

## AGENDA ITEM 11

### RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

#### CABINET

24<sup>th</sup> NOVEMBER 2015

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

**REPORT OF THE DIRECTOR OF EDUCATION & LIFELONG LEARNING IN DISCUSSION WITH CABINET MEMBER FOR CHILDREN'S SOCIAL SERVICES, EQUALITIES & THE WELSH LANGUAGE, COUNCILLOR G HOPKINS.**

**AUTHOR(s):** Wendy Edwards, Head of Community Learning  
Steffan Gealy, Head of Welsh Language Services Unit

#### **1. PURPOSE OF THE REPORT**

The purpose of the report is to:

- 1.1 Provide Cabinet with an outline of the content of the Compliance Notice issued by the Welsh Language Commissioner on 30th September 2015;
- 1.2 Provide Cabinet with information regarding the potential impact of the Compliance Notice;
- 1.3 Gain approval for the Council to exercise appropriate actions in response to the requirements of the Compliance Notice.

#### **2. RECOMMENDATIONS**

It is recommended that the Cabinet:

- 2.1 Note the content of this report and the Compliance Notice (Appendix1)
- 2.2 Authorise the Chief Executive to implement the service standards set out in the Compliance Notice in accordance with the set timescales.
- 2.3 Authorise the Welsh Language Cabinet Steering Group in discussion with the Welsh Local Government Association to challenge the Welsh

Language Commissioner on any standards that are considered to be to be unreasonable or disproportionate as defined by the standard of reasonableness and proportionality in administrative law.

- 2.4 Request that regular reports are provided to the Welsh Language Cabinet Steering Group to allow Members to monitor and challenge the implementation of the service standards

### **3 REASONS FOR RECOMMENDATIONS**

To implement the service standards set out in the Compliance Notice in accordance with the set timescales and to allow the Welsh Language Cabinet Steering Group to challenge those standards which are considered to be unreasonable or disproportionate.

### **4. BACKGROUND**

- 4.1 The Welsh Language (Wales) Measure 2011 creates a system for setting duties on organizations in the form of Welsh Language Standards. The standards place duties in relation to delivering services in Welsh and also place duties in other areas such as policy making, the operational activities of the organisation and promoting the Welsh language.
- 4.2 Exercising Welsh language duties is not a new development as the majority of public organisations and all local authorities have been implementing Welsh Language Schemes that were established by the Welsh Language Act 1993. The language schemes system has led to an increase in Welsh language services and Rhondda Cynon Taf County Borough Council has performed relatively well in this regard. But provision has been inconsistent and individuals continue to face challenges in accessing services in Welsh. The aim of the Welsh Language Standards is to build on the work of the language schemes by ensuring further clarity and consistency for individuals in terms of the services they can expect to receive in Welsh.
- 4.3 On **30 September 2015**, Rhondda Cynon Taf County Borough Council received its Statutory Compliance Notice (Appendix 1) under Section 44 of the Welsh Language (Wales) Measure 2011, along with all other local authorities in Wales, the Welsh Government itself and the three National Park Authorities. The Compliance Notice is a document that has been issued by the Welsh Language Commissioner outlining **171** specific standards the above organisations need to comply with in respect of the delivery of Welsh language services. Although the Compliance Notice is unique to each organisation, the majority of the standards are applicable to all the aforementioned organisations and

evidence suggests that the local authorities in the south east of Wales have had similar, if not, identical Compliance Notices. (Further details of the standards applied to other local authorities in south east Wales can be seen at Appendix 2).

- 4.4 The Compliance Notice indicates specific timescales for compliance against each standard. It is expected that compliance against each individual standard will be effective from the date indicated in the notice. The organisation's statutory Welsh Language Scheme will cease to apply on the day in which it is required to comply with a standard for the first time (imposition date). In this case, the earliest date will be 30 March 2016. It is expected that organisations and service areas that are subject to the new standards utilise the interim period to prepare for the imposition date for each standard as noted in the Compliance Notice. A Compliance Notice remains in force unless, and until, it is revoked.
- 4.5 A consultation period of 4 weeks was held on the **Draft** Compliance Notice between 22 June 2015 and 20 July 2015 and the Council responded appropriately. The Council appealed on a number of Standards and Appendix 3 outlines the outcome of each. While the Council indicated its commitment to ensuring that the Welsh and English languages are treated equally in the county, it appealed against the imposition of standards which it felt were either too onerous to implement within the identified timescale or, were unachievable. In the former a request was made to an extension to the timescale for compliance and in the latter evidence was produced to highlight why, even within the maximum 2 year timescale, the standards were deemed to be unreasonable or disproportionate. Most of the appeals made by the Council against the standards indicated in the Draft Compliance Notice were dismissed. Accordingly the impact of the final Compliance Notice issued on 30<sup>th</sup> September is significant.
- 4.6 In accordance with section 54 (2) of the Welsh Language (Wales) Measure 2011, Rhondda Cynon Taf County Borough Council has the right to challenge and appeal against this final Compliance Notice by applying to the Welsh Language Commissioner requesting a determination whether or not the requirement to comply with one or more standards, or to comply with one or more standards in a specific way, is unreasonable or disproportionate. The duties noted in the Compliance Notice can be challenged either before or after the imposition date has come into force.
- 4.7 Any appeal requires demonstration that a requirement to comply with the standard, or to comply with a standard in a specific way, is unreasonable or disproportionate. The standard of reasonableness that will be applied is the legal standard established in administrative law. If, on appeal the Commissioner determines that the requirement to

