RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

REPORT OF THE DIRECTOR OF EDUCATION AND LIFELONG LEARNING

WELSH LANGUAGE STATUTORY STANDARDS: DRAFT COMPLIANCE NOTICE: Section 47 WELSH LANGUAGE (WALES) MEASURE 2011

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1. Purpose of the Report

The purpose of the report is to:

1.1 Inform the Welsh Language Cabinet Steering Group of the content of the Draft Compliance Notice issued by the Welsh Language Commissioner on 22nd June 2015;

1.2 Provide Members with information regarding the potential impact of the standards as outlined in the Draft Compliance Notice on the Council

1.3 Gain approval for the proposed Council response to the Draft Compliance Notice.

2. Recommendations

It is recommended that the Welsh Language Cabinet Steering Group:

2.1 Note the content of the report;

2.2 Consider and comment on the information provided;

2.3 Approve the response to the Welsh Language Commissioner as outlined in Appendix 3

3. Background

3.1 The Welsh Language (Wales) Measure 2011 creates a system for setting duties on organisations in the form of Welsh Language Standards. These duties apply to delivering services in Welsh, considering the impact of policy decisions on the Welsh language and promotion of the Welsh language.

3.2 Exercising Welsh language duties is not a new development as all local authorities have been implementing Welsh Language Schemes that were established in 1993 by the Welsh Language Act.

3.3 The aim of the Welsh Language Standards is to build on the work of the language schemes by ensuring consistency for individuals in terms of

Comisiynydd y Gymraeg
Welsh Language Commissioner

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

Rhondda Cynon Taf County Borough Council – Issue Date:

Standards required to comply with within 6 months.

Standard Number	Class of Standard	Standard
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.
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.
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.
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).

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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.
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.
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.
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.
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.
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.
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.
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

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		calls made in English.
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.
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.
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.
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 language.
22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.
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.
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

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		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).
25	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must - (a) ask A whether A wishes for the meeting to be conducted in Welsh, and (b) if A informs you that A wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).
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 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.
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).
28	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 for the meeting to be conducted in Welsh, and (b) if that individual, or if each of those individuals, informs you that he or she wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a

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		simultaneous or consecutive 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.
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.
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).
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.
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.
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).

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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).
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.
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.
42	Service Delivery	Any licence or certificate you produce must be produced in Welsh.
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.
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.
45	Service Delivery	Any rules that you publish that apply to the public must be published in Welsh.
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.
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.

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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.
50	Service Delivery	Any form that you produce for public use must be produced in Welsh.
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.
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).
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.
55	Service Delivery	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.
56	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.
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.

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58	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.
59	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).
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.
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.
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.
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.
64	Service Delivery	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 that a person who requires an English language reception service.
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.

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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.
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.
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.
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 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.
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).
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).

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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.
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.
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.
77A	Service Delivery	You must 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 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).
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.
81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.
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.
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.
85	Service Delivery	If you offer an education course that is open to the public and which is aimed specifically at persons aged 18 or under, you must offer it in Welsh.
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.
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.
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.
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.
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,

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		on - (a) opportunities for persons to use the Welsh language, and (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.
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.
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.
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 - (a) what effects, if any (and whether positive or negative), the awarding of a grant would have on - (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (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 - (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably

		than the English language;(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 - (i) opportunities for persons to use the Welsh language, and ii) treating the Welsh language no less favourably than the English language; (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 - (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.
95	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 what effects, if any (and whether positive or adverse), 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.
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.
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.
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.

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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.
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 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.
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).
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.
116	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.

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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.
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).
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 - (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).
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.
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

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		English language page.
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.
127	Operational	You must assess the Welsh languages skills of your employees.
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.
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.
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.
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.
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.
135	Operational	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in email messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail

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		messages.
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; (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.
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.
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.
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).
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 (b) explain that you will provide a translation service from Welsh to English

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		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.
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.
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.
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.
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.
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 standards.
148	Record Keeping	You must keep a copy of any written complaint that you receive that relates to your compliance

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		with the standards with which you are under a duty to comply.
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).
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.
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.
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.
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.
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 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	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

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	Service Delivery	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.
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.
158	Supplementary Service Delivery	(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 service delivery standards with which you were under a duty to comply during that year. (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. (3) You must publish the annual report no later than 30 June following the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available— (a) on your website, and (b) in each of your offices that are open to the public.
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
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.

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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 - (a) on your website, and (b) in each of your offices that are open to the public.
162	Supplementary Policy Making	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 policy making 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.
163	Supplementary Policy Making	You must - (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, (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.
164	Supplementary Policy Making	(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. (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. (3) You must publish the annual report no later than 30 June following the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available - (a) on your website, and (b) in each of your offices that are open to the public.
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.

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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.
167	Supplementary Operational	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 - (a) on your website, and (b) in each of your offices that are open to the public.
168	Supplementary Operational	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 operational 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, and (b) publish a document that records that procedure on your intranet.
169	Supplementary Operational	You must - (a) ensure that you have arrangements for - (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitate the use of those services, and (b) publish document that records that procedure on your intranet.
170	Supplementary Operational	(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. (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) - (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); (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); (c) if a Welsh version of a course was offered by you during that year, the percentage of the total

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		number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where—(i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154); (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. (3) You must publish the annual report no later than 30 June following the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available— (a) on your website, and (b) in each of your offices that are open to the public.
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.
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.
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 - (a) on your website, and (b) in each of your offices that are open to the public.
176	Supplementary Record Keeping	You must provide any records you kept in accordance with the record 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
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.
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 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.
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 public, which relate to management board or cabinet meetings; (b) agendas, minutes and other papers for meetings, conferences or

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		seminars that are open to the public.
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.
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.
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.
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 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.
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.
105	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.

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106	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.
107	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.
108	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.
109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.
110	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.
128	Operational	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.
145	Promotion	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) - (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 (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).
146	Promotion	Five years after publishing a strategy in accordance with standard 145 you must - (a) assess to what extent you have followed that strategy and have reached the target set by it, and (b) publish that assessment on your website, ensuring that it contains the following information (i) the number of Welsh speakers in your area, and the age of those speakers; (ii) a

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		list of the activities that you have arranged or funded during the 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.
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.
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.

Standards required to comply with within 2 years.

Standard Number	Class of Standard	Standard
126	Operational	You must provide the interface and menus on your intranet pages in Welsh.

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129	Operational	You must provide training (in Welsh) on using Welsh effectively in (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.

Meri Huws
Welsh Language Commissioner

Date: 22/06/2015

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Comisiynydd y Gymraeg
Welsh Language Commissioner

HYSBYSIAD CYDYMFFURFIO – ADRAN 47 MESUR Y GYMRAEG (CYMRU) 2011

Cyngor Bwrdeistref Sirol Rhondda Cynon Taf – Dyddiad Dyroddi:

Safonau y bydd yn ofynnol i gydymffurfio â hwy o fewn 6 mis.

Rhif Safon	Dosbarth o Safon	Safon
1	Cyflenwi Gwasanaethau	Os byddwch yn cael unrhyw ohebiaeth yn Gymraeg oddi wrth berson, rhaid ichi ateb yn Gymraeg (os oes angen ateb), oni bai bod y person wedi dweud nad oes angen ateb yn Gymraeg.
4	Cyflenwi Gwasanaethau	Pan fyddwch yn anfon yr un ohebiaeth at nifer o bersonau, rhaid ichi anfon fersiwn Gymraeg o'r ohebiaeth ar yr un pryd ag y byddwch yn anfon unrhyw fersiwn Saesneg ohoni.
5	Cyflenwi Gwasanaethau	Os nad ydych yn gwybod a yw person yn dymuno cael gohebiaeth oddi wrthych yn Gymraeg rhaid ichi ddarparu fersiwn Gymraeg o'r ohebiaeth pan fyddwch yn gohebu â'r person hwnnw.
6	Cyflenwi Gwasanaethau	Os byddwch yn llunio fersiwn Gymraeg a fersiwn Saesneg gyfatebol o ohebiaeth, rhaid ichi beidio â thrin y fersiwn Gymraeg yn llai ffafriol na'r fersiwn Saesneg (er enghraifft, os yw'r fersiwn Saesneg wedi ei llofnodi, neu os oes manylion cyswllt wedi eu darparu ar y fersiwn Saesneg, rhaid i'r fersiwn Gymraeg gael ei thrin yn yr un modd).

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7	Cyflenwi Gwasanaethau	Rhaid ichi ddatgan (a) mewn gohebiaeth, a (b) mewn cyhoeddiadau a hysbysiadau swyddogol sy’n gwahodd personau i anfon ymateb neu i anfon gohebiaeth atoch, eich bod yn croesawu cael gohebiaeth yn Gymraeg, y byddwch yn ateb gohebiaeth yn Gymraeg, ac na fydd gohebu yn Gymraeg yn arwain at oedi.
8	Cyflenwi Gwasanaethau	Pan fydd person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o’ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi gyfarch y person yn Gymraeg.
9	Cyflenwi Gwasanaethau	Pan fydd person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o’ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi roi gwybod i’r person bod gwasanaeth Cymraeg ar gael.
11	Cyflenwi Gwasanaethau	Pan fo person yn cysylltu â chi ar eich prif rif ffôn (neu ar un o’ch prif rifau ffôn), neu ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi ddelio â’r alwad yn Gymraeg os yw’r person yn dymuno hynny— (a) hyd nes ei bod yn angenrheidiol trosglwyddo’r alwad i aelod o staff nad yw’n siarad Cymraeg sy’n gallu darparu gwasanaeth ar bwnc penodol; a (b) hyd nes nad oes aelod o staff sy’n siarad Cymraeg ar gael i ddarparu gwasanaeth ar y pwnc penodol hwnnw.
12	Cyflenwi Gwasanaethau	Pan fyddwch yn hysbysebu rhifau ffôn, llinellau cymorth neu wasanaethau canolfannau galwadau, rhaid ichi beidio â thrin y Gymraeg yn llai ffafriol na’r Saesneg.
13	Cyflenwi Gwasanaethau	Os byddwch yn cynnig gwasanaeth Cymraeg ar eich prif rif ffôn (neu ar un o’ch prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid i rif ffôn y gwasanaeth Cymraeg fod yr un peth â rhif ffôn y gwasanaeth Saesneg cyfatebol.
14	Cyflenwi Gwasanaethau	Pan fyddwch yn cyhoeddi eich prif rif ffôn, neu unrhyw rifau sydd gennych ar gyfer llinellau cymorth neu wasanaethau canolfannau galwadau, rhaid ichi nodi (yn Gymraeg)

