

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

Welsh

Language Standards

Annual Report
2024–2025

Mae'r ddogfen hon ar gael yn Gymraeg
This document is also available in Welsh

Cymraeg

APRIL 2025

Prepared in accordance with the requirements of the
Welsh Language (Wales) Measure 2011

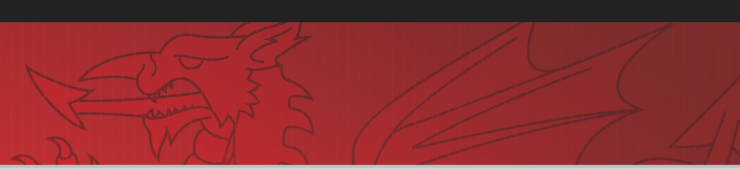


RHONDDA CYNON TAF



CONTENTS

1. Introduction	3
2. Welsh Language Services Unit	5
Ongoing Activities	8
New Projects and Campaigns	12
3. Complaints	15
4. Staff Welsh Language Skills: Standard 170(2)(a)	18
5. Staff Training: Standard 170 (2)(b) and (c)	19
6. Recruiting to Empty Posts: Standard 170(ch)	19
7. More information	20
8. Appendix 1 – Service Self-Evaluations 2024-2025 Key Themes	21



1. Introduction

Welsh Language Standards

Rhondda Cynon Taf Council received its final Compliance Notice from the Welsh Language Commissioner on 30 September 2015. The Notice detailed the Council's duty to meet 171 Standards relating to the Welsh language, which were determined by the Welsh Government under the Welsh Language (Wales) Measure 2011. An application to challenge 14 of the Standards was submitted to the Commissioner on 29 March 2016. Following further consideration and consultation, the Welsh Language Commissioner decided that no action should be applied to 9 of the Standards that were the subject of the challenge and that a variation should be applied to 5 of the Standards that were the subject of the challenge. The amended Compliance Notice was submitted to Rhondda Cynon Taf County Borough Council on 9 September 2016. It can be viewed in full [here](#).

Vision

Rhondda Cynon Taf Council is committed to creating an environment that encourages the public to use the Welsh language whenever they engage with the Council. The Council also encourages its staff to use Welsh in the workplace and to continue to develop their language skills throughout their careers. As well as working towards full compliance with the requirements of the Welsh Language Standards, the Council will do its utmost to ensure that it provides services in accordance with all the Welsh Government's key policies and strategies in relation to the Welsh language. From 2024 onwards, the Council's new Corporate Plan has included the Welsh language among its central priorities, to ensure that planning for the delivery of services in Welsh and respecting the rights of staff and residents to use the language is addressed at the highest possible strategic level.

Governance and Accountability

In 2022, the Council established a **Welsh Language Cabinet Sub-Committee**. The committee includes 5 members of the Cabinet and senior/chief officers. The sub-committee, which replaced the **Welsh Language Cabinet Steering Group**, has been established to ensure an authority-wide approach to providing services through the medium of Welsh, in accordance with the Welsh Language (Wales) Measure 2011, specifically the statutory Standards relating to the Welsh language. The sub-committee is a decision-making committee, therefore policy decisions regarding the language may be made locally, without the need for escalation to the full cabinet committee. The members also provide strategic direction in terms of implementing pieces of legislation or policy, together with any local policies regarding the Welsh language, and support the Council's Welsh Language Services Unit to fulfil its duties. In addition to that, the Council's cross-party Overview and Scrutiny Committee scrutinises the Welsh Language Standards Annual Report and the 5-Year Welsh Language Promotional Strategy and the progress made against its aims, where appropriate.

Links to Council Policies and Priorities

The Council's commitments under the Welsh Language Standards are included in the authority's main organisational documents including the Corporate Plan 2024-30 (Working with our Communities) and the Welsh in Education Strategic Plan. In addition to this, internal policies, such as Human Resources policies, mainstream Welsh language issues which is

more effective than preparing individual policies to address matters relating to the Welsh language. The Council's priorities are guided by legislation including the Well-being of Future Generations (Wales) Act 2015 and the Social Services and Well-being (Wales) Act 2014, which places a duty on the Council to strengthen the Welsh language. The first Act requires public bodies to work towards seven well-being goals. One of these is 'a Wales of vibrant culture and thriving Welsh language'. The Council's Corporate Plan, implemented from 2024 onwards, includes Welsh as one of its main priorities, with one of its four themes covering 'Culture, Heritage and the Welsh language'. This ensures that the Council further commits to the aims of this act and contributes fully to ensuring the legacy of the Pontypridd National Eisteddfod 2024 across the county borough. The second Act requires public service organisations to consider the linguistic needs of their users when providing care and support services.