comply is not unreasonable or disproportionate there is a right of appeal to the Welsh Language Tribunal.

## **5 IMPACT**

- 5.1 The combined effect of the Compliance Notice and standards is that greater compliance will be required by all Council services and unless addressed it will leave the Council at considerable risk of incurring civil penalties which may be up to £5,000 per breach.
- 5.2 A new significant requirement to be introduced under the Standards is the requirement that services provided to internal staff be offered through the medium of Welsh e.g. meetings, contracts, training.
- 5.3 There is an increased responsibility to ensure that switchboards and reception areas (including Help-lines) that deal with the public offer a bilingual service and a comprehensive sign-posting service to Welsh medium services. Specific staff training will be required by staff that work in these areas to ensure that they adopt the correct approach.
- 5.4 Some services - HR, ICT, Leisure, Events and Welsh Language Services – will be disproportionately affected and require more support to work towards compliance if the risk to the Council is to be limited. However all will be affected.
- 5.5 Compliance with the 171 Standards is spread over two years, 144 of which will need to be met within 6 months, 25 within 1 year and 2 within 2 years. Areas that require development will need to be identified immediately by Heads of Services and service delivery plans of each service area will have to show how the service intends to meet the Standards. Service areas will also need to embed the ethos and requirements of the Standards in all policies in order to fully comply with the standards.

## **6 ACTIONS**

- 6.1 Over the next few months a detailed action plan will be prepared and steps taken to implement the new standards by 1<sup>st</sup> April 2016. It is proposed that the Welsh Language Cabinet Steering Group oversees the implementation of the action plan and challenges the progress made on a quarterly basis. The action plan will include the following key actions set out in paragraphs 5.2 to 5.8.
- 6.2 The Council's own Welsh Language Policy will need to be amended to include the standards and ICT colleagues can then arrange that the Compliance Notice is disseminated via the NETconsent Kiosk to all

service managers so they have an opportunity to familiarise themselves with the new requirements.

- 6.3 A Working Group of Chief Officers will be convened to oversee the implementation of the standards, agree priority areas, contribute to the strategy and action plan and to monitor developments in each service area.
- 6.4 Heads of Service will need to develop Action/Delivery Plans that ensure their service areas are compliant with the statutory standards and the timescale for implementation (6 months – 2 years). A draft template has been produced and will be distributed, once approved by the Working Group, to each Head of Service for completion. Heads of Service may contact relevant Welsh Language Services Officers for advice when preparing these plans.
- 6.5 A Senior Officer responsible for monitoring the implementation of the standards in each service area will need to be identified. This officer will report on progress against the relevant Service Action/Delivery Plan.
- 6.6 Mystery Shopper activity will be undertaken by external parties to provide objective feedback to the Working Group on the current performance of frontline services against the standards so that priority areas for development can be identified and included in relevant Service Action/Delivery Plans.
- 6.7 As a result of the new standards it is likely that the Council will need to increase the capacity of the Translation Unit to meet the additional requirements.
- 6.8 As Welsh language training will be compulsory under the new standards, and that the Commissioner is already aware of the recent drop in the number of staff with appropriate Welsh language skills in the Council, additional resources will need to be considered to up-skill staff who have indicated a willingness to learn Welsh and to ensure that they can be released to attend training during working hours. Improving the linguistic skills of existing staff will, in the longer term, will be more cost effective for the Council and leave it less exposed to any potential civil penalties.

## **7 CHALLENGING THE COMPLIANCE NOTICE**

- 7.1 Alongside the above actions it is recommended that the Council considers whether it is appropriate to challenge standards that are felt to be unreasonable or disproportionate as defined by the standard of reasonableness and proportionality in administrative law. Advice will be required from the Legal Department before this can be progressed

appropriately. It is proposed that the Welsh Language Cabinet Steering Group assesses whether any challenge is submitted by the Council.