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		eich bod yn croesawu galwadau yn Gymraeg.
15	Cyflenwi Gwasanaethau	Os oes gennych ddangosyddion perfformiad ar gyfer delio â galwadau ffôn, rhaid ichi sicrhau nad yw’r dangosyddion perfformiad hynny yn trin galwadau ffôn a wneir yn Gymraeg yn llai ffafriol na galwadau a wneir yn Saesneg.
16	Cyflenwi Gwasanaethau	Rhaid i’ch prif wasanaeth (neu wasanaethau) ateb galwadau ffôn roi gwybod i bersonau sy’n galw, yn Gymraeg, fod modd gadael neges yn Gymraeg.
17	Cyflenwi Gwasanaethau	Pan na fo gwasanaeth Cymraeg ar gael ar eich prif rif ffôn (neu ar un o’ch prif rifau ffôn), ar unrhyw rifau llinell gymorth neu rifau canolfan alwadau, rhaid ichi roi gwybod i’r personau sy’n galw (pa un ai drwy gyfrwng neges wedi ei hawtomeiddio neu fel arall) pryd y bydd gwasanaeth Cymraeg ar gael.
19	Cyflenwi Gwasanaethau	Os bydd person yn cysylltu ag un o’ch adrannau ar rif ffôn llinell uniongyrchol (gan gynnwys ar rifau llinell uniongyrchol aelodau staff), a bod y person hwnnw’n dymuno cael gwasanaeth Cymraeg, rhaid ichi ddelio â’r alwad yn Gymraeg - (a) hyd nes ei bod yn angenrheidiol trosglwyddo’r alwad i aelod o staff nad yw’n siarad Cymraeg sy’n gallu darparu gwasanaeth ar bwnc penodol; a (b) hyd nes nad oes aelod o staff sy’n siarad Cymraeg ar gael i ddarparu gwasanaeth ar y pwnc penodol hwnnw.
20	Cyflenwi Gwasanaethau	Pan fydd person yn cysylltu â chi ar rif llinell uniongyrchol (pa un ai ar rif llinell uniongyrchol adran neu ar rif llinell uniongyrchol aelod o staff), rhaid ichi sicrhau nad yw’r Gymraeg yn cael ei thrin yn llai ffafriol na’r Saesneg wrth gyfarch y person.
22	Cyflenwi Gwasanaethau	Rhaid i unrhyw system ffôn wedi ei hawtomeiddio sydd gennych ddarparu’r gwasanaeth cyfan wedi ei awtomeiddio yn Gymraeg.
24	Cyflenwi Gwasanaethau	Os byddwch yn gwahodd un person ("P") yn unig i gyfarfod, rhaid ichi ofyn i P a fyddai’n dymuno defnyddio’r Gymraeg yn y cyfarfod, a hysbysu P y byddwch, os oes angen, yn

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		darparu gwasanaeth cyfieithu o’r Gymraeg i’r Saesneg at y diben hwnnw.
24A	Cyflenwi Gwasanaethau	Os byddwch wedi gwahodd un person ("P") yn unig i gyfarfod, a bod P wedi eich hysbysu ei fod yn dymuno defnyddio’r Gymraeg yn y cyfarfod, rhaid ichi drefnu bod gwasanaeth cyfieithu ar y pryd o’r Gymraeg i’r Saesneg ar gael yn y cyfarfod (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu).
25	Cyflenwi Gwasanaethau	Os byddwch yn gwahodd unigolyn ("A") i gyfarfod, a bod y cyfarfod hwnnw yn ymwneud â llesiant A, rhaid ichi - (a) gofyn i A a yw’n dymuno i’r cyfarfod gael ei gynnal yn Gymraeg, a (b) os yw A yn eich hysbysu ei fod yn dymuno hynny, cynnal y cyfarfod yn Gymraeg (heb gymorth gwasanaeth cyfieithu ar y pryd na gwasanaeth cyfieithu olynol).
27	Cyflenwi Gwasanaethau	Os byddwch yn gwahodd mwy nag un person i gyfarfod (nad yw’n ymwneud â llesiant un neu ragor o’r unigolion a wahoddir), rhaid ichi ofyn i bob person a yw’n dymuno defnyddio’r Gymraeg yn y cyfarfod.
27A	Cyflenwi Gwasanaethau	Os byddwch wedi gwahodd mwy nag un person i gyfarfod (nad yw’n ymwneud â llesiant un neu ragor o’r unigolion a wahoddir), a bod o leiaf 10% (ond llai na 100%) o’r gwahoddedigion wedi eich hysbysu eu bod yn dymuno defnyddio’r Gymraeg yn y cyfarfod, rhaid ichi drefnu bod gwasanaeth cyfieithu ar y pryd o’r Gymraeg i’r Saesneg ar gael yn y cyfarfod.
27D	Cyflenwi Gwasanaethau	Os byddwch wedi gwahodd mwy nag un person i gyfarfod (nad yw’n ymwneud â llesiant un neu ragor o’r unigolion a wahoddir), a bod pawb a gafodd wahoddiad wedi eich hysbysu eu bod yn dymuno defnyddio’r Gymraeg yn y cyfarfod, rhaid ichi drefnu bod gwasanaeth cyfieithu ar y pryd o’r Gymraeg i’r Saesneg ar gael yn y cyfarfod (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb gymorth gwasanaeth cyfieithu)
28	Cyflenwi Gwasanaethau	Os byddwch yn gwahodd mwy nag un person i gyfarfod, a bod y cyfarfod hwnnw yn ymwneud â llesiant un neu ragor o’r unigolion a wahoddwyd, rhaid ichi - (a) gofyn i’r

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		unigolyn hwnnw neu i bob un o’r unigolion hynny a yw’n dymuno i’r cyfarfod gael ei gynnal yn Gymraeg, a (b) os yw’r unigolyn hwnnw, neu os yw pob un o’r unigolion hynny, yn eich hysbysu ei fod yn dymuno i’r cyfarfod gael ei gynnal yn Gymraeg, cynnal y cyfarfod hwnnw yn Gymraeg (heb gymorth gwasanaeth cyfieithu ar y pryd na gwasanaeth cyfieithu olynol).
30	Cyflenwi Gwasanaethau	Os byddwch yn trefnu cyfarfod sy’n agored i’r cyhoedd rhaid ichi ddatgan ar unrhyw ddeunydd sy’n ei hysbysebu, ac ar unrhyw wahoddiad iddo, fod croeso i unrhyw un sy’n bresennol ddefnyddio’r Gymraeg yn y cyfarfod.
31	Cyflenwi Gwasanaethau	Pan fyddwch yn anfon gwahoddiadau i gyfarfod yr ydych yn ei drefnu sy’n agored i’r cyhoedd rhaid ichi eu hanfon yn Gymraeg.
32	Cyflenwi Gwasanaethau	Os byddwch yn gwahodd personau i siarad mewn cyfarfod yr ydych yn ei drefnu sy’n agored i’r cyhoedd rhaid ichi - (a) gofyn i bob person a wahoddir i siarad a yw’n dymuno defnyddio’r Gymraeg, a (b) os yw’r person hwnnw (neu o leiaf un o’r personau hynny) yn eich hysbysu ei fod yn dymuno defnyddio’r Gymraeg, darparu gwasanaeth cyfieithu ar y pryd o’r Gymraeg i’r Saesneg at y diben hwnnw (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb wasanaeth cyfieithu).
33	Cyflenwi Gwasanaethau	Os byddwch yn trefnu cyfarfod sy’n agored i’r cyhoedd, rhaid ichi sicrhau bod gwasanaeth cyfieithu ar y pryd o’r Gymraeg i’r Saesneg ar gael yn y cyfarfod, a rhaid ichi hysbysu’r rheini sy’n bresennol ar lafar yn Gymraeg - (a) bod croeso iddynt ddefnyddio’r Gymraeg, a (b) bod gwasanaeth cyfieithu ar y pryd ar gael.
34	Cyflenwi Gwasanaethau	Os byddwch yn arddangos unrhyw ddeunydd ysgrifenedig mewn cyfarfod yr ydych yn ei drefnu sy’n agored i’r cyhoedd, rhaid ichi sicrhau bod y deunydd hwnnw’n cael ei arddangos yn Gymraeg, a rhaid ichi beidio â thrin unrhyw destun Cymraeg yn llai ffafriol na’r testun Saesneg.

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35	Cyflenwi Gwasanaethau	Os byddwch yn trefnu digwyddiad cyhoeddus, neu'n ariannu o leiaf 50% o ddigwyddiad cyhoeddus, rhaid ichi sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg wrth hybu'r digwyddiad (er enghraifft, o ran y ffordd y mae'r digwyddiad yn cael ei hysbysebu neu y rhoddir cyhoeddusrwydd i'r digwyddiad).
36	Cyflenwi Gwasanaethau	Os byddwch yn trefnu digwyddiad cyhoeddus, neu'n ariannu o leiaf 50% o ddigwyddiad cyhoeddus, rhaid ichi sicrhau nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg yn y digwyddiad (er enghraifft, mewn perthynas â gwasanaethau a gynigir i bersonau sy'n bresennol yn y digwyddiad, mewn perthynas ag arwyddion a arddangosir yn y digwyddiad, ac mewn perthynas â chyhoeddiadau sain a wneir ynddo).
37	Cyflenwi Gwasanaethau	Rhaid i unrhyw ddeunydd cyhoeddusrwydd neu ddeunydd hysbysebu yr ydych yn ei lunio gael ei lunio yn Gymraeg, ac os byddwch yn llunio'r deunydd hysbysebu yn Gymraeg ac yn Saesneg, rhaid ichi beidio â thrin y fersiwn Gymraeg yn llai ffafriol na'r fersiwn Saesneg.
38	Cyflenwi Gwasanaethau	Rhaid i unrhyw ddeunydd yr ydych yn ei arddangos yn gyhoeddus gael ei arddangos yn Gymraeg, a rhaid ichi beidio â thrin unrhyw fersiwn Gymraeg o'r deunydd yn llai ffafriol na'r fersiwn Saesneg.
42	Cyflenwi Gwasanaethau	Rhaid i unrhyw drwydded neu dystysgrif yr ydych yn ei llunio gael ei llunio yn Gymraeg.
43	Cyflenwi Gwasanaethau	Rhaid i unrhyw lyfryn, taflen, pamffled neu gerdyn yr ydych yn ei lunio neu ei llunio er mwyn darparu gwybodaeth i'r cyhoedd gael ei lunio neu ei llunio yn Gymraeg.
44	Cyflenwi Gwasanaethau	Os byddwch yn llunio'r dogfennau a ganlyn, a'u bod ar gael i'r cyhoedd, rhaid ichi eu llunio yn Gymraeg— (a) polisïau, strategaethau, adroddiadau blynyddol a chynlluniau corfforaethol; (b) canllawiau a chodau ymarfer; (c) papurau ymgynghori.