Reporting

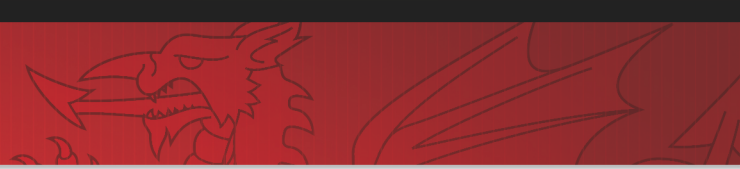
This is the ninth full year of implementing the Welsh Language Standards in accordance with the Welsh Language (Wales) Measure 2011.

This report, which will be published by 30 June, is a requirement of Standards 158 and 164, and states how the Council has complied with the following Supplementary Standards:

- Service Delivery Standards
- Operational Standards
- Policy Making Standards

The report also presents data on the required indicators as follows:

- the number of staff who have Welsh language skills (Standard 151).
- the number of staff who attended the training courses listed in Standard 128 if they were offered in Welsh (Standard 152).
- the percentage of total staff who attended any courses listed in Standard 128 (Standard 152).
- the number of new jobs and vacancies that were categorised as jobs that where (i) skills in the Welsh language to be essential; (ii) it is necessary to learn skills in the Welsh language once someone is appointed to the post; (iii) skills in the Welsh language are desirable; or (iv) skills in the Welsh language were not necessary (Standard 154).
- the number of complaints the Council received (Standard 150).



2. Welsh Language Services Unit

The Council recognises that high priority should be given to the Welsh Language Standards due to the risks associated with not complying with them. Moreover, compliance aids the Council in fulfilling its commitment to creating an environment that encourages residents to use the Welsh language when contacting the Council, and to support staff to use the Welsh language in the workplace. It recognises that the support of the entire Council is needed to be able to offer and promote Welsh Language Services from the first contact.

The Council invests in a substantial Welsh Language Services Unit which includes a team of 13 translators, a team of policy officers, a Welsh language tutor, and administrative and management staff. The Unit works to support all the Council's services by doing the following:

- giving advice and support to all services regarding their statutory responsibilities under the Standards
- translating documents for the public
- providing an in-house Welsh tutor
- identifying areas of potential non-compliance
- recording customer complaints
- reporting on developments to the Welsh Language Cabinet Sub-committee
- providing simultaneous translation at full Council meetings and at other meetings open to Members (e.g. scrutiny committees)
- providing simultaneous translation support to all other service areas such as legal services, human resources, education
- attending the Fforwm Iaith
- collaborating with Welsh language organisations in the community as appropriate
- representing the Council in external meetings and being the main contact with the Welsh Language Commissioner and relevant departments in Welsh Government
- offering support across departments for promoting the Welsh language in general
- coordinating and liaising on issues relating to the Welsh in Education Strategic Plan
- coordinating and linking to the Welsh Government's More Than Words Strategic Framework
- giving purposeful support to the National Eisteddfod of Wales which was held in RCT in 2024
- providing support as part of the Cymraeg i Bawb partnership and its South East Wales Welsh Education Champion post, which is funded by Welsh Government
- providing Welsh language policy and compliance advice for the South East Wales Corporate Joint Committee/Cardiff Capital Region

The Council is investing in a Unit as a proactive response to the statutory environment and the type of work that needs to be done to try to assist all of the Council's services to meet the Standards in a more cost-effective manner.

A Senior Compliance and Policy Officer and a Compliance Support Officer monitor the delivery of services across the Council and ensure that they comply with those Standards that apply to them. As a result of this, the roles give the Council the opportunity to provide further support to services where any potential weaknesses in meeting the requirements of the Standards is identified, as well as continuing with some of the more traditional duties of the role of a Welsh language officer. These relatively new positions are now well-embedded in the Welsh Language Services Unit, and the Council more broadly. For example, the Senior Policy and Compliance Officer regularly collaborates with equality officers, data officers and the Council's corporate performance officers to assess the impact of policies, maintain a comprehensive data tool for Council officers to use, and monitor all departments' performance against Welsh Language Standards. The Compliance Support Officer may also undertake internal compliance audits of service areas as a part of our self-regulatory mechanisms and also leads on creating promotional and training materials to increase compliance across the organisation. In addition, the Support Officer works as the first point of contact for day-to-day inquiries regarding the Standards and other Welsh language matters from the South East Wales Corporate Joint Committee staff. Again this year, the Welsh Language Commissioner's Office has been generous in giving positive feedback about the way Rhondda Cynon Taf County Borough Council fulfils its duties in terms of the Standards.