- 7.2 The Commissioner has made it clear that the standards were legislated by Welsh Government and that the Commissioner's role is purely regulatory. In light of this, the existence of the standards cannot be challenged, only whether it is unreasonable or disproportionate for the Council to be subject to the standards in question. There may be more positive and quicker outcomes in challenging the timetable of implementation of any given standard(s) on the basis of reasonableness and proportionality as opposed to challenging the requirement to comply with a specific standard(s).
- 7.3 The burden of proof will be on the council and any challenge undertaken will need to provide significant evidence to support it. If the Commissioner determines that the requirement to comply is not unreasonable or disproportionate, there is a right of appeal to the Welsh Language Tribunal.

## **8 EQUALITY AND DIVERSITY IMPLICATIONS**

- 8.1 The Standards are being introduced as part of the Welsh Language Measure 2011, designed to put the Welsh language on an equal footing with English. An Equality Impact Assessment (EQIA) screening form has been prepared for the purpose of the report. It has been found that a full report is not required at this time.

## **9 CONSULTATION**

- 9.1 Subject to the agreement of Recommendation 2.3, the Welsh Language Cabinet Steering Group will be consulted upon the Final Compliance Notice.

## **10 FINANCIAL IMPLICATION(S)**

- 10.1 There are potentially significant cost and resources implications in delivering the Standards which are still to be ascertained. However, as detailed in section 5.1 of the report, non compliance to the standards could potentially incur penalties to the Council which could be of a cost of up to £5,000 per breach.

## **11 LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 11.1 The Council will be obliged to comply with the compliance notice as a result of the Welsh Language Measure 2011.

## **12 LINKS TO THE COUNCILS CORPORATE PLAN / OTHER CORPORATE PRIORITIES/ SIP.**

- 12.1 Links to the Council / SIP Themes:
- Welsh Language - Accessing services in the language of your choice.
  - Valuing difference - Making sure that everybody has an equal opportunity to get the most out of their life. This means that everybody is able to access the services they need, in the language of their choice and make their voice heard.

## **13 CONCLUSION**

- 13.1 It should be noted that Rhondda Cynon Taf County Borough Council is in a better position to implement the Standards than many other councils and public bodies due to the work that has already been undertaken in this field and due to our current statutory Welsh Language Scheme.
- 13.2 Robust implementation of the Welsh Language Skills Framework by all services and departments and better planning with regards to using the services of the Translation Unit will ensure the Council can, over time, meet significant elements of the Standards.
- 13.3 Members need to be aware, however, that additional resources will be required to ensure we meet our new statutory obligations across Council services, initially within the Welsh Language Services team. Although the new standards will affect all other service areas too, until a full mapping process has been undertaken it will not be possible to give a detailed picture of the extent of any further investment/resources they may need, if at all. The Welsh Government states that it does not expect the standards to lead to new significant financial burdens and that the way an organisation plans its bilingual provision can affect the costs incurred.
- 13.4 Actions identified in section 5 will help to reduce the risk of non-compliance by ensuring that each service area has plans that identify areas for improvement and establishing a structure for monitoring and reviewing progress.



- 13.5 Nevertheless consideration should be given to challenging a small number of standards if there is evidence to suggest that compliance will not be achievable within the imposed timescales.

**Other Information:-**

***Relevant Scrutiny Committee***

Public Service Delivery, Communities and Prosperity Scrutiny Committee

***Contact Officer***

Wendy Edwards, Head of Community Learning

Steffan Gealy, Head of Welsh Language Services Unit



**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

**CABINET.**

**24<sup>th</sup> NOVEMBER 2015**

**REPORT OF THE DIRECTOR OF EDUCATION & LIFELONG LEARNING IN  
DISCUSSION WITH COUNCILLOR G HOPKINS.**

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

**Background Papers**

- Welsh Language Standards / Welsh Language (Wales) Measure 2011.
- Cabinet Committee – 23<sup>rd</sup> July, 2015 (Agenda Item 7).

Officer to contact:

Wendy Edwards, Head of Community Learning  
Steffan Gealy, Head of Welsh Language Services Unit

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## **APPENDIX 1 – Final Compliance Notice**

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Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

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

Rhondda Cynon Taf County Borough Council – Issue Date: 30/09/2015

Standards required to comply with within 6 months.