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45	Cyflenwi Gwasanaethau	Rhaid i unrhyw reolau yr ydych yn eu cyhoeddi sy'n gymwys i'r cyhoedd gael eu cyhoeddi yn Gymraeg.
46	Cyflenwi Gwasanaethau	Pan fyddwch yn rhyddhau unrhyw ddatganiad i'r wasg, rhaid ichi ei ryddhau yn Gymraeg, ac os oes fersiwn Gymraeg a fersiwn Saesneg o ddatganiad, rhaid ichi ryddhau'r ddwy fersiwn ar yr un pryd.
48	Cyflenwi Gwasanaethau	Os byddwch yn llunio dogfen yn Gymraeg ac yn Saesneg (pa un ai ydynt yn fersiynau ar wahân ai peidio), rhaid ichi beidio â thrin unrhyw fersiwn Gymraeg yn llai ffafriol na'r fersiwn Saesneg.
49	Cyflenwi Gwasanaethau	Os byddwch yn llunio fersiwn Gymraeg a fersiwn Saesneg o ddogfen ar wahân, rhaid ichi sicrhau bod y fersiwn Saesneg yn datgan yn glir bod y ddogfen hefyd ar gael yn Gymraeg.
50	Cyflenwi Gwasanaethau	Rhaid i unrhyw ffurflen yr ydych yn ei llunio at ddefnydd y cyhoedd gael ei llunio yn Gymraeg.
50A	Cyflenwi Gwasanaethau	Os byddwch yn llunio fersiwn Gymraeg a fersiwn Saesneg o ffurflen ar wahân, rhaid ichi sicrhau bod y fersiwn Saesneg yn datgan yn glir bod y ffurflen hefyd ar gael yn Gymraeg.
50B	Cyflenwi Gwasanaethau	Os byddwch yn llunio ffurflen yn Gymraeg ac yn Saesneg (pa un ai ydynt yn fersiynau ar wahân ai peidio), rhaid ichi sicrhau nad yw'r fersiwn Gymraeg yn cael ei thrin yn llai ffafriol na'r fersiwn Saesneg, a rhaid ichi beidio â gwahaniaethu rhyngddynt o ran unrhyw ofynion sy'n berthnasol i'r ffurflen (er enghraifft mewn perthynas ag unrhyw ddyddiad cau ar gyfer cyflwyno'r ffurflen neu mewn perthynas â'r amser a ganiateir ar gyfer ymateb i gynnwys y ffurflen).
52	Cyflenwi Gwasanaethau	Rhaid ichi sicrhau - (a) bod testun pob tudalen ar eich gwefan ar gael yn Gymraeg, (b) bod pob tudalen Gymraeg ar eich gwefan yn gweithredu'n llawn, ac (c) nad yw'r Gymraeg

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		yn cael ei thrin yn llai ffafriol na'r Saesneg ar eich gwefan.
55	Cyflenwi Gwasanaethau	Os oes gennych dudalen Gymraeg ar eich gwefan sy'n cyfateb i dudalen Saesneg, rhaid ichi nodi'n glir ar y dudalen Saesneg bod y dudalen hefyd ar gael yn Gymraeg, a darparu dolen uniongyrchol at y dudalen Gymraeg ar y dudalen Saesneg gyfatebol.
56	Cyflenwi Gwasanaethau	Rhaid ichi ddarparu'r rhyngwyneb a'r dewislenni ar bob tudalen ar eich gwefan yn Gymraeg.
57	Cyflenwi Gwasanaethau	Rhaid i bob ap yr ydych yn ei gyhoeddi weithredu'n llawn yn Gymraeg, a rhaid ichi beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg o ran yr ap hwnnw.
58	Cyflenwi Gwasanaethau	Pan fyddwch yn defnyddio'r cyfryngau cymdeithasol, rhaid ichi beidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.
59	Cyflenwi Gwasanaethau	Os bydd person yn cysylltu â chi drwy'r cyfryngau cymdeithasol yn Gymraeg, rhaid ichi ateb yn Gymraeg (os oes angen ateb).
60	Cyflenwi Gwasanaethau	Rhaid ichi sicrhau bod unrhyw beiriannau hunanwasanaeth sydd gennych yn gweithio'n llawn yn Gymraeg, a rhaid peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg mewn perthynas â'r peiriant hwnnw.
61	Cyflenwi Gwasanaethau	Pan fyddwch yn gosod arwydd newydd neu'n adnewyddu arwydd (gan gynnwys arwyddion dros dro) rhaid i unrhyw destun sy'n cael ei arddangos ar yr arwydd gael ei arddangos yn Gymraeg (pa un ai ar yr un arwydd sy'n arddangos y testun cyfatebol yn Saesneg neu ar arwydd ar wahân); ac os yw'r un testun yn cael ei arddangos yn Gymraeg ac yn Saesneg, rhaid ichi beidio â thrin y testun Cymraeg yn llai ffafriol na'r testun Saesneg.
62	Cyflenwi Gwasanaethau	Pan fyddwch yn gosod arwydd newydd neu'n adnewyddu arwydd (gan gynnwys

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		arwyddion dros dro), a bod yr arwydd hwnnw'n cyfleu yr un wybodaeth yn y Gymraeg a'r Saesneg, rhaid i'r testun Cymraeg gael ei roi mewn safle fel mai hwnnw sy'n debygol o gael ei ddarllen yn gyntaf.
63	Cyflenwi Gwasanaethau	Rhaid ichi sicrhau bod y testun Cymraeg ar arwyddion yn gywir o ran ystyr a mynegiant.
64	Cyflenwi Gwasanaethau	Rhaid i unrhyw wasanaeth derbynfa yr ydych yn ei roi ar gael yn Saesneg hefyd fod ar gael yn Gymraeg, a rhaid i unrhyw berson sydd am gael gwasanaeth derbynfa Cymraeg beidio â chael ei drin yn llai ffafriol na pherson sydd am gael gwasanaeth derbynfa Saesneg.
67	Cyflenwi Gwasanaethau	Rhaid ichi arddangos arwydd yn eich derbynfa sy'n datgan (yn Gymraeg) fod croeso i bersonau ddefnyddio'r Gymraeg yn y dderbynfa.
68	Cyflenwi Gwasanaethau	Rhaid ichi sicrhau bod staff yn y dderbynfa sy'n gallu darparu gwasanaeth derbynfa Cymraeg yn gwisgo bathodyn sy'n cyfleu hynny.
69	Cyflenwi Gwasanaethau	Rhaid i unrhyw hysbysiad swyddogol yr ydych yn ei gyhoeddi neu ei arddangos gael ei gyhoeddi neu ei arddangos yn Gymraeg, a rhaid ichi beidio â thrin unrhyw fersiwn Gymraeg o'r hysbysiad yn llai ffafriol na fersiwn Saesneg ohono.
70	Cyflenwi Gwasanaethau	Pan fyddwch yn cyhoeddi neu'n arddangos hysbysiad swyddogol sy'n cynnwys y testun Cymraeg yn ogystal â'r testun Saesneg, rhaid i'r testun Cymraeg gael ei roi mewn safle fel mai hwnnw sy'n debygol o gael ei ddarllen yn gyntaf.
71	Cyflenwi Gwasanaethau	Rhaid i unrhyw ddogfennau yr ydych yn eu cyhoeddi sy'n ymwneud â cheisiadau am grant gael eu cyhoeddi yn Gymraeg, a rhaid ichi beidio â thrin fersiwn Gymraeg o'r dogfennau hynny yn llai ffafriol na fersiwn Saesneg ohonynt.
72	Cyflenwi Gwasanaethau	Pan fyddwch yn gwahodd ceisiadau am grant, rhaid ichi ddatgan yn y gwahoddiad y

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		caniateir i geisiadau gael eu cyflwyno yn Gymraeg ac na fydd unrhyw gais a gyflwynir yn Gymraeg yn cael ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg.
72A	Cyflenwi Gwasanaethau	Rhaid ichi beidio â thrin ceisiadau am grant a gyflwynir yn Gymraeg yn llai ffafriol na cheisiadau a gyflwynir yn Saesneg (gan gynnwys, ymysg pethau eraill, mewn perthynas â’r dyddiad cau ar gyfer cael ceisiadau, ac mewn perthynas ag amseriad rhoi gwybod i ymgeiswyr am benderfyniadau).
74	Cyflenwi Gwasanaethau	Os byddwch yn cael cais am grant yn Gymraeg, a bod angen cyfweld ag ymgeisydd fel rhan o’ch asesiad o’r cais rhaid ichi - (a) cynnig darparu gwasanaeth cyfieithu o’r Gymraeg i’r Saesneg er mwyn i’r ymgeisydd allu defnyddio’r Gymraeg yn y cyfweliad, a (b) os yw’r ymgeisydd yn dymuno defnyddio’r Gymraeg yn y cyfweliad, darparu gwasanaeth cyfieithu ar y pryd at y diben hwnnw (os nad ydych yn cynnal y cyfweliad yn Gymraeg heb wasanaeth cyfieithu).
75	Cyflenwi Gwasanaethau	Pan fyddwch yn rhoi gwybod i ymgeisydd beth yw’ch penderfyniad mewn perthynas â chais am grant, rhaid ichi wneud hynny yn Gymraeg os cyflwynwyd y cais yn Gymraeg.
76	Cyflenwi Gwasanaethau	Rhaid i unrhyw wahoddiadau i dendro am gontract yr ydych yn eu cyhoeddi gael eu cyhoeddi yn Gymraeg, a rhaid ichi beidio â thrin fersiwn Gymraeg o unrhyw wahoddiad yn llai ffafriol na fersiwn Saesneg ohono.
77	Cyflenwi Gwasanaethau	Pan fyddwch yn cyhoeddi gwahoddiadau i dendro am gontract, rhaid ichi ddatgan yn y gwahoddiad y caniateir i dendrau gael eu cyflwyno yn Gymraeg, ac na fydd tendr a gyflwynir yn Gymraeg yn cael ei drin yn llai ffafriol na thendr a gyflwynir yn Saesneg.
77A	Cyflenwi Gwasanaethau	Rhaid ichi beidio â thrin tendr a gyflwynir yn Gymraeg yn llai ffafriol na thendr a gyflwynir yn Saesneg (gan gynnwys, ymysg pethau eraill, mewn perthynas â’r dyddiad cau ar gyfer cael tendrau, ac mewn perthynas ag amseriad rhoi gwybod i dendrwyr am