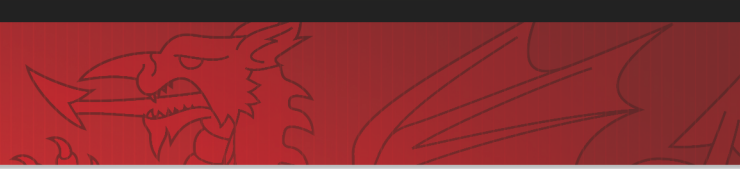
During 2024-25, both the Senior Policy and Compliance Officer and the Compliance Support Officer have undertaken a post-graduate certificate in Language Policy and Planning at the University of Wales Trinity St David. This has allowed them to develop day-to-day strategies for promoting compliance and will contribute to the Unit's long-term strategic planning with regards to the purposeful long-term promotion of the Welsh language in the future. It is intended that they will provide training to Council staff regarding language planning techniques and use the knowledge and skills they have acquired to assist with the development of future Welsh Language Strategies and the evaluation of existing ones. In addition to this, as of March 2025, a Welsh Language Strategy Co-ordinator has also been appointed, to monitor the implementation of the Council's 5-year promotional strategy for the Welsh language (a requirement of standard 145) across the Council. The officer will work closely with all services named in the strategy to help them develop solutions related to promotion and compliance and will also work with community organisations to help embed Welsh language events and activities at a community level.

A part-time Welsh Language Tutor organises and presents Welsh courses and sessions, which are available to all of the Council's employees to learn Welsh or improve their skills in the language. In 2024/25, the in-house tutor has taught 80 members of staff, including Councillors, at various levels, and a further 47 have attended Bitesize Cymraeg Gwaith Sessions. This is in addition to the staff who have completed Welsh Level 1, the Council's mandatory online course which all staff must complete within six months of taking up a new post with the Council if they do not meet this required skill level upon appointment. This year, the Tutor has prepared and rolled out a specific Level 1 course for catering staff in order to ensure that as many staff as possible can take advantage of the training. This is aimed at school catering staff who do not have access to electronic devices as part of their role, and the course has been designed specifically to ensure that these staff members can communicate in Welsh with the children they work with, to support the aims of the Council's WESP and our schools' engagement with the Siarter Iaith and Cymraeg Campus initiatives.

The Council continues to work in partnership with the Welsh Government's Cymraeg Gwaith project and Welsh for Adults, ensuring that Council staff can take advantage of online help and tutoring. In addition to this, the Council has, on a number of occasions, supported individuals to complete a residential course in Nant Gwrtheyrn and continues to encourage service areas to support learning through classes in the community. In order to prepare for staffing the Council's stand at the RCT National Eisteddfod 2024, 10 members of staff who speak Welsh attended a residential course at Nant Gwrtheyrn in April 2024, to help them gain confidence when speaking Welsh with the public during the Eisteddfod and when undertaking their respective roles in the future.

The translators of the Welsh Language Services Unit are an integral part of the Council's efforts to comply with the Welsh Language Standards, and they provide first class written and simultaneous translation services to all Council departments as required. The unit employs a Principal Translator who manages the day-to-day translation and proofreading work, four Senior Translators who focus on the work of the Democratic Services and provide proofreading support, and eight translators. To recognise the various specialties of current and prospective translation staff, the needs of the Council, and to provide professional development opportunities, senior translator and translator positions have now been divided into two different types of role – those who work on written translation only, and those who provide both written and simultaneous translation. Three senior translators and three translators undertake simultaneous translation under this arrangement at the moment (with a fourth recently appointed), and those who work on written translation only can work towards becoming a simultaneous translator as part of their professional development should they wish to do so. Two of the senior translators coordinate this element of professional development for the other staff, after graduating with a postgraduate certificate in simultaneous translation. This year, a third senior translator has also completed the postgraduate certificate in simultaneous translation to ensure that the unit continues to provide a service of the highest possible standard. To this end as well, the Principal Translator and the Senior Translators have attended training on correcting and offering feedback on the work of less experienced translators, which has also contributed to their professional development and that of the translators whose work they proofread.