Standard Number	Class of Standard	Standard	Imposition Date
1	Service Delivery	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	30/03/2016
4	Service Delivery	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.	30/03/2016
5	Service Delivery	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	30/03/2016
6	Service Delivery	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).	30/03/2016

7	Service Delivery	You must state - (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	30/03/2016
8	Service Delivery	When a person contacts you on your main telephone number (or numbers) , or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	30/03/2016
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	30/03/2016
11	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as - (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2016
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/03/2016
13	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	30/03/2016

14	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	30/03/2016
15	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	30/03/2016
16	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	30/03/2016
17	Service Delivery	When there is no Welsh language service available on your main telephone number ( or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	30/03/2016
19	Service Delivery	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as - (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2016
20	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English	30/03/2016

		language.	
22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/03/2016
24	Service Delivery	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	30/03/2016
24A	Service Delivery	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
26	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
26A	Service Delivery	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting - (a) if the meeting relates to the well-being of an invited individual ("A"), and (b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	30/03/2016
27	Service Delivery	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language	30/03/2016

		at the meeting.	
27A	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), 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 translation service from Welsh to English to be available at the meeting.	30/03/2016
27D	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
29	Service Delivery	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
29A	Service Delivery	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she	30/03/2016

		wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	
30	Service Delivery	If you arrange a meeting that is open to the public 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.	30/03/2016
31	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	30/03/2016
32	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	30/03/2016
33	Service Delivery	If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh - (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.  <b>You must comply with standard 33 in every circumstance, except:</b>  <b>○ where an invitation or material advertising the meeting</b>	30/03/2016

		<b>has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting.</b>	
34	Service Delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	30/03/2016
35	Service Delivery	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).	30/03/2016
36	Service Delivery	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 displayed at the event and in relation to audio announcements made at the event).	30/03/2016
37	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	30/03/2016
38	Service Delivery	Any material that you 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.	30/03/2016
41	Service Delivery	If you produce the following documents you must produce them in Welsh - (a) agendas, minutes and other papers that are available to the	30/03/2016

		<p>public, which relate to management board or cabinet meetings; (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p><b>You must comply with standard 41(a) in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ other papers that are available to the public, which relate to management board or cabinet meetings.</li> </ul> <p><b>You must comply with standard 41(b) in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ other papers for meetings that are open to the public.</li> </ul>	
42	Service Delivery	Any licence or certificate you produce must be produced in Welsh.	30/03/2016
43	Service Delivery	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	30/03/2016
45	Service Delivery	Any rules that you publish that apply to the public must be published in Welsh.	30/03/2016
46	Service Delivery	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.	30/03/2016
47	Service Delivery	<p>If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh -</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p>	30/03/2016

		(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	
48	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	30/03/2016
49	Service Delivery	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	30/03/2016
50	Service Delivery	Any form that you produce for public use must be produced in Welsh.	30/03/2016
50A	Service Delivery	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	30/03/2016
50B	Service Delivery	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the 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 form).	30/03/2016
52	Service Delivery	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	30/03/2016
55	Service Delivery	If you have a Welsh language web page that corresponds to an	30/03/2016

		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.	
56	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.	30/03/2016
57	Service Delivery	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	30/03/2016
58	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.	30/03/2016
59	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/03/2016
60	Service Delivery	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	30/03/2016
61	Service Delivery	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); 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.	30/03/2016
62	Service Delivery	When you erect a new sign or renew a sign (including temporary signs) 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.	30/03/2016
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in	30/03/2016

		terms of meaning and expression.	
64	Service Delivery	<p>Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.</p> <p><b>You must comply with standard 64 in relation to the following by 30 March 2016:</b></p> <ul style="list-style-type: none"> <li>○ <b>The body's main reception service.</b></li> </ul> <p><b>You must comply with standard 64 in relation to the following by 30 September 2016:</b></p> <ul style="list-style-type: none"> <li>○ <b>Every other reception service.</b></li> </ul>	30/03/2016
67	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	30/03/2016
68	Service Delivery	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	30/03/2016
69	Service Delivery	Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	30/03/2016
70	Service Delivery	When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
71	Service Delivery	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English	30/03/2016

		language version.	
72	Service Delivery	When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	30/03/2016
72A	Service Delivery	You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	30/03/2016
74	Service Delivery	If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must - (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2016
75	Service Delivery	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	30/03/2016
76	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.	30/03/2016
77	Service Delivery	When you publish invitations to tender for a contract, you must 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.	30/03/2016
77A	Service Delivery	You must not treat a tender for a contract submitted in Welsh less	30/03/2016

		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 time-scale for informing tenderers of decisions).	
79	Service Delivery	If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must - (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2016
80	Service Delivery	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.	30/03/2016
81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/03/2016
82	Service Delivery	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.	30/03/2016
83	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/03/2016
84	Service Delivery	If you offer an education course that is open to the public, you must offer it in Welsh.  <b>You must comply with standard 84 in every circumstance, except:</b>  <b>○ when an assessment carried out in accordance with</b>	30/03/2016