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		benderfyniadau).
79	Cyflenwi Gwasanaethau	Os byddwch yn cael tendr yn Gymraeg, a bod angen cyf-weld â thendrwr fel rhan o’ch asesiad o’r tendr rhaid ichi - (a) cynnig darparu gwasanaeth cyfieithu o’r Gymraeg i’r Saesneg fel bod modd i’r tendrwr ddefnyddio’r Gymraeg yn y cyfweliad, a (b) os yw’r tendrwr yn dymuno defnyddio’r Gymraeg yn y cyfweliad, darparu gwasanaeth cyfieithu ar y pryd at y diben hwnnw (os nad ydych yn cynnal y cyfweliad yn Gymraeg heb wasanaeth cyfieithu).
80	Cyflenwi Gwasanaethau	Pan fyddwch yn rhoi gwybod i dendrwr beth yw’ch penderfyniad mewn perthynas â thendr, rhaid ichi wneud hynny yn Gymraeg os cyflwynwyd y tendr yn Gymraeg.
81	Cyflenwi Gwasanaethau	Rhaid ichi hybu unrhyw wasanaeth Cymraeg a ddarperir gennych, a hysbysebu’r gwasanaeth hwnnw yn Gymraeg
82	Cyflenwi Gwasanaethau	Os byddwch yn darparu gwasanaeth yn Gymraeg sy’n cyfateb i wasanaeth yr ydych yn ei ddarparu yn Saesneg, rhaid i unrhyw gyhoeddusrwydd neu ddogfen yr ydych yn ei llunio, neu wefan yr ydych yn ei chyhoeddi, sy’n cyfeirio at y gwasanaeth Saesneg nodi bod gwasanaeth cyfatebol ar gael yn Gymraeg.
83	Cyflenwi Gwasanaethau	Pan fyddwch yn llunio, yn diwygio neu’n cyflwyno eich hunaniaeth gorfforaethol, rhaid ichi beidio â thrin y Gymraeg yn llai ffafriol na’r Saesneg.
85	Cyflenwi Gwasanaethau	Os byddwch yn cynnig cwrs addysg sy’n agored i’r cyhoedd, ac sydd wedi ei anelu’n benodol at bersonau sy’n 18 oed neu’n iau, rhaid ichi ei gynnig yn Gymraeg.
86	Cyflenwi Gwasanaethau	Os byddwch yn datblygu cwrs addysg sydd i’w gynnig i’r cyhoedd, rhaid ichi asesu’r angen i’r cwrs hwnnw gael ei gynnig yn Gymraeg; a rhaid ichi sicrhau bod yr asesiad wedi ei gyhoeddi ar eich gwefan.

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87	Cyflenwi Gwasanaethau	Pan fyddwch yn cyhoeddi neges dros system annerch gyhoeddus, rhaid ichi wneud y cyhoeddiad hwnnw yn Gymraeg, ac os yw’r cyhoeddiad yn cael ei wneud yn Gymraeg ac yn Saesneg, rhaid i’r cyhoeddiad gael ei wneud yn Gymraeg yn gyntaf.
88	Llunio Polisi	Pan fyddwch yn llunio polisi newydd, neu’n adolygu neu’n addasu polisi sydd eisoes yn bodoli, rhaid ichi ystyried pa effeithiau, os o gwbl (pa un ai yw’r rheini’n bositif neu’n andwyol) y byddai’r penderfyniad polisi yn eu cael ar - (a) cyfleoedd i bersonau ddefnyddio’r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na’r Saesneg.
89	Llunio Polisi	Pan fyddwch yn llunio polisi newydd, neu’n adolygu neu’n addasu polisi sydd eisoes yn bodoli, rhaid ichi ystyried sut y gellid llunio’r polisi (neu sut y gellid newid polisi sydd eisoes yn bodoli) fel y byddai’r penderfyniad polisi’n cael effeithiau positif, neu effeithiau mwy positif, ar - (a) cyfleoedd i bersonau ddefnyddio’r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na’r Saesneg.
90	Llunio Polisi	Pan fyddwch yn llunio polisi newydd, neu’n adolygu neu’n addasu polisi sydd eisoes yn bodoli, rhaid ichi ystyried sut y gellid llunio’r polisi (neu sut y gellid newid polisi sydd eisoes yn bodoli) fel na fyddai’r penderfyniad polisi’n cael effeithiau andwyol, neu fel y byddai’n cael effeithiau llai andwyol, ar - (a) cyfleoedd i bersonau ddefnyddio’r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na’r Saesneg.
91	Llunio Polisi	Pan fyddwch yn cyhoeddi dogfen ymgynghori sy’n ymwneud â phenderfyniad polisi, rhaid i’r ddogfen honno ystyried a cheisio barn ynghylch yr effeithiau (pa un ai yw’r rheini’n bositif neu’n andwyol) y byddai’r penderfyniad polisi o dan ystyriaeth yn eu cael ar - (a) cyfleoedd i bersonau ddefnyddio’r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na’r Saesneg.
92	Llunio Polisi	Pan fyddwch yn cyhoeddi dogfen ymgynghori sy’n ymwneud â phenderfyniad polisi, rhaid i’r ddogfen honno ystyried a cheisio barn ynghylch sut y gellid llunio neu addasu’r polisi o

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		dan ystyriaeth fel y byddai'n cael effeithiau positif, neu effeithiau mwy positif, ar - (a) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.
93	Llunio Polisi	Pan fyddwch yn cyhoeddi dogfen ymgynghori sy'n ymwneud â phenderfyniad polisi, rhaid i'r ddogfen honno ystyried a cheisio barn ynghylch sut y gellid llunio neu addasu'r polisi o dan ystyriaeth fel na fyddai'n cael effeithiau andwyol, neu fel y byddai'n cael effeithiau llai andwyol, ar - (a) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.
94	Llunio Polisi	Rhaid ichi lunio a chyhoeddi polisi dyfarnu grantiau (neu, pan fo'n briodol, ddiwygio polisi sydd eisoes yn bodoli) sy'n ei gwneud yn ofynnol ichi ystyried y materion a ganlyn pan fyddwch yn gwneud penderfyniadau ynghylch dyfarnu grant - (a) pa effeithiau, os o gwbl (a pha un ai yw'r rheini'n bositif neu'n andwyol), y byddai dyfarnu grant yn eu cael ar - (i) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (ii) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg; (b) sut y gellid gwneud neu weithredu penderfyniad (er enghraifft, drwy osod amodau grant) fel y byddai'n cael effeithiau positif, neu effeithiau mwy positif, ar— (i) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (ii) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg; (c) sut y gellid gwneud neu weithredu penderfyniad (er enghraifft, drwy osod amodau grant) fel na fyddai'n cael effeithiau andwyol, neu fel y byddai'n cael effeithiau llai andwyol ar - (i) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (ii) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg; (ch) a oes angen ichi ofyn i'r ymgeisydd am grant am unrhyw wybodaeth ychwanegol er mwyn eich cynorthwyo i asesu effaith dyfarnu grant ar— (i) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (ii) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.
95	Llunio Polisi	Pan fyddwch yn comisiynu neu'n gwneud gwaith ymchwil y bwriedir i'ch cynorthwyo i wneud penderfyniad polisi, rhaid ichi sicrhau bod yr ymchwil yn ystyried pa effeithiau, os o gwbl (a pha un ai ydynt yn rhai positif neu'n rhai andwyol), y byddai'r penderfyniad polisi

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		sydd o dan ystyriaeth yn eu cael ar - (a) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.
96	Llunio Polisi	Pan fyddwch yn comisiynu neu'n gwneud gwaith ymchwil y bwriedir i'ch cynorthwyo i wneud penderfyniad polisi, rhaid ichi sicrhau bod yr ymchwil yn ystyried sut y gellid gwneud y penderfyniad polisi sydd o dan ystyriaeth fel y byddai'n cael effeithiau positif, neu effeithiau mwy positif, ar (a) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.
97	Llunio Polisi	Pan fyddwch yn comisiynu neu'n gwneud gwaith ymchwil y bwriedir i'ch cynorthwyo i wneud penderfyniad polisi, rhaid ichi sicrhau bod yr ymchwil yn ystyried sut y gellid gwneud y penderfyniad polisi sydd o dan ystyriaeth fel na fyddai'n cael effeithiau andwyol, neu fel y byddai'n cael effeithiau llai andwyol, ar (a) cyfleoedd i bersonau ddefnyddio'r Gymraeg, a (b) peidio â thrin y Gymraeg yn llai ffafriol na'r Saesneg.
98	Gweithredu	Rhaid ichi ddatblygu polisi ar ddefnyddio'r Gymraeg yn fewnol, gyda'r bwriad o hybu a hwyluso defnyddio'r Gymraeg, a rhaid ichi gyhoeddi'r polisi hwnnw ar eich mewnrwyd.
99	Gweithredu	Pan fyddwch yn cynnig swydd newydd i unigolyn, rhaid ichi ofyn i'r unigolyn hwnnw a yw'n dymuno i'r contract cyflogaeth neu gontract am wasanaethau gael ei ddarparu yn Gymraeg; ac os yw'r unigolyn yn dymuno hynny rhaid ichi ddarparu'r contract yn Gymraeg.
112	Gweithredu	Rhaid ichi ganiatáu i bob aelod o'ch staff -(a) gwneud cwynion ichi yn Gymraeg, a (b) ymateb i unrhyw gŵyn a wnaed amdano ef yn Gymraeg.
112A	Gweithredu	Rhaid ichi ddatgan mewn unrhyw ddogfen sydd gennych sy'n nodi eich gweithdrefnau ar gyfer gwneud cwynion y caiff pob aelod o staff - (a) gwneud cwyn ichi yn Gymraeg, a (b) ymateb i gŵyn a wnaed amdano ef yn Gymraeg; a rhaid ichi hefyd roi gwybod i bob aelod

