(b) performance management;<br>(c) complaints and disciplinary procedures;<br>(ch) induction;<br>(d) dealing with the public; and<br>(dd) health and safety.   | 30/05/2019 |
| 98 | Operational standards | You must provide opportunities for training in Welsh on using Welsh effectively in -<br>(a) meetings;<br>(b) interviews; and<br>(c) complaints and disciplinary procedures.   | 30/11/2019 |

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| 104 | Operational standards | <p>You must provide -</p> <p>(a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and</p> <p>(b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages.</p> <p><b>You must comply with standard 104, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>Part (b) - providing Welsh language wording for your employees' contact details and to inform others that they are unavailable to respond to e-mail messages.</b></li> </ul> | 30/05/2019 |
| 105 | Operational standards | <p>You must -</p> <p>(a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and</p> <p>(b) promote the wearing of the badge to members of staff.</p>   | 30/05/2019 |
| 111 | Operational standards | <p>When you -</p> <p>(a) erect a new sign or renew a sign in your workplace (including temporary signs),or</p> <p>(b) publish or display a notice in your workplace;</p> <p>any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p>  | 30/05/2019 |
| 112 | Operational standards | When you -  | 30/05/2019 |

|     |   |  |            |
|-----|---|--|------------|
|     |   | (a) erect a new sign or renew a sign in your workplace (including temporary signs); or<br>(b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.   |            |
| 113 | Operational standards                           | You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.  | 30/05/2019 |
| 115 | Record keeping standards                        | You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.  | 30/05/2019 |
| 118 | Standards which deal with Supplementary Matters | You must ensure that a document which records the standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available on your website.  | 30/05/2019 |
| 119 | Standards which deal with Supplementary Matters | You must—<br>(a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the standards with which you are under a duty to comply, and<br>(b) publish a document that records that procedure on your website.   | 30/05/2019 |
| 120 | Standards which deal with Supplementary Matters | (1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year.<br>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)— | 30/05/2019 |

|     |   |  |            |
|-----|---|--|------------|
|     |   | <p>(a) the number of complaints that you received during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115);</p> <p>(b) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 116);</p> <p>(c) the number (on the basis of the records you kept in accordance with standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <p>(i) Welsh language skills were essential;</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post;</p> <p>(iii) Welsh language skills were desirable; or</p> <p>(iv) Welsh language skills were not necessary.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must ensure that a current copy of your annual report is available on your website.</p> |            |
| 121 | Standards which deal with Supplementary Matters | You must provide the Welsh Language Commissioner (if requested by the Commissioner) with any information which relates to your compliance with the service delivery standards, the policy making standards or the operational standards with which you are under a duty to comply.   | 30/05/2019 |

Meri Huws

**Meri Huws**  
Welsh Language Commissioner

Date: 30/11/2018 (varied on 17/08/2021)