		<b>standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh.</b>	
86	Service Delivery	If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.	30/03/2016
87	Service Delivery	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
88	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
89	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
90	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and	30/03/2016

		(b) treating the Welsh language no less favourably than the English language.	
91	Policy Making	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
92	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
93	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
94	Policy Making	You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant -	30/03/2016

		<p>(a) what effects, if any (and whether positive or negative), the awarding of a grant would have on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p>	
95	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p>	30/03/2016

		(b) treating the Welsh language no less favourably than the English language.	
96	Policy Making	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 a positive effects, or so that it would have increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
97	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
98	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	30/03/2016
99	Operational	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	30/03/2016
112	Operational	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about	30/03/2016

		her.	
112A	Operational	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	30/03/2016
115	Operational	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	30/03/2016
116	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	30/03/2016
116A	Operational	You must - (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	30/03/2016
119	Operational	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff -	30/03/2016

		(a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	
120	Operational	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).	30/03/2016
122	Operational	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.	30/03/2016
124	Operational	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	30/03/2016
125	Operational	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	30/03/2016
127	Operational	You must assess the Welsh languages skills of your employees.	30/03/2016
130	Operational	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	30/03/2016

131	Operational	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.	30/03/2016
132	Operational	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.	30/03/2016
133	Operational	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	30/03/2016
134	Operational	You must provide text 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.	30/03/2016
135	Operational	You must provide 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 e-mail messages.	30/03/2016
136	Operational	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post;	30/03/2016

		(c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	
136A	Operational	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh.	30/03/2016
137	Operational	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	30/03/2016
137A	Operational	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	30/03/2016
137B	Operational	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).	30/03/2016
139	Operational	You must ensure that your application forms for posts - (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and	30/03/2016

		(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).	
140	Operational	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	30/03/2016
141	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), 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.	30/03/2016
142	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs) 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.	30/03/2016
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	30/03/2016
144	Operational	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
147	Record Keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with	30/03/2016

		standards.	
148	Record Keeping	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	30/03/2016
149	Record Keeping	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	30/03/2016
150	Record Keeping	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
151	Record Keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	30/03/2016
153	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	30/03/2016
154	Record Keeping	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
155	Supplementary - Service Delivery	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent	30/03/2016

		to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	
156	Supplementary - Service Delivery	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/03/2016
157	Supplementary - Service Delivery	You must - (a) ensure that you have arrangements for (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/03/2016
158	Supplementary - Service	(1) You must produce a report (an "annual report"), in Welsh, in	30/03/2016

	Delivery	<p>relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
159	Supplementary - Service Delivery	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	30/03/2016
160	Supplementary - Service Delivery	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	30/03/2016
161	Supplementary - Policy Making	You must ensure that a document which records the policy making 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 -	30/03/2016
		(a) on your website, and	
		(b) in each of your offices that are open to the public.	
162	Supplementary - Policy	You must -	30/03/2016

	Making	<p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	
163	Supplementary - Policy Making	<p>You must -</p> <p>(a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2016
164	Supplementary - Policy Making	<p>(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 policy making standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p>	30/03/2016

		<p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
165	Supplementary - Policy Making	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	30/03/2016
166	Supplementary - Policy Making	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
167	Supplementary - Operational	<p>You must ensure that a document which records the operational 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 -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
168	Supplementary - Operational	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints, and</p> <p>(b) publish a document that records that procedure on your intranet.</p>	30/03/2016
169	Supplementary -	You must -	30/03/2016

	Operational	<p>(a) ensure that you have arrangements for</p> <p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitate the use of those services, and</p> <p>(b) publish document that records that procedure on your intranet.</p>	
170	Supplementary - Operational	<p>(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 operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) -</p> <p>(a) the number of 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 151);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);</p> <p>(ch) the number 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</p>	30/03/2016

		<p>post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);</p> <p>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
171	Supplementary - Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	30/03/2016
172	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	30/03/2016
175	Supplementary - Record Keeping	You must ensure that a document which records the record keeping 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 -	30/03/2016
		<p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
176	Supplementary - Record	You must provide any records you kept in accordance with the record	30/03/2016

	Keeping	keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	
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### Standards required to comply with within a year.

Standard Number	Class of Standard	Standard	Imposition Date
2	Service Delivery	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must - (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	30/09/2016
3	Service Delivery	When you send correspondence addressed to two 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 - (a) both 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 both of those individuals; (b) one (but not both) 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	30/09/2016

		addressed to both of those individuals.	
21	Service Delivery	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.	30/09/2016
44	Service Delivery	If you produce the following documents, and they are available to the public, you must produce them in Welsh - (a) policies, strategies, annual reports and corporate plans; (b) guidelines and codes of practice; (c) consultation papers.	30/09/2016
51	Service Delivery	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	30/09/2016
100	Operational	You must - (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	30/09/2016
101	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
102	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such	30/09/2016

		documents to him or to her in Welsh.	
103	Operational	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
104	Operational	You must ask each employee whether he or she wishes to receive any forms that record and authorise - (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	30/09/2016
105	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	30/09/2016
106	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	30/09/2016
107	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	30/09/2016
108	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	30/09/2016
109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	30/09/2016
110	Operational	If you publish a policy relating to working conditions, you must	30/09/2016

		publish it in Welsh.	
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/09/2016
114	Operational	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	30/09/2016
118	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	30/09/2016
128	Operational	You must provide training in Welsh in the following areas, if you provide such training in English -	30/09/2016

		<ul style="list-style-type: none"> <li>(a) recruitment and interviewing;</li> <li>(b) performance management;</li> <li>(c) complaints and disciplinary procedures;</li> <li>(ch) induction;</li> <li>(d) dealing with the public; and</li> <li>(dd) health and safety</li> </ul>	
145	Promotion	<p>You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) -</p> <ul style="list-style-type: none"> <li>(a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and</li> <li>(b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).</li> </ul>	30/09/2016
146	Promotion	<p>Five years after publishing a strategy in accordance with standard 145 you must -</p> <ul style="list-style-type: none"> <li>(a) assess to what extent you have followed that strategy and have reached the target set by it, and</li> <li>(b) publish that assessment on your website, ensuring that it contains the following information - <ul style="list-style-type: none"> <li>(i) the number of Welsh speakers in your area, and the age of those speakers;</li> <li>(ii) a list of the activities that you have arranged or funded during the</li> </ul> </li> </ul>	30/09/2016

		previous 5 years in order to promote the use of the Welsh language.	
152	Record Keeping	You must keep a record, for each financial year of - (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.	30/09/2016
173	Supplementary - Promotion	You must ensure that a document which records the promotion 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 - (a) on your website, and (b) in each of your offices that are open to the public.	30/09/2016
174	Supplementary - Promotion	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the promotion standards with which you are under a duty to comply.	30/09/2016

**Standards required to comply with within 2 years.**

<b>Standard Number</b>	<b>Class of Standard</b>	<b>Standard</b>	<b>Imposition Date</b>
126	Operational	You must provide the interface and menus on your intranet pages in Welsh.	30/09/2017
129	Operational	You must provide training (in Welsh) on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	30/09/2017

*Meri Huws*

**Meri Huws**  
Welsh Language Commissioner

Date: 30/09/2015

**APPENDIX 2 – Breakdown of standards for local authorities in South East Wales****Blaenau Gwent**

Breakdown	6 months	1 year	2 years	Total
Service Delivery	83	7	0	90
Policy Making	16	0	0	16
Operational	38	15	0	53
Record Keeping	9	1	0	10
Promotional	0	4	0	4
<b>Total</b>	<b>146</b>	<b>27</b>	<b>0</b>	<b>173</b>

**Cardiff**

Breakdown	6 months	1 year	2 years	3 years	Total
Service Delivery	85	3	0	0	88
Policy Making	16	0	0	0	16
Operational	47	7	0	1	55
Record Keeping	9	1	0	0	10
Promotional	0	4	0	0	4
<b>Total</b>	<b>157</b>	<b>15</b>	<b>0</b>	<b>1</b>	<b>173</b>

**Bridgend**

Breakdown	6 months	1 year	2 years	Total
Service Delivery	81	7	0	88
Policy Making	16	0	0	16
Operational	38	15	0	53
Record Keeping	9	1	0	10
Promotional	0	4	0	4
<b>Total</b>	<b>144</b>	<b>27</b>	<b>0</b>	<b>171</b>

**Merthyr Tydfil**

Breakdown	6 months	1 year	2 years	Total
Service Delivery	74	14	0	88
Policy Making	0	16	0	16
Operational	33	18	2	53
Record Keeping	9	1	0	10
Promotional	0	4	0	4
<b>Total</b>	<b>116</b>	<b>53</b>	<b>2</b>	<b>171</b>

**Caerphilly**

Breakdown	6 months	1 year	2 years	Total
Service Delivery	78	9	0	87
Policy Making	6	10	0	16
Operational	37	16	0	53
Record Keeping	9	1	0	10
Promotional	0	4	0	4
<b>Total</b>	<b>130</b>	<b>40</b>	<b>0</b>	<b>170</b>

**Neath-PT**

Breakdown	6 months	1 year	2 years	Total
Service Delivery	85	3	0	88
Policy Making	0	16	0	16
Operational	36	17	0	53
Record Keeping	8	2	0	10
Promotional	0	4	0	4
<b>Total</b>	<b>129</b>	<b>42</b>	<b>0</b>	<b>171</b>

**Newport**

<b>Breakdown</b>	<b>6 months</b>	<b>1 year</b>	<b>2 years</b>	<b>Total</b>
<b>Service Delivery</b>	79	8	0	87
<b>Policy Making</b>	16	0	0	16
<b>Operational</b>	36	18	0	54
<b>Record Keeping</b>	9	1	0	10
<b>Promotional</b>	0	4	0	4
<b>Total</b>	140	31	0	<b>171</b>

**Rhondda Cynon Taf**

<b>Breakdown</b>	<b>6 months</b>	<b>1 year</b>	<b>2 years</b>	<b>Total</b>
<b>Service Delivery</b>	83	5	0	88
<b>Policy Making</b>	16	0	0	16
<b>Operational</b>	36	15	2	53
<b>Record Keeping</b>	9	1	0	10
<b>Promotional</b>	0	4	0	4
<b>Total</b>	144	25	2	<b>171</b>

**Swansea**

<b>Breakdown</b>	<b>6 months</b>	<b>1 year</b>	<b>2 years</b>	<b>Total</b>
<b>Service Delivery</b>	85	3	0	88
<b>Policy Making</b>	16	0	0	16
<b>Operational</b>	38	15	0	53
<b>Record Keeping</b>	9	1	0	10
<b>Promotional</b>	0	4	0	4
<b>Total</b>	148	23	0	<b>171</b>

**Torfaen**

<b>Breakdown</b>	<b>6 months</b>	<b>1 year</b>	<b>2 years</b>	<b>Total</b>
<b>Service Delivery</b>	76	12	0	88
<b>Policy Making</b>	9	7	0	16
<b>Operational</b>	34	19	0	53
<b>Record Keeping</b>	9	1	0	10
<b>Promotional</b>	0	4	0	4
<b>Total</b>	128	43	0	<b>171</b>

**APPENDIX 3 – Standards appealed against**

Standard Number	Supporting reasons or evidence	Outcome
5	<p>Although this standard is rigorously applied in a significant number of departments at present, there are areas of inconsistency which need to be addressed.</p> <p>These emanate in part from the large number of changes that have occurred within Council structures and among Council personnel over the past year so that more awareness raising is required to be undertaken in areas that have seen the largest changes in order to ensure that new managers are fully aware of their responsibilities.</p>	No change
25 and 28	<p>There are insufficient numbers of bilingual specialist staff (e.g. social workers) available within the Council or indeed across the wider local authority partnership in South East Wales to ensure that these standards can be implemented consistently across all service areas.</p> <p>Despite having a robust Linguistic Skills Framework, recruitment of Welsh speaking staff into roles in these sectors, remains insufficient. It should be noted that there is a nation-wide shortage of social workers and associated professionals making the recruitment of suitable numbers of Welsh speakers even more challenging.</p>	Removed

	<p>The nature of the well-being meetings that occur often require rapid intervention to protect vulnerable individuals and their families. In such instances it is unreasonable to place an additional burden on the local authority in respect of ensuring that meetings can occur in Welsh without the presence of a translator. This could cause a delay in providing vital services for vulnerable service users which is a statutory duty placed on the Council by government and which is often governed by restrictive timescales.</p>	
44	<p>Many of the documents outlined in this Standard are currently translated. However, the anticipated additional workload of ensuring that this Standard is met (along with other standards identified in the Draft Compliance Notice) makes the timescale insupportable.</p>	Moved from 6 months to 12 months
52	<p>The Council has worked diligently to ensure that suitable processes are in place to provide a swift response to translating and uploading of pages onto the corporate website.</p> <p>However there remain challenges due to the swift turnaround required if Welsh is to be treated no less favourably than English on the website.</p> <p>One of the biggest challenges at present is ensuring</p>	No change

	<p>that both languages are uploaded simultaneously and that there is sufficient staff capacity focussed on this area that is developing rapidly.</p>	
64	<p>Whereas all customer facing staff are aware of their duties in relation to meeting and greeting bilingually, it would not be possible to provide a fully Welsh speaking service at all libraries and leisure centres due to the lack of Welsh-speaking personnel currently employed by the Council. By April 2015 11% of Council staff were registered as Welsh speaking with higher levels in areas such as Education compensating for much lower levels in some other departments such as HR.</p> <p>Reception services provided at the One4All Centres do not currently fully comply with this standard. Appointments booked where Welsh language needs are identified beforehand are fully supported in terms of advice but it is not possible to ensure that every drop-in can be dealt with in Welsh and there may not always be sufficient Welsh speakers to cover for holidays and sickness.</p> <p>The Council is fully aware of the need to ensure sufficient numbers of Welsh speakers are available in key customer-facing areas and have processes in place to identify these needs. However as the numbers of Council staff are reducing and very little recruitment</p>	<p>Amended slightly to:</p> <p>You must comply with standard 64 in relation to the following by 30 March 2016: The body's main reception services</p> <p>You must comply with standard 64 in relation to the following by 30 September 2016: Every other reception service</p>

	<p>currently takes place, the emphasis is on training staff who have identified an interest in learning Welsh. This is seen as a more cost effective response to this standard but it is a longer term solution (albeit a sustainable one).</p> <p>Bearing in mind the above it is submitted that it is unreasonable to expect the Council to achieve this standard within any of the timescales available under the Draft Compliance Notice.</p>	
70	Official notices encompasses a broad range of products, and it is submitted that it would be unreasonable in a local authority areas as large as Rhondda Cynon Taf, to require this standard to be implemented within 6 months.	No change
<p>Any and all standards which allude to the use of Simultaneous Translation including:</p> <p>Individual / Group Meetings 24, 24A, 27A, 27D</p> <p>Public Meetings: 32, 33</p> <p>Interviews:</p>	<p>Simultaneous translation is a specialist skill that is not available among Council staff at the present time and the service, when required, is purchased from private sector organisations that charge approximately £50 per hour.</p> <p>It is anticipated that as there are few qualified and experienced personnel to deliver this service across Wales, that there is a strong likelihood that the current cost per hour will increase as demand outstrips supply as all public sector organisations compete for the small number of simultaneous translators available. It is already difficult to engage this service at short notice. This can only worsen is these Standards are</p>	<p>Standard 24, 24A, 32,74,79,139 No change</p> <p>Standard 33 – slight amendment: You must comply with standard 33 in every circumstance, except where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting.</p> <p>Standards 114,118: Timetable changed to 1 year</p>

<p>74, 79</p> <p>HR Staff: 114, 118, 139</p>	<p>implemented.</p> <p>The Standards require this provision to be available far more widely than is currently the case and it is not possible to accurately assess the number of meetings and other situations where the service would be required under the Draft Compliance Notice.</p> <p>It is submitted that binding the Council to Standards that will require additional expenditure at a time when services to the community are being reduced is unreasonable in this instance and will do little to promote the use of Welsh within the county.</p>	
<p>85, 86</p>	<p>Education courses for the post 18 sector are delivered by the Adult Community Learning Partnership led by the local authority. The Rhondda Cynon Taf partnership delivers a variety of Welsh-medium courses to residents. However, these new standards cannot be implemented during the current academic year as courses (to begin September 2015) are already timetabled and have been included in a brochure that has already been published.</p> <p>It will not be possible therefore to reconsider the options currently on offer to the public.</p> <p>In addition it would be helpful if clarification could be provided of whether this standard would apply to other provision offered by the local authority including Governor Training.</p>	<p>Standard 85 removed No change to standard 86</p>

100-111	<p>There are currently a large quantity of policies, procedures and supplementary documents in HR (in the region of 100). The financial implications of meeting the standard within the identified time frame would be prohibitive as the internal translation team do not have the capacity to undertake this work within such a limited time. Out-sourcing the work to the private sector would place a financial burden on the Council that it would be unable to sustain in the current climate.</p> <p>It is suggested that these standards could be achieved in a more cost effective way if the policies are translated when they are reviewed/amended. This would reduce the burden on staff as the work would be spread out over a longer period of time. It is also submitted that the timescale is disproportionate considering the fact that only 11% of the staff are Welsh speakers. As the resident population has 12.9% Welsh speakers it is argued that focussing limited translation resources on public facing documents and communications will be more valuable in the longer term and have a wider impact in respect of promoting the Welsh language in the county.</p>	No change
41	This standard is unreasonable and unachievable. The Council currently provides the agendas of cabinet meetings in Welsh but there would be significant financial and procedural implication for the Council should there be a need to translate all of the other	Amended slightly to include only agendas and minutes (no papers) but timetable brought forward to 6 months.

	<p>documents referred to in this Standard. Analysis of the word count of the publicly available documents relating to cabinet meetings which have taken place over the past year indicates that on the basis of a cost of £80 per 1,000 words translated, the Council would have had to budget for additional costs in excess of £120,000 per annum. There is no capacity in the Welsh Translation team to meet this level of demand for translation and with Council budgets being significantly reduced, it is deemed to be unreasonable to apply this standard at this time.</p>	
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