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		o staff am yr hawl honno.
114	Gweithredu	Os byddwch yn cael cwyn gan aelod o staff neu'n cael cwyn ynghylch aelod o staff, a bod angen cyfarfod â'r aelod hwnnw o staff, rhaid ichi - (a) gofyn i'r aelod o staff a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod; (b) esbonio y byddwch yn darparu gwasanaeth cyfieithu o'r Gymraeg i'r Saesneg at y diben hwnnw os yw'n ofynnol; ac os yw'r aelod o staff yn dymuno defnyddio'r Gymraeg, rhaid ichi ddarparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i'r Saesneg yn y cyfarfod (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb wasanaeth cyfieithu).
115	Gweithredu	Pan fyddwch yn rhoi gwybod i aelod o staff beth yw'ch penderfyniad mewn perthynas â chŵyn a wneir gan yr aelod hwnnw, neu mewn perthynas â chŵyn a wneir amdano ef, rhaid ichi wneud hynny yn Gymraeg os yw'r aelod hwnnw o staff— (a) wedi gwneud y gŵyn yn Gymraeg, (b) wedi ymateb yn Gymraeg i gŵyn amdano ef, (c) wedi gofyn bod cyfarfod ynglŷn â'r gŵyn yn cael ei gynnal yn Gymraeg, neu (ch) wedi gofyn am gael defnyddio'r Gymraeg mewn cyfarfod ynglŷn â'r gŵyn.
116	Gweithredu	Rhaid ichi ganiatáu i bob aelod o staff ymateb yn Gymraeg i honiadau a wneir yn ei erbyn mewn unrhyw broses ddisgyblu fewnol.
116A	Gweithredu	Rhaid ichi - (a) datgan mewn unrhyw ddogfen sydd gennych sy'n nodi eich trefniadau ar gyfer disgyblu staff y caiff unrhyw aelod o staff ymateb yn Gymraeg i unrhyw honiadau a wneir yn ei erbyn, a (b) os byddwch yn dechrau gweithdrefn ddisgyblu mewn perthynas ag aelod o staff, rhoi gwybod i'r aelod hwnnw o staff am yr hawl honno.
118	Gweithredu	Os byddwch yn trefnu cyfarfod ag aelod o staff ynghylch achos disgyblu mewn perthynas â'i ymddygiad, rhaid ichi - (a) gofyn i'r aelod o staff a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod, a (b) esbonio y byddwch yn darparu gwasanaeth cyfieithu at y diben hwnnw os yw'n ofynnol; ac, os yw'r aelod o staff yn dymuno defnyddio'r Gymraeg, rhaid ichi

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		ddarparu gwasanaeth cyfieithu ar y pryd o'r Gymraeg i Saesneg yn y cyfarfod (os nad ydych yn cynnal y cyfarfod yn Gymraeg heb wasanaeth cyfieithu).
119	Gweithredu	Pan fyddwch yn rhoi gwybod i aelod o staff beth yw'ch penderfyniad yn dilyn proses ddisgyblu, rhaid ichi wneud hynny yn Gymraeg os yw'r aelod hwnnw o staff - (a) wedi ymateb i honiadau yn ei erbyn yn Gymraeg, (b) wedi gofyn bod cyfarfod ynglŷn â'r broses ddisgyblu yn cael ei gynnal yn Gymraeg, neu (c) wedi gofyn am gael defnyddio'r Gymraeg mewn cyfarfod ynglŷn â'r broses ddisgyblu.
120	Gweithredu	Rhaid ichi ddarparu meddalwedd gyfrifiadurol ar gyfer gwirio sillafu a gramadeg y Gymraeg i'ch staff, a darparu rhyngwynebau Cymraeg ar gyfer meddalwedd (pan fo rhyngwyneb ar gael).
122	Gweithredu	Rhaid ichi sicrhau - (a) bod testun hafan eich mewnrwyd ar gael yn Gymraeg, (b) bod unrhyw destun Cymraeg ar hafan eich mewnrwyd (neu, pan fo'n berthnasol, bod hafan Gymraeg eich mewnrwyd) yn gweithredu'n llawn, ac (c) nad yw'r Gymraeg yn cael ei thrin yn llai ffafriol na'r Saesneg mewn perthynas â hafan eich mewnrwyd.
124	Gweithredu	Os oes gennych dudalen Gymraeg ar eich mewnrwyd sy'n cyfateb i dudalen Saesneg, rhaid ichi nodi'n glir ar y dudalen Saesneg bod y dudalen hefyd ar gael yn Gymraeg, a rhaid darparu dolen uniongyrchol i'r dudalen Gymraeg ar y dudalen Saesneg gyfatebol.
125	Gweithredu	Rhaid ichi neilltuo a chynnal tudalen (neu dudalennau) ar eich mewnrwyd sy'n darparu gwasanaethau a deunydd cymorth i hybu'r Gymraeg ac i gynorthwyo eich staff i ddefnyddio'r Gymraeg.
127	Gweithredu	Rhaid ichi asesu sgiliau Cymraeg eich cyflogeion.
130	Gweithredu	Rhaid ichi ddarparu cyfleoedd yn ystod oriau gwaith - (a) i'ch cyflogeion gael gwersi Cymraeg sylfaenol, a (b) i gyflogeion sy'n rheoli pobl eraill gael hyfforddiant ar

		ddefnyddio'r Gymraeg yn eu rôl fel rheolwyr.
131	Gweithredu	Rhaid ichi ddarparu cyfleoedd i'ch cyflogeion sydd wedi cwblhau hyfforddiant Cymraeg sylfaenol gael hyfforddiant pellach yn rhad ac am ddim er mwyn datblygu eu sgiliau yn yr iaith.
132	Gweithredu	Rhaid ichi ddarparu cyrsiau hyfforddi er mwyn i'ch cyflogeion ddatblygu - (a) ymwybyddiaeth o'r Gymraeg (gan gynnwys ymwybyddiaeth am hanes yr iaith a'i lle yn niwylliant Cymru); (b) dealltwriaeth o'r ddyletswydd i weithredu yn unol â safonau'r Gymraeg; (c) dealltwriaeth am y modd y gellir defnyddio'r Gymraeg yn y gweithle.
133	Gweithredu	Pan fyddwch yn darparu gwybodaeth i gyflogeion newydd (er enghraifft, fel rhan o broses ymsefydlu), rhaid ichi ddarparu gwybodaeth er mwyn codi eu hymwybyddiaeth o'r Gymraeg.
134	Gweithredu	Rhaid ichi ddarparu geiriad neu logo ar gyfer llofnodion e-bost eich staff sy'n eu galluogi i ddynodi a ydynt yn siarad Cymraeg yn rhugl neu'n dysgu'r iaith.
135	Gweithredu	Rhaid ichi ddarparu geiriad ar gyfer eich cyflogeion fydd yn eu galluogi i gynnwys fersiwn Gymraeg o'u manylion cyswllt mewn negeseuon e-byst, ac i ddarparu fersiwn Gymraeg o unrhyw neges sy'n hysbysu pobl eraill nad ydynt ar gael i ateb negeseuon ebost.
136	Gweithredu	Pan fyddwch yn asesu'r anghenion ar gyfer swydd newydd neu swydd wag, rhaid ichi asesu'r angen am sgiliau yn y Gymraeg, a'i chategoreiddio fel swydd pan fo un neu ragor o'r canlynol yn gymwys - (a) bod sgiliau yn y Gymraeg yn hanfodol; (b) bod angen dysgu sgiliau yn y Gymraeg pan benodir rhywun i'r swydd; (c) bod sgiliau yn y Gymraeg yn ddymunol; neu (ch)nad yw sgiliau yn y Gymraeg yn angenrheidiol.
136A	Gweithredu	Os byddwch wedi categoreiddio swydd fel un sy'n gofyn bod sgiliau yn y Gymraeg yn hanfodol, yn ddymunol neu fod angen eu dysgu, rhaid ichi— (a) pennu hynny wrth

		hysbysebu’r swydd, a (b) hysbysebu’r swydd yn Gymraeg.
137	Gweithredu	Pan fyddwch yn hysbysebu swydd, rhaid ichi ddatgan y caniateir i geisiadau gael eu cyflwyno yn Gymraeg, ac na fydd cais a gyflwynir yn y Gymraeg yn cael ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg.
137A	Gweithredu	Os byddwch yn cyhoeddi - (a) ffurflenni cais am swyddi; (b) deunydd esboniadol ynghylch eich proses ar gyfer ymgeisio am swyddi; (c) gwybodaeth am eich proses gyf-weld, neu am unrhyw ddulliau asesu eraill wrth ymgeisio am swyddi; (ch) swydd-ddisgrifiadau; rhaid ichi eu cyhoeddi yn Gymraeg a rhaid ichi sicrhau nad ydych yn trin unrhyw fersiynau Cymraeg o’r dogfennau yn llai ffafriol na fersiynau Saesneg ohonynt.
137B	Gweithredu	Rhaid ichi beidio â thrin cais am swydd a wneir yn Gymraeg yn llai ffafriol na chais a wneir yn Saesneg (gan gynnwys, ymysg pethau eraill, o ran y dyddiad cau yr ydych yn ei osod ar gyfer cael ceisiadau, ac o ran amseriad rhoi gwybod i unigolion ynghylch penderfyniadau).
139	Gweithredu	Rhaid ichi sicrhau bod eich ffurflenni cais am swyddi - (a) yn rhoi lle i unigolion nodi eu bod yn dymuno defnyddio’r Gymraeg mewn cyfweliad neu ddull arall o asesiad, a (b) yn esbonio y byddwch yn darparu gwasanaeth cyfieithu o’r Gymraeg i’r Saesneg at y diben hwnnw os oes angen; ac, os yw’r unigolyn yn dymuno defnyddio’r Gymraeg yn y cyfweliad neu’r asesiad, rhaid ichi ddarparu gwasanaeth cyfieithu ar y pryd yn y cyfweliad neu asesiad (os nad ydych yn cynnal y cyfweliad neu’r asesiad yn Gymraeg heb y gwasanaeth cyfieithu hwnnw).
140	Gweithredu	Pan fyddwch yn rhoi gwybod i unigolyn beth yw’ch penderfyniad mewn perthynas â chais am swydd, rhaid ichi wneud hynny yn Gymraeg os gwnaed y cais yn Gymraeg.
141	Gweithredu	Pan fyddwch yn gosod arwydd newydd neu’n adnewyddu arwydd yn eich gweithle (gan gynnwys arwyddion dros dro), rhaid i unrhyw destun sy’n cael ei arddangos ar yr arwydd

		gael ei arddangos yn Gymraeg (pa un ai ar yr un arwydd sy'n arddangos y testun Saesneg cyfatebol neu ar arwydd ar wahân), ac os yw'r un testun yn cael ei arddangos yn Gymraeg ac yn Saesneg, rhaid ichi beidio â thrin y testun Cymraeg yn llai ffafriol na'r testun Saesneg.
142	Gweithredu	Pan fyddwch yn gosod arwydd newydd neu'n adnewyddu arwydd yn eich gweithle (gan gynnwys arwyddion dros dro), a bod yr arwydd hwnnw'n cyfleu yr un wybodaeth yn Gymraeg ac yn Saesneg, rhaid i'r testun Cymraeg gael ei roi mewn safle fel mai hwnnw sy'n debygol o gael ei ddarllen yn gyntaf.
143	Gweithredu	Rhaid ichi sicrhau bod y testun Cymraeg ar arwyddion a arddangosir yn eich gweithle yn gywir o ran ystyr a mynegiant
144	Gweithredu	Pan fyddwch yn gwneud cyhoeddiadau dros offer sain yn eich gweithle, rhaid i'r cyhoeddiad hwnnw gael ei wneud yn Gymraeg, ac os gwneir y cyhoeddiad yn Gymraeg ac yn Saesneg, rhaid i'r cyhoeddiad gael ei wneud yn Gymraeg yn gyntaf.
147	Cadw Cofnodion	Rhaid ichi gadw cofnod, mewn perthynas â phob blwyddyn ariannol, o nifer y cwynion yr ydych yn eu cael sy'n ymwneud â'ch cydymffurfedd â'r safonau
148	Cadw Cofnodion	Rhaid ichi ichi gadw copi o unrhyw gŵyn ysgrifenedig yr ydych yn ei chael sy'n ymwneud â'ch cydymffurfedd â'r safonau yr ydych o dan ddyletswydd i gydymffurfio â hwy.
149	Cadw Cofnodion	Rhaid ichi gadw copi o unrhyw gŵyn ysgrifenedig yr ydych yn ei chael sy'n ymwneud â'r Gymraeg (pa un ai yw'r gŵyn yn ymwneud â'r safonau yr ydych o dan ddyletswydd i gydymffurfio â hwy ai peidio)
150	Cadw Cofnodion	Rhaid ichi gadw cofnod o'r camau yr ydych wedi eu cymryd i sicrhau y cydymffurfir â'r safonau llunio polisi yr ydych o dan ddyletswydd i gydymffurfio â hwy.

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151	Cadw Cofnodion	Rhaid ichi gadw cofnod (yn dilyn asesiadau o sgiliau iaith Gymraeg eich cyflogeion a wnaed gennych yn unol â safon 127), o nifer y cyflogeion sy’n meddu ar sgiliau yn y Gymraeg ar ddiwedd pob blwyddyn ariannol a, phan fo hynny’n wybyddus ichi, rhaid ichi gadw cofnod o lefel sgiliau’r cyflogeion hynny.
153	Cadw Cofnodion	Rhaid ichi gadw cofnod o bob asesiad a gynhaliwch (yn unol â safon 136) mewn cysylltiad â’r sgiliau Cymraeg y gallai fod eu hangen mewn perthynas â swydd newydd neu swydd wag
154	Cadw Cofnodion	Rhaid ichi gadw cofnod, mewn perthynas â phob blwyddyn ariannol o nifer y swyddi newydd a’r swyddi gwag a gategoreiddiwyd (yn unol â safon 136) fel swyddi sy’n gofyn - (a) bod sgiliau yn y Gymraeg yn hanfodol; (b) bod angen dysgu sgiliau yn y Gymraeg unwaith y penodir rhywun i’r swydd; (c) bod sgiliau yn y Gymraeg yn ddymunol; neu (ch)nad oedd sgiliau yn y Gymraeg yn angenrheidiol.
155	Atodol - Cyflenwi Gwasanaethau	Rhaid ichi sicrhau bod dogfen sy’n cofnodi’r safonau cyflenwi gwasanaethau yr ydych o dan ddyletswydd i gydymffurfio â hwy, a’r graddau yr ydych o dan ddyletswydd i gydymffurfio â’r safonau hynny, ar gael - (a) ar eich gwefan, a (b) ym mhob un o’ch swyddfeydd sy’n agored i’r cyhoedd.
156	Atodol - Cyflenwi Gwasanaethau	Rhaid ichi - (a) sicrhau bod gennych weithdrefn gwyno sy’n delio â’r materion a ganlyn - (i) sut yr ydych yn bwriadu delio â chwynion ynglŷn â’ch cydymffurfedd â’r safonau cyflenwi gwasanaethau yr ydych o dan ddyletswydd i gydymffurfio â hwy, a (ii) sut y byddwch yn darparu hyfforddiant i’ch staff ynglŷn â delio â’r cwynion hynny, (b) cyhoeddi dogfen sy’n cofnodi’r weithdrefn honno ar eich gwefan, ac (c) sicrhau bod copi o’r ddogfen honno ar gael ym mhob un o’ch swyddfeydd sy’n agored i’r cyhoedd.
157	Atodol - Cyflenwi Gwasanaethau	Rhaid ichi - (a) sicrhau bod gennych drefniadau ar gyfer - (i) goruchwylio’r modd yr ydych yn cydymffurfio â’r safonau cyflenwi gwasanaethau yr ydych o dan ddyletswydd i

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		gydymffurfio â hwy, (ii) hybu'r gwasanaethau a gynigir gennych yn unol â'r safonau hynny, a (iii) hwyluso defnyddio'r gwasanaethau hynny, (b) cyhoeddi dogfen sy'n cofnodi'r trefniadau hynny ar eich gwefan, ac (c) sicrhau bod copi o'r ddogfen honno ar gael ym mhob un o'ch swyddfeydd sy'n agored i'r cyhoedd.
158	Atodol - Cyflenwi Gwasanaethau	(1) Rhaid ichi lunio adroddiad ("adroddiad blynyddol"), yn Gymraeg, mewn perthynas â phob blwyddyn ariannol, sy'n delio â'r modd y bu ichi gydymffurfio â'r safonau cyflenwi gwasanaethau yr oeddech o dan ddyletswydd i gydymffurfio â hwy yn ystod y flwyddyn honno. (2) Rhaid i'r adroddiad blynyddol gynnwys nifer y cwynion a gawsoch yn ystod y flwyddyn honno a oedd yn ymwneud â'ch cydymffurfedd â'r safonau cyflenwi gwasanaethau yr oeddech o dan ddyletswydd i gydymffurfio â hwy. (3) Rhaid ichi gyhoeddi'r adroddiad blynyddol heb fod yn hwyrach na 30 Mehefin yn dilyn y flwyddyn ariannol y mae'r adroddiad yn ymwneud â hi. (4) Rhaid ichi roi cyhoeddusrwydd i'r ffaith eich bod wedi cyhoeddi adroddiad blynyddol. (5) Rhaid ichi sicrhau bod copi cyfredol o'ch adroddiad blynyddol ar gael— (a) ar eich gwefan, a (b) ym mhob un o'ch swyddfeydd sy'n agored i'r cyhoedd.
159	Atodol - Cyflenwi Gwasanaethau	Rhaid ichi gyhoeddi dogfen ar eich gwefan sy'n esbonio sut yr ydych yn bwriadu cydymffurfio â'r safonau cyflenwi gwasanaethau yr ydych o dan ddyletswydd i gydymffurfio â hwy.
160	Atodol - Cyflenwi Gwasanaethau	Rhaid ichi ddarparu unrhyw wybodaeth y bydd Comisiynydd y Gymraeg yn gofyn amdani sy'n ymwneud â'ch cydymffurfedd â'r safonau cyflenwi gwasanaethau yr ydych o dan ddyletswydd i gydymffurfio â hwy.
161	Atodol - Llunio Polisi	Rhaid ichi sicrhau bod dogfen sy'n cofnodi'r safonau llunio polisi yr ydych o dan ddyletswydd i gydymffurfio â hwy, a'r graddau yr ydych o dan ddyletswydd i gydymffurfio â'r safonau hynny, ar gael - (a) ar eich gwefan, a (b) ym mhob un o'ch swyddfeydd sy'n agored i'r cyhoedd.

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162	Atodol - Llunio Polisi	Rhaid ichi - (a) sicrhau bod gennych weithdrefn gwyno sy'n delio â'r materion a ganlyn - (i) sut yr ydych yn bwriadu delio â chwynion ynglŷn â'ch cydymffurfedd â'r safonau llunio polisi yr ydych o dan ddyletswydd i gydymffurfio â hwy, a (ii) sut y byddwch yn darparu hyfforddiant i'ch staff ynglŷn â delio â'r cwynion hynny, (b) cyhoeddi dogfen sy'n cofnodi'r weithdrefn honno ar eich gwefan, ac (c) sicrhau bod copi o'r ddogfen honno ar gael, ym mhob un o'ch swyddfeydd sy'n agored i'r cyhoedd.
163	Atodol - Llunio Polisi	Rhaid ichi - (a) sicrhau bod gennych drefniadau ar gyfer goruchwylio'r modd yr ydych yn cydymffurfio â'r safonau llunio polisi yr ydych o dan ddyletswydd i gydymffurfio â hwy, (b) cyhoeddi dogfen sy'n cofnodi'r trefniadau hynny ar eich gwefan, ac (c) sicrhau bod copi o'r ddogfen honno ar gael ym mhob un o'ch swyddfeydd sy'n agored i'r cyhoedd.
164	Atodol - Llunio Polisi	(1) Rhaid ichi lunio adroddiad, ("adroddiad blynyddol"), yn Gymraeg, mewn perthynas â phob blwyddyn ariannol, sy'n delio â'r modd y bu ichi gydymffurfio â'r safonau llunio polisi yr oeddech o dan ddyletswydd i gydymffurfio â hwy yn ystod y flwyddyn honno. (2) Rhaid i'r adroddiad blynyddol gynnwys nifer y cwynion a gawsoch yn ystod y flwyddyn a oedd yn ymwneud â'ch cydymffurfedd â'r safonau llunio polisi yr oeddech o dan ddyletswydd i gydymffurfio â hwy. (3) Rhaid ichi gyhoeddi'r adroddiad blynyddol heb fod yn hwyrach na 30 Mehefin yn dilyn y flwyddyn ariannol y mae'r adroddiad yn ymwneud â hi. (4) Rhaid ichi roi cyhoeddusrwydd i'r ffaith eich bod wedi cyhoeddi adroddiad blynyddol. (5) Rhaid ichi sicrhau bod copi cyfredol o'ch adroddiad blynyddol ar gael— (a) ar eich gwefan, a (b) ym mhob un o'ch swyddfeydd sy'n agored i'r cyhoedd.
165	Atodol - Llunio Polisi	Rhaid ichi gyhoeddi dogfen ar eich gwefan sy'n esbonio sut yr ydych yn bwriadu cydymffurfio â'r safonau llunio polisi yr ydych o dan ddyletswydd i gydymffurfio â hwy.
166	Atodol - Llunio Polisi	Rhaid ichi ddarparu unrhyw wybodaeth y bydd Comisiynydd y Gymraeg yn gofyn amdani sy'n ymwneud â'ch cydymffurfedd â'r safonau llunio polisi yr ydych o dan ddyletswydd i gydymffurfio â hwy.

167	Atodol - Gweithredu	Rhaid ichi sicrhau bod dogfen sy'n cofnodi'r safonau gweithredu yr ydych o dan ddyletswydd i gydymffurfio â hwy, a'r graddau yr ydych o dan ddyletswydd i gydymffurfio â'r safonau hynny, ar gael - (a) ar eich gwefan, a (b) ym mhob un o'ch swyddfeydd sy'n agored i'r cyhoedd.
168	Atodol - Gweithredu	Rhaid ichi - (a) sicrhau bod gennych weithdrefn gwyno sy'n delio â'r materion a ganlyn - (i) sut yr ydych yn bwriadu delio â chwynion ynglŷn â'ch cydymffurfedd â'r safonau gweithredu yr ydych o dan ddyletswydd i gydymffurfio â hwy, a (ii) sut y byddwch yn darparu hyfforddiant i'ch staff ynglŷn â delio â'r cwynion hynny, a (b) cyhoeddi dogfen sy'n cofnodi'r weithdrefn honno ar eich mewnrwyd.
169	Atodol - Gweithredu	Rhaid ichi - (a) sicrhau bod gennych drefniadau ar gyfer - (i) goruchwylio'r modd yr ydych yn cydymffurfio â'r safonau gweithredu yr ydych o dan ddyletswydd i gydymffurfio â hwy, (ii) hybu'r gwasanaethau a gynigir gennych yn unol â'r safonau hynny, a (iii) hwyluso defnyddio'r gwasanaethau hynny, a (b) cyhoeddi dogfen sy'n cofnodi'r trefniadau hynny ar eich mewnrwyd.
170	Atodol - Gweithredu	(1) Rhaid ichi lunio adroddiad ("adroddiad blynyddol"), yn Gymraeg, mewn perthynas â phob blwyddyn ariannol, sy'n delio â'r modd y bu ichi gydymffurfio â'r safonau gweithredu yr oeddech o dan ddyletswydd i gydymffurfio â hwy yn ystod y flwyddyn honno. (2) Rhaid i'r adroddiad blynyddol gynnwys yr wybodaeth a ganlyn (pan fo'n berthnasol, i'r graddau yr ydych o dan ddyletswydd i gydymffurfio â'r safonau y cyfeirir atynt) - (a) nifer y cyflogeion sy'n meddu ar sgiliau yn y Gymraeg ar ddiwedd y flwyddyn o dan sylw (ar sail cofnodion a gadwasoch yn unol â safon 151); (b) nifer yr aelodau o staff a fynychodd gyrsiau hyfforddi a gynigiwyd gennych yn y Gymraeg yn ystod y flwyddyn (ar sail cofnodion a gadwasoch yn unol â safon 152); (c) os cynigiwyd fersiwn Gymraeg o gwrs gennych yn ystod y flwyddyn, y ganran o gyfanswm nifer y staff a fynychodd y cwrs a fynychodd y fersiwn Gymraeg (ar sail cofnodion a gadwasoch yn unol â safon 152); (ch) nifer y swyddi newydd a'r swyddi gwag a hysbysebwyd gennych yn ystod y flwyddyn a

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		gategoreiddiwyd fel swyddi sy'n gofyn— (i) bod sgiliau yn y Gymraeg yn hanfodol (ii) bod angen dysgu sgiliau yn y Gymraeg pan benodir i'r swydd, (iii) bod sgiliau yn y Gymraeg yn ddymunol, neu (iv) nad oedd sgiliau yn y Gymraeg yn angenrheidiol, (ar sail y cofnodion a gadwasoch yn unol â safon 154); (d) nifer y cwynion a gawsoch yn ystod y flwyddyn a oedd yn ymwneud â'ch cydymffurfedd â'r safonau gweithredu yr oeddech o dan ddyletswydd i gydymffurfio â hwy. (3) Rhaid ichi gyhoeddi'r adroddiad blynyddol heb fod yn hwyrach na 30 Mehefin yn dilyn y flwyddyn ariannol y mae'r adroddiad yn ymwneud â hi. (4) Rhaid ichi roi cyhoeddusrwydd i'r ffaith eich bod wedi cyhoeddi adroddiad blynyddol. (5) Rhaid ichi sicrhau bod copi cyfredol o'ch adroddiad blynyddol ar gael— (a) ar eich gwefan, a (b) ym mhob un o'ch swyddfeydd sy'n agored i'r cyhoedd.
171	Atodol - Gweithredu	Rhaid ichi gyhoeddi dogfen ar eich gwefan sy'n esbonio sut yr ydych yn bwriadu cydymffurfio â'r safonau gweithredu yr ydych o dan ddyletswydd i gydymffurfio â hwy.
172	Atodol - Gweithredu	Rhaid ichi ddarparu unrhyw wybodaeth y bydd Comisiynydd y Gymraeg yn gofyn amdani sy'n ymwneud â'ch cydymffurfedd â'r safonau gweithredu yr ydych o dan ddyletswydd i gydymffurfio â hwy.
175	Atodol - Cadw Cofnodion	Rhaid ichi sicrhau bod dogfen sy'n cofnodi'r safonau cadw cofnodion yr ydych o dan ddyletswydd i gydymffurfio â hwy, a'r graddau yr ydych o dan ddyletswydd i gydymffurfio â'r safonau hynny, ar gael - (a) ar eich gwefan, a (b) ym mhob un o'ch swyddfeydd sy'n agored i'r cyhoedd.
176	Atodol - Cadw Cofnodion	Rhaid ichi ddarparu unrhyw gofnodion a gadwasoch yn unol â'r safonau cadw cofnodion yr ydych o dan ddyletswydd i gydymffurfio â hwy i Gomisiynydd y Gymraeg, os bydd y Comisiynydd yn gofyn am y cofnodion hynny.

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Safonau y bydd yn ofynnol i gydymffurfio â hwy o fewn blwyddyn.

Rhif Safon	Dosbarth o Safon	Safon
2	Cyflenwi Gwasanaethau	Pan fyddwch yn gohebu ag unigolyn ("A") am y tro cyntaf, rhaid ichi ofyn i A a yw'n dymuno cael gohebiaeth oddi wrthych yn Gymraeg, ac os yw A yn ymateb i ddweud ei fod yn dymuno hynny rhaid ichi (a) cadw cofnod o ddymuniad A, (b) gohebu yn Gymraeg ag A wrth ohebu ag A o hynny ymlaen, ac (c) anfon unrhyw ffurflenni y byddwch yn eu hanfon at A o hynny ymlaen yn Gymraeg.
3	Cyflenwi Gwasanaethau	Pan fyddwch yn anfon gohebiaeth a gyfeirir at ddau unigolyn sy'n aelodau o'r un aelwyd (er enghraifft, rhieni plentyn) am y tro cyntaf, rhaid ichi ofyn i'r unigolion hynny a ydynt yn dymuno cael gohebiaeth oddi wrthych yn Gymraeg, ac os (a) yw'r ddau unigolyn yn ymateb i ddweud eu bod yn dymuno hynny, rhaid ichi gadw cofnod o'u dymuniad, a gohebu yn Gymraeg o hynny ymlaen pan fyddwch yn anfon gohebiaeth a gyfeirir at y ddau unigolyn hynny; (b) yw un o'r unigolion (ond nid y ddau) yn ymateb i ddweud ei fod yn dymuno hynny, rhaid ichi gadw cofnod o'i ddymuniad, a darparu fersiwn Gymraeg o ohebiaeth o hynny ymlaen pan fyddwch yn anfon gohebiaeth a gyfeirir at y ddau unigolyn hynny
21	Cyflenwi Gwasanaethau	Pan fyddwch yn ffonio unigolyn ("A") am y tro cyntaf, rhaid ichi ofyn i A a yw'n dymuno cael galwadau ffôn oddi wrthych yn Gymraeg; ac os yw A yn ymateb i ddweud ei fod yn dymuno hynny, rhaid ichi gadw cofnod o'i ddymuniad, a chynnal galwadau ffôn a wneir i A o hynny ymlaen yn Gymraeg.
41	Cyflenwi Gwasanaethau	Os byddwch yn llunio'r dogfennau a ganlyn rhaid ichi eu llunio yn Gymraeg— (a) agendâu, cofnodion a phapurau eraill sydd ar gael i'r cyhoedd, sy'n ymwneud â chyfarfod o fwrdd rheoli neu gabinet; (b) agendâu, cofnodion a phapurau eraill ar gyfer cyfarfodydd,

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		cynadleddau neu seminarau sy’n agored i’r cyhoedd.
51	Cyflenwi Gwasanaethau	Os byddwch yn mewnosod gwybodaeth ar fersiwn Gymraeg o ffurflen (er enghraifft, cyn ei hanfon at aelod o’r cyhoedd er mwyn iddo wirio’r cynnwys neu er mwyn iddo lenwi gweddill y ffurflen), rhaid ichi sicrhau bod yr wybodaeth yr ydych yn ei mewnosod yn cael ei mewnosod yn Gymraeg.
100	Gweithredu	Rhaid ichi (a) gofyn i bob cyflogai a fyddai’n dymuno cael unrhyw ohebiaeth bapur sy’n ymwneud â’i gyflogaeth, ac sydd wedi ei chyfeirio ato’n bersonol, yn Gymraeg, a (b) os yw cyflogai yn dymuno hynny, ddarparu unrhyw ohebiaeth o’r fath iddo yn Gymraeg.
101	Gweithredu	Rhaid ichi ofyn i bob cyflogai a fyddai’n dymuno cael unrhyw ddogfennau sy’n amlinellu anghenion neu ofynion ei hyfforddiant yn Gymraeg; ac os yw’n dymuno hynny rhaid ichi ddarparu unrhyw ddogfennau o’r fath iddo yn Gymraeg.
102	Gweithredu	Rhaid ichi ofyn i bob cyflogai a fyddai’n dymuno cael unrhyw ddogfennau sy’n amlinellu ei amcanion perfformiad yn Gymraeg; ac os yw’n dymuno hynny rhaid ichi ddarparu unrhyw ddogfennau o’r fath iddo yn Gymraeg.
103	Gweithredu	Rhaid ichi ofyn i bob cyflogai a fyddai’n dymuno cael unrhyw ddogfennau sy’n amlinellu neu’n cofnodi ei gynllun gyrfa yn Gymraeg; ac os yw’n dymuno hynny rhaid ichi ddarparu unrhyw ddogfennau o’r fath iddo yn Gymraeg.
104	Gweithredu	Rhaid ichi ofyn i bob cyflogai a fyddai’n dymuno cael unrhyw ffurflenni sy’n cofnodi ac yn awdurdodi - (a) gwyliau, (b) absenoldebau o’r gwaith, ac (c) oriau gwaith hyblyg, yn Gymraeg; ac os yw’n dymuno hynny rhaid ichi ddarparu unrhyw ffurflenni o’r fath iddo yn Gymraeg.
105	Gweithredu	Os byddwch yn cyhoeddi polisi ynghylch ymddygiad yn y gweithle, rhaid ichi ei gyhoeddi

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		yn Gymraeg.
106	Gweithredu	Os byddwch yn cyhoeddi polisi ynghylch iechyd a lles yn y gweithle, rhaid ichi ei gyhoeddi yn Gymraeg.
107	Gweithredu	Os byddwch yn cyhoeddi polisi ynghylch cyflogau neu fuddion yn y gweithle, rhaid ichi ei gyhoeddi yn Gymraeg.
108	Gweithredu	Os byddwch yn cyhoeddi polisi ynghylch rheoli perfformiad, rhaid ichi ei gyhoeddi yn Gymraeg.
109	Gweithredu	Os byddwch yn cyhoeddi polisi ynghylch absenoldeb o’r gwaith, rhaid ichi ei gyhoeddi yn Gymraeg.
110	Gweithredu	Os byddwch yn cyhoeddi polisi ynghylch amodau gwaith, rhaid ichi ei gyhoeddi yn Gymraeg.
111	Gweithredu	Os byddwch yn cyhoeddi polisi ynghylch patrymau gwaith, rhaid ichi ei gyhoeddi yn Gymraeg.
128	Gweithredu	Rhaid ichi ddarparu hyfforddiant yn Gymraeg yn y meysydd a ganlyn, os ydych yn darparu hyfforddiant o’r fath yn Saesneg - (a) recriwtio a chyf-weld; (b) rheoli perfformiad; (c) gweithdrefnau cwyno a disgyblu; (ch) ymsefydlu; (d) delio â’r cyhoedd; ac (dd) iechyd a diogelwch.
145	Hybu	Rhaid ichi lunio, a chyhoeddi ar eich gwefan, strategaeth 5 mlynedd sy’n esbonio sut yr ydych yn bwriadu mynd ati i hybu’r Gymraeg ac i hwyluso defnyddio’r Gymraeg yn ehangach yn eich ardal; a rhaid i’r strategaeth gynnwys (ymysg pethau eraill) - (a) targed (yn nhermau canran y siaradwyr yn eich ardal) ar gyfer cynyddu neu gynnal nifer y siaradwyr Cymraeg yn eich ardal erbyn diwedd y cyfnod o 5 mlynedd o dan sylw, a (b)

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		datganiad sy’n esbonio sut yr ydych yn bwriadu cyrraedd y targed hwnnw; a rhaid ichi adolygu’r strategaeth a chyhoeddi fersiwn ddiwygiedig ohoni ar eich gwefan o fewn 5 mlynedd i ddyddiad cyhoeddi’r strategaeth (neu i ddyddiad cyhoeddi fersiwn ddiwygiedig ohoni).
146	Hybu	Bum mlynedd ar ôl cyhoeddi strategaeth yn unol â safon 145 rhaid ichi - (a) asesu i ba raddau yr ydych wedi dilyn y strategaeth honno ac wedi cyrraedd y targed a osodwyd ganddi, a (b) cyhoeddi’r asesiad ar eich gwefan, gan sicrhau ei fod yn cynnwys yr wybodaeth a ganlyn (i) nifer y siaradwyr Cymraeg yn eich ardal, ac oedran y siaradwyr hynny; (ii) rhestr o’r gweithgareddau a drefnwyd gennych neu a ariannwyd gennych yn ystod y 5 mlynedd flaenorol er mwyn hybu defnyddio’r Gymraeg.
152	Cadw Cofnodion	Rhaid ichi gadw cofnod, ar gyfer pob blwyddyn ariannol, o - (a) nifer yr aelodau o staff a fynychodd gyrsiau hyfforddi a gynigiwyd gennych yn Gymraeg (yn unol â safon 128), a (b) os cynigiwyd fersiwn Gymraeg o gwrs gennych yn unol â safon 128, y ganran o gyfanswm nifer y staff a fynychodd y fersiwn honno o’r cwrs.
173	Atodol - Hybu	Rhaid ichi sicrhau bod dogfen sy’n cofnodi’r safonau hybu yr ydych o dan ddyletswydd i gydymffurfio â hwy, a’r graddau yr ydych o dan ddyletswydd i gydymffurfio â’r safonau hynny, ar gael - (a) ar eich gwefan, a (b) ym mhob un o’ch swyddfeydd sy’n agored i’r cyhoedd.
174	Atodol - Hybu	Rhaid ichi ddarparu unrhyw wybodaeth y bydd Comisiynydd y Gymraeg yn gofyn amdani sy’n ymwneud â’ch cydymffurfedd â’r safonau hybu yr ydych o dan ddyletswydd i gydymffurfio â hwy

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Safonau y bydd yn ofynnol i gydymffurfio â hwy o fewn 2 flynedd.

Rhif Safon	Dosbarth o Safon	Safon
126	Gweithredu	Rhaid ichi ddarparu'r rhyngwyneb a'r dewislenni ar eich tudalennau mewnrwyd yn Gymraeg.
129	Gweithredu	Rhaid ichi ddarparu hyfforddiant (yn Gymraeg) ar ddefnyddio'r Gymraeg yn effeithiol mewn - (a) cyfarfodydd; (b) cyfweliadau; ac (c) gweithdrefnau cwyno a disgyblu.

Meri Huws
Comisiynydd y Gymraeg

Dyddiad: 22/06/2015

DRAFT

Comisiynydd y Gymraeg
Welsh Language Commissioner

Section 47 Welsh Language (Wales) 2011 Consultation Response Form

Consultation closing date: 20 July 2015

Please note that the failure of a person to participate in a consultation does not prevent the Commissioner from giving the person a compliance notice. Section 56(4) of the Measure notes that it is the relevant person's responsibility to set out reasons why they consider the requirement to comply with a standard, or to comply with it in a particular respect, is unreasonable or disproportionate.

Note the standards included within this Compliance Notice (if any) which you consider to be unreasonable and / or disproportionate. Where appropriate, you should note whether varying a requirement (see examples below) to comply with a standard would make it reasonable and/or proportionate? In the same manner, you should note if there are any other accompanying standards relating to the same activity or issue which you consider to be reasonable and/or proportionate.

Standard Number	Supporting reasons or evidence	**Would varying a requirement to comply with a standard make it reasonable and/or proportionate? For example introducing the requirement at different times, in different circumstances or in different areas. You should note what these are, noting all supporting reasons and evidence you consider relevant**	**Are there any other accompanying standards relating to the same activity or issue which you consider to be reasonable and/or proportionate? Please note the standard number and reasons / evidence**
5	Although this standard is rigorously applied in a significant number of departments at present, there are areas of inconsistency which need to be addressed. These emanate in part from the large number of changes that have occurred within Council structures and among Council personnel over	It is anticipated that additional time would be required to embed this across all service areas within the Council. Therefore an extension from 6 months to 1 year is requested.	

	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.		
25 and 28	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. 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. 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	Currently there are 11,000 service users who have accessed the Rhondda Cynon Taf Council social care system in the last year (2014/15) of which 83 are Welsh speakers, this equates to less than 1%. This figure may be understated as the question regarding service delivery in Welsh may not have been proactively offered. We currently have 120 staff in the social care service area who have chosen to declare that they are Welsh speakers. However, we cannot guarantee on every occasion that bilingual staff with the appropriate social care qualifications and specialist skills will be able to meet the needs of Welsh speaking clients. It is requested that this standard be reduced to one whereby provision of a translator is provided at well-being meetings where a service users wants to speak in Welsh as this is a more achievable and proportionate requirement for a county with the linguistic profile of Rhondda Cynon Taf. Alternatively there could be a reasonable adjustment whereby a family member or close friend could act as advocate or translator as long as this is with the consent of the individual and respects the confidentiality of the vulnerable person.	

	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.		
44	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.	An extension from 6 months to 2 years is requested on the basis that a gradual approach will be easier to manage both in terms of cost and staff capacity, for example as and when policies are reviewed. It is also likely that there will be far fewer consultation documents and plans to be translated as time passes and non-statutory local authority services are significantly reduced or stopped.	
52	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. However there remain challenges due to the swift turnaround required if Welsh is to be treated no less favourably than English on the website. One of the biggest challenges at present is ensuring that both	Extending the time frame to two years would give more opportunity for exercising a stepped approach to full compliance.	

	languages are uploaded simultaneously and that there is sufficient staff capacity focussed on this area that is developing rapidly.		
64	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. 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. The Council is fully aware of the	Currently very few staff have sufficient language skills for us to comply fully with this standard. The Council will continue to assess posts to identify those where Welsh is regarded as essential when posts become vacant, and to up-skill current employees in order to move towards a more sustainable Welsh service provision over time.	

	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 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). 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.		
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.	A timescale of 2 years is requested in order to ensure full compliance and also to reduce unnecessary cost of replacing notices that continue to be in good repair.	
Any and all standards which allude to the use of Simultaneous Translation including:	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.	Complying with these standards is felt to be too challenging for the foreseeable future due to the cost implication and also the lack of suitably qualified personnel to deliver the service. The Council will continue however to provide this facility in specific situations whenever it is able to do so and where it is assessed that	

Individual / Group Meetings 24, 24A, 27A, 27D Public Meetings: 32, 33 Interviews: 74, 79 HR Staff: 114, 118, 139	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 implemented. 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. 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.	there is a value to doing so, for example, where a majority of members at a meeting have expressed a desire to speak in Welsh or in cases that relate to well-being of staff or members of the community is under discussion (as is currently the case).	
85, 86	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	An extension to the compliance notice (from six months to one year) would be required so that adult community courses in 2016/17 can be assessed for delivery in Welsh as required under these Standards and the assessments	

	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. It will not be possible therefore to reconsider the options currently on offer to the public. 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.	then placed on the website.	
100-111	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.	An extension to two years is requested to reflect the expected workload and taking into account the capacity of the Translation Team and Council priorities for promoting the Welsh language across the county. Policies may be translated on review as suggested for Standard 44.	

	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.		
Standards (within 1 year)			
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 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	There are considerable challenges posed by this standard and it will be impossible to meet these challenges both in respect of funding, staffing capacity and structural procedures. It is therefore suggested that this Standard should be deleted from the Draft Compliance Notice. The Council will continue to translate Council agendas and will commit to translating documentation that has a specifically Welsh interest such as the documents produced for the cabinet's Welsh Language Steering Group (as is currently the case).	

	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. .		

Pease return this form to standards.investigation@welshlanguagecommissioner.org.