

Relevant person	Investigation	Date decision notice was given	Commissioner's findings and determinations
<p><u>Pembrokeshire County Council</u></p>	<p><b>CS1392</b> A complaint was received from a member of the public regarding the Council's failure to ensure consistency between the content of the Welsh pages and the text on the English pages on the Council's website.</p>	<p>03/06/2026</p>	<p><b>Commissioner's Findings</b>  The relevant requirement in question is standard 52.</p> <p>Having considered the information received from the complainant and the organisation, we believe that Pembrokeshire County Council has failed to comply with standard 52. The basis of the decision is that the Council</p> <ul style="list-style-type: none"> <li>i) has failed to ensure that information and a link to petitions are available in Welsh and therefore the Welsh language is treated less favourably than the English language; and</li> <li>ii) At the time of the complainant's search, the 'meetings and minutes' page of the website was not available in Welsh.</li> </ul> <p>Standard 52 – Failure</p> <p><b>Further Action</b>  <u>Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011</u></p> <p>1. Pembrokeshire County Council must review its arrangements and procedures and the way in which it checks and proof-reads websites, to ensure accuracy and consistency in both the Welsh and English versions of its website</p>

Hywel Dda  
University  
Health Board

**CS1385** Information regarding job vacancies was not available in Welsh on the website when the complainant submitted the complaint. In addition, titles of downloadable documents appear in English only on pages advertising job vacancies.

15/05/2026

2. Pembrokeshire County Council must produce practical advice explaining to staff involved with web pages how to plan, check and proof-read text to ensure compliance with the requirements of standard 52.

Timetable: Within 3 months of issuing the final determination.

### **Commissioner's Findings**

Standard 39 requires that the text on each page of the Health Board's website is available in Welsh, and that the Welsh language should be treated no less favourably than the English language on the website. In this case, information regarding job vacancies was not available in Welsh on the website when the complainant submitted the complaint. In addition, titles of downloadable documents appear in English only on pages advertising job vacancies. This is a failure to comply with standard 39.

Standard 107A requires that job descriptions issued by the Health Board are available in Welsh. In this case, the Health Board does not issue all job descriptions in Welsh. This is a failure to comply with standard 107A.

Standard 39 – Failure  
Standard 107A – Failure

### **Further Action**

Requirement to take action in accordance with section 77 of the Welsh Language (Wales) Measure 2011

1. The Health Board must check all Welsh pages advertising job vacancies to ensure that the document titles in the 'Documents available to download' section are in Welsh.

2. The Health Board must remind staff responsible for uploading these documents to the website of the requirement to ensure that the titles appear in Welsh.

Timescale: Within 3 months from the date of publication of the final determination.

Requirement to prepare an action plan in accordance with section 77 of the Welsh Language (Wales) Measure 2011

The Health Board must develop an action plan for the purpose of ensuring full compliance with standard 107A when issuing job descriptions.

The plan should include the following information:

- A description of the actions to be taken to ensure that job descriptions are issued in Welsh in future. This may include:
  - Ensuring that current job descriptions are checked to determine how many need to be translated.
  - Ensuring that the relevant team has the necessary resources to issue all job descriptions in Welsh.

- Ensuring that relevant staff are aware of the requirement under the Standard to issue job descriptions in Welsh.
- Details of who will be responsible for carrying out the actions;
- A schedule for completing the actions, with each being completed within 12 months of the action plan approval date.
- You must report on progress in implementing the action plan 6 months after the action plan approval date.
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Timescale: You must develop a first draft action plan to be shared with the Commissioner within 3 months of the date of publication of the final report.