In terms of the service the translation unit provides, 2024/25 has seen several positive developments. The Council has continued to appoint to essential translator roles despite financial pressures, including Senior Translator and Simultaneous Translator posts. Following positive discussions with elected members regarding the simultaneous translation services provided by the unit in the Council Chamber, it was agreed that the unit would arrange a one-day training session on simultaneous translation for all translation staff to either refresh their knowledge in this area or to try their hand at this important skill, especially given that staff turnover over the past years had meant that some newer colleagues had not received formal, external training in this field. The Unit financed the session, which was delivered by Lynwen Davies, an experienced and well-respected industry leader, who also leads the postgraduate certification in simultaneous translation at the University of Wales Trinity St David. This continuous professional development will help to ensure the standard of service our translators provide to the council and its partners will continue to be commensurate with industry-wide standards.



Ongoing Activities

Here is a summary of developments in the ongoing activity of the unit, during 2024/25:

- **Welsh Language Impact Assessments**

The Council introduced its new Welsh Language Impact Assessment Framework in 2021-22, and since then, the new process has become an established part of the Council's scrutiny programme.

The Senior Compliance Officer and Compliance Support Officer work with officers across the Council on a daily basis providing them with support to identify how their proposed plans could affect the Welsh language and its speakers in the community and the workplace, and to develop measures to maximise any positive impact and mitigate for any negative impacts. In addition to written feedback and informal meetings, every month an Impact Assessment Panel is held as well as ad-hoc Panel meetings to discuss more urgent or complex decisions. Panel members include compliance officers, senior independent officers from different Council departments, and members of the senior leadership team. This is not only an additional opportunity to refine the impact assessment with the help of highly experienced officers, but it ensures that the impact assessment process is understood and given priority in all service areas and among the Council's directors as well, meaning that its importance is communicated throughout the entire organisation. In the past year, the Senior Policy and Compliance officer, along with Equality officers, has conducted bespoke impact assessment training for the Social Care Service Transformation Team, who have in turn made excellent progress in terms of their engagement with the process, and have put many plans in place to improve their capacity for Welsh language service delivery (see page 13 for further detail). Also, as a result of assisting with a number of impact assessments for the Council's Corporate Estates Division, the Welsh Language Service Manager and Senior Policy and Compliance Officer have been included as members of the Operational Management Board for the Corporate Asset Management Plan, to provide ongoing input regarding the impact of the Council's plans for its buildings and land on the Welsh language. All this is testimony to the fact that the Council is proactive in assessing the impact of its decisions on the Welsh language, and that this process is given clear priority across the organisation.

With that in mind, the Welsh Language Services Unit is constantly updating its Welsh Language Impact Assessment Guidance, and in 2024/2025 this has been fully revised, together with its Welsh Language Impact Assessment Tool. These revised versions draw on what officers have learned during the first four years of implementing the new framework, as well as feedback from those who have carried out impact assessments during the period. The revised documents will be approved and published in early 2025/26, and this will also be a further opportunity for the Unit to communicate important messages about the Commissioner's work in this area, through announcements to staff about the new resources and further training sessions.

- **Welsh in Education Strategic Plan 2022-2032**

The Unit has continued to support the work of coordinating the Council's Welsh in Education Strategic Plan and given support to staff preparing the action plan for the first 5 years, and the marketing subgroup.

- **5 Year Strategy for Promoting the Welsh Language 2022-2027**

Since the approval of the [new strategy for the promotion of the Welsh language](#) and the [associated action plan](#) in 2022-2023, the Council's departments continue to implement the actions and priorities identified.

Despite the disappointing all-Wales picture obtained in the 2021 Census figures, the situation was more promising in Rhondda Cynon Taf itself, where there was an increase of 2.8% in the numbers of people able to speak Welsh, from 27,779 to 28,556. This progress is testament to the contribution and commitment of the Council's staff and elected members to improve services and meet targets. The new strategy tries to build on this success and aims to increase the number of speakers in RCT by 5%. In June 2024, work began on assessing the progress to date against the new strategy and its associated action plan and a report was submitted to the Cabinet Sub-committee in October. The report was also reviewed by the Overview and Scrutiny Committee in January 2025, where elected members asked if more quantitative data regarding progress against the actions in the plan could be included with future reports. As a result, the Welsh Language Strategy Co-ordinator and the Performance Management Co-ordinator (Performance Management Team) are working closely with service areas involved to ensure they are collecting more data going forward.

- **Welsh Level 1 Training**

With the Council's new HR system now implemented, Welsh Language Services officers are able to track the Welsh language skill levels of new employees more efficiently, and as of 2024/25, the Council's process of inviting all new staff who do not meet the Level 1 requirements upon appointment to complete the Welsh Level 1 Training as part of their probationary period resumed.

Through collaboration with the People Development Team, this course will now appear as mandatory learning on the profiles of relevant members of staff on the Council's online professional development platform. The Welsh Tutor also holds regular 2-hour Level 1 'Bitesize' sessions on Teams to support staff learning in this area too. The Tutor has also produced an online Level 1 course aimed specifically at catering staff and is developing a series of face-to-face sessions for our services areas that provide employment opportunities specifically for adults in the local area with learning difficulties.

- **Learning Welsh**

This year saw the fourth formal, integrated campaign to encourage staff to learn Welsh in the Council.

During the summer of 2024, our poster and information booklet advertising all community and virtual provision were sent to all Council staff. As a result of this, 47 staff members registered on either Entry or Foundation Level courses. A further 23 registered on an Entry Level taster course that began in January 2025. In addition to these courses, the Tutor has held 'Bitesize' sessions on Cymraeg Gwaith, which have been attended by 47 members of

staff. Feedback for these courses is overwhelmingly positive, as is the feedback for the Level 1 mandatory course. The Council will review the provision for next year in accordance with the feedback it receives.

- **The Unit's newsletter**

In 2024/25, in order to streamline organisational communication, the Council decided to produce one central, monthly newsletter going forward, rather than have individual services publish their own quarterly editions.

Whilst Welsh Language Services were concerned at the outset that this would impact our ability to communicate key messages and information with colleagues, such as advertising Welsh lessons, the central newsletter contains a regular section on Welsh language matters, and this means key messages are relayed to colleagues more regularly too.

- **Rhondda Cynon Taf National Eisteddfod 2024**

The RCT Eisteddfod, which was held in Ynysangharad War Memorial Park, Pontypridd between 3-10 August 2024, is being celebrated as the “best ever” National Eisteddfod.

It is estimated that the hugely successful festival saw more than 186,000 people attend over the eight days. The RCT Village on the Maes (Calon Taf) welcomed thousands of visitors during Eisteddfod week. A programme of events was developed in partnership with internal services and external partners, ranging from heritage talks to exhibiting the Eisteddfod Crown and Chair before they were awarded to the winners in ceremonies on the Monday and Friday. As an extension to the RCT Village, Eisteddfod officers scheduled a daily programme of entertainment on the bandstand which gave opportunities for local schools, choirs and artists to perform at the Eisteddfod. In some cases, this was the first time they had not only attended the Eisteddfod, but the first time they had performed live.

Utilising the £350,000 Welsh Government funding that was awarded earlier in the year, a total of 13,507 free entry tickets were distributed to local families (6,949 adults and 6,558 children). Along with an entry ticket, each child was able to collect a £5 food voucher from the RCT Village on the Maes during their visit, to spend at one of the many food retailers at the Eisteddfod. In addition to this, Youth Engagement and Participation Services supported 150 young people from across RCT to attend the event and they were provided with a food token, free transport and entry to the Maes. The feedback was very positive from young people, especially the pride they felt in seeing an event like this held in Pontypridd, and many noted it has increased their desire to learn and use the Welsh language.

During the Eisteddfod, the Education service hosted a VIP event at the RCT Village to discuss developments in Rhondda Cynon Taf in relation to our Welsh in Education Strategic Plan (WESP) and to launch the WESP promotional video. It was also an opportunity to celebrate successes and to extend thanks to our hugely valued strategic partners.

The Welsh Language Commissioner invited the Council's Welsh Language Service Manager to share the Council's successes in embedding the Welsh Language Standards and how other establishments may learn from our experiences in order to affect positive change within our communities. In addition, the Senior Compliance Officer and Compliance



Support officer staff delivered a presentation at the Welsh Government tent on the opening weekend of the Eisteddfod highlighting the positive work that the Council undertake in their commitment to the Welsh language and also some of the challenges locally.

As noted above, the Council is required to produce a Five-Year Strategy to facilitate and promote the Welsh Language in the county under Standard 145 of the Compliance Notice issued under section 44 of the Welsh Language (Wales) Measure 2011. The strategy will play a central role in supporting the legacy of the Eisteddfod and it's envisaged that additional agreed actions by service areas will be included in the strategy with this aim in mind. The aforementioned strategy focuses on three national themes as outlined by the Welsh Government which are considered integral aspects to ensure growth in the language and in order to support the Welsh Government's 2050 vision. Any additional actions to support the Eisteddfod legacy will be integrated into the three themes. Work also continues to ensure that the five agreed themes for the RCT Village at the Eisteddfod are integrated into the three national themes outlined by the Welsh Government.

- **Cultural Campaigns**

Welsh Language Services promoted the following Cultural Campaigns during 2024-2025:

- **St David's Day:**

For St David's Day this year, the Welsh Language Services Unit posted messages on the Council's social media accounts asking our followers to take part in the celebrations. In addition, St David's flag was raised outside Llys Cadwyn in Pontypridd in the days leading up to 1 March. Welsh Language Services also held a Welsh Coffee and Games Morning at Garth Olwg Lifelong Learning Centre for Council staff, which was attended by both confident speakers and colleagues who have recently begun learning the language with the Council's Tutor.

- **Shwmae Su'mae Day:**

For Shwmae Su'mae Day this year, the Welsh Language Services Unit posted a series of messages on our social media accounts encouraging residents to start their conversations with 'Shwmae', to start learning Welsh, and to listen to a playlist of Welsh songs created especially for Shwmae Day. A coffee morning was also held in Garth Olwg Lifelong Learning Centre, where pupils from Ysgol Garth Olwg had the opportunity to perform in Welsh.

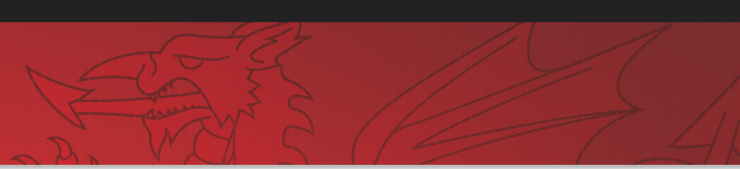
- **Saint Dwynwen's Day:**

This year, the RCT Council celebrated St Dwynwen's Day by posting a series of messages on our social media accounts promoting a number of local events relating to St Dwynwen's Day.

- **Welsh Music Day:**

Using Welsh Government's promotional materials, the Welsh Language Services Unit produced a series of messages on social media promoting Welsh playlists, gigs and local Welsh music sessions.

In addition, the Siarter Iaith monthly playlist, launched on Dydd Miwsig Cymru, was shared with the County Borough's schools, and the updated playlists are shared with them on a monthly basis.



New Projects and Campaigns

During 2024/25, the Welsh Language Services implemented the following projects and campaigns, and prepared new associated documents and resources, in order to further strengthen compliance, and increase the use of the language and its profile, among the workforce and in the community:

- **Guaranteed Interview Scheme for Welsh Speakers Level 3 or Higher**

In October 2023, Rhondda Cynon Taf Welsh Language Cabinet Sub-Committee approved a new recruitment scheme to guarantee an interview for a job to any applicants who speak Welsh to a Level 3 standard or higher (provided they also meet all of the essential criteria).

Although the Council has worked hard over the years to embed the Welsh Language Standards, recruit Welsh speakers and improve the Welsh language skills of its current staff, the annual self-evaluations of the Council's various services continue to highlight the need to prioritise having enough Welsh speakers across the Council, but especially among the front-line staff. To that end, Welsh Language Services proposed this new scheme to respond to this challenge and the growing demand for Welsh language services. The plan has been mainstreamed into all of the Council's recruitment policies, and Welsh Language Services collaborated with the Human Resources department on technical and practical requirements for implementation.

The scheme was launched at the end of July 2024 to correspond with the arrival of the 2024 National Eisteddfod in the County Borough. To promote the scheme via Facebook and LinkedIn, the Council's Corporate Communications team have designed a targeted social media campaign. This includes bilingual video infographics, and targeted messages which are slightly different in Welsh and English to deliver different key messages to different audiences and has been well-received online. The first year of implementing the scheme will be evaluated in full over the summer of 2025, with a report presented to the Cabinet Sub-committee in October 2025. Preliminary data, however, suggests that the scheme thus far has been very successful in achieving the core aim of appointing more Welsh speakers – as of January 2025, 50 applicants had either been offered employment or begun working for the Council via the scheme, and monthly data indicates that the number of Welsh speakers appointed to new posts within the Council has almost doubled compared to the months prior to the implementation of the scheme. The Welsh Language Commissioner asked the Welsh Language Services Unit to prepare a good practice case study, outlining the nature of the scheme, which is the first of its kind, thus demonstrating that this piece of work is being considered by regulatory bodies and other organisations as sector-leading and something which other local authorities could look to implement too.

- **'Bitesize' Sessions on the Welsh Language Standards**

In 2023/24, following a complaint (CS1080) via the Welsh Language Commissioner about the lack of Welsh at a meeting held by the Council for parents of pupils at one of the county's secondary schools, Welsh Language Services decided that a specific campaign was needed to remind staff of the Council's duties under the Welsh Language Standards.

To that end, Welsh Language Services planned 6 different 'Bitesize' sessions, to discuss



various areas of priority for the Council in terms of continuing to ensure compliance. Following the success of these sessions, which was reported last year, the South East Wales Corporate Joint Committee asked the Welsh Language Services to provide similar sessions for their staff, following the implementation of their Compliance Notice on 31 September 2024. So far, these have included sessions on introductions to the Standards, communication, and impact assessments which all staff have been asked to attend. The intention is to plan a new cycle of sessions for 2025/26, for RCT staff on themes including creating Welsh and bilingual videos, hosting and organising training and education courses, and managing staff who speak or are learning Welsh, and similar bespoke sessions will be designed for the Corporate Joint Committee/Cardiff Capital Region too.

- **Presentations to Managers**

Following the series of 'Bitesize' sessions, Welsh Language Services staff have continued to receive requests to give presentations to management teams across the Council on a range of issues relating to the Welsh Language Standards.

Of particular interest to many departments this year was the standards relating to arranging and facilitating bilingual meetings, following the publication of the Unit's Checklist (which was an outcome of the complaint CS1080 received via the Welsh Language Commissioner). The Welsh Language Services Manager and Senior Policy and Compliance Officer gave a presentation on this subject to the Council's Senior Leadership Team, and were subsequently invited to senior management team meetings in Education and Inclusion, and Community Development, Arts and Libraries to give further sessions on this matter.

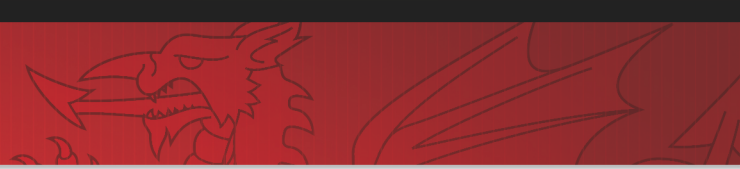
- **Working with other Council Departments**

Here are some examples of new projects Welsh Language Services have worked on in collaboration with other Council Services, demonstrating good practice across departments with regards to Welsh language promotion and legislation:

- **SOCIAL CARE SERVICE TRANSFORMATION:**

- Welsh in the Workplace and Promoting Welsh Language Services**

Following training on Welsh language impact assessments, the Organisational Change and Transformation Manager for Social Care took many positive actions to help her staff develop their confidence in using the Welsh language with clients and to promote the active offer of care through the medium of Welsh. In implementing the Social Care Workforce Strategy she has emphasised to her team the importance of language choice in the care sector in many ways, one of which is by registering 8 staff members who speak Welsh but are less confident at using it professionally to attend a specialist course with the National Centre for Learning Welsh to help increase their confidence to provide services in the language. The team are working with Welsh Language Services on developing a promotional video, where these members of staff will celebrate their own use of Welsh at work and promote the active offer, in order to both raise awareness of these language rights amongst the public and also to encourage more staff to have confidence when using their Welsh at work.



▪ **ARTS AND CULTURAL SERVICES:**

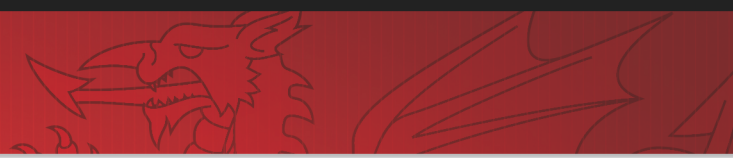
Simultaneous Translation in Theatrical Productions

As part of Arts and Cultural Services contribution to ensuring the cultural and linguistic legacy of the 2024 National Eisteddfod thrives in the county borough, the 'Parc a Dewrder' programme of events was held in the Parc and Dare Theatre in Treorchy. This included a performance of the work of dramatist Bethan Nia in Welsh, with simultaneous translation provided in English by staff from the Welsh Language Services unit, so that non-Welsh speaking audiences could better understand the work. This was the first time the Council has devised such an event, and due to its success, we are looking to replicate this in future performances where possible in order to introduce new non-Welsh speaking audiences to the language and its cultural and artistic importance.

▪ **COMMUNITY DEVELOPMENT:**

Terms and Conditions to ensure positive impact on the Welsh Language from Shared Prosperity Fund Grants

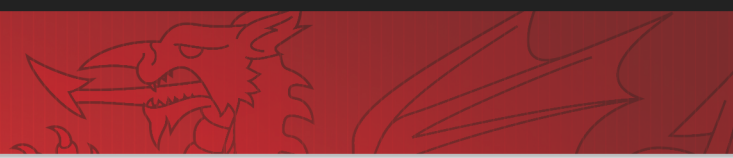
In 2022/23, 2023/4 and 2024/5, the Council has awarded Community Grants worth a total of £4,397,464 to 299 projects through the Shared Prosperity Fund. As this funding comes directly to the Council from the UK Government, rather than Welsh Government, there are no requirements to ensure the funding has a positive impact on the Welsh language. As part of its ongoing commitment to ensure positive outcomes for the Welsh language locally and to embed the language organically in a range of community events and projects, Rhondda Cynon Taf Council, however, has chosen to add its own terms and conditions to the grant funding it awards through the scheme to ensure applicants demonstrate how their projects will benefit Welsh speakers and have a positive impact on the opportunities to use the Welsh language locally (based on the requirements of Welsh Language Standards 71-75). The Welsh Language Strategy Co-ordinator will support monitoring of the implementation of these grants and ensure that awardees are able to use the funding effectively to ensure their projects have the intended positive impacts described in the applications.



3. Complaints

Complaint submission date: July 2023	
Nature: Employment, Education and Training: Complaint about an award ceremony for local school pupils held by the Council. The complainant claimed that most of the presentation had been in English, that there were errors in the Welsh written materials used, and that a Welsh questionnaire was not available at the same time as the English version.	Submitted by: A member of the Public via the Welsh Language Commissioner (CS1180)
Outcome / Response: The Council responded to confirm that it was responsible for the event. It admitted that the standard of Welsh used in the materials fell short of what was expected and confirmed that the Translation Unit had not been responsible for providing this translation. The Council noted that the presenter had opened and closed the event in Welsh, and that guest speakers had also presented in Welsh during the event. It admitted that the questionnaires were not initially available in Welsh, but an officer had printed them out following the request and they were available within the next 10 minutes. The Commissioner decided to carry out a full investigation into these matters, and came to the decision that the Council had breached Standard 36 by treating the Welsh language less favourably. The Council reminded reminding all departments of their duties when organising meetings, sharing the Checklist for Organising Bilingual Meetings with them.	

Complaint submission date: February 2024 and April 2024	
Nature: Registry Office / Revenue and Benefits: Complaint about the lack of Welsh language service provision by the Registrar Service and the Council Tax Department when trying to register a death and close the accounts of the person who had died. Also, the paperwork regarding Council Tax was in English only - undermining the 'Tell Us Once in Welsh' service according to the complainant.	Submitted by: A member of the public (later raised via the Welsh Language Commissioner)
Outcome / Response: This complaint was originally raised by the individual via the Council's central complaints system, and due to human error it was mistakenly filed in an incorrect work queue and was not investigated in anyway until the translation unit came across the complaint for translation. Around the same time, the complainant escalated the matter to the Welsh Language Commissioner, after no response was received. Upon receiving notice of the complaint from the Commissioner's Office, Welsh Language Services and Council Tax wrote/spoke to the complainant to apologise for the delay and for the situation that had led to the complaint.	



Welsh Language Services also successfully argued to the Welsh Language Commissioner that the service the complainant had received from the Registry Office was not in breach of the Standards, and this element of the complaint was removed from the terms of reference. The Council admitted the breach in relation to Council Tax letters and informed the Commissioner of the work they were doing with other LAs to rectify the issue. The Commissioner decided to open an investigation and issued a draft decision and enforcement notice in the first instance, which the Council successfully argued was unreasonable to enforce as it involved the Council taking the blame for third party failures in respect of the Welsh language. The Commissioner issued the Council with an updated decision and enforcement notice, which the Council accepted. The Council was required to ensure any automated correspondence it sends out was done so bilingually. In addition to this it was recommended that the Council consider changing the layout of its headed paper to ensure the offer to correspond with us in Welsh was more accessible, and to consider keeping one central database of service user language choice. Headed paper has been updated, and the offer to correspond in Welsh relocated to the very top of the document. It was decided that the Council would continue to keep service level databases for language choice as demographic considerations may mean that some people would choose to use Welsh with the Council in some instances, and English in others.

Complaint submission date: **March 2025**

Nature:

Waste Services:

Notice and Producer served in English only.

Submitted by:

A member of the public via the Welsh Language Commissioner

Outcome / Response:

The Council has responded to the initial notice from the Welsh Language Commissioner to say it is responsible, and what steps have been undertaken to ensure this does not happen again. It has also informed the Commissioner of other relevant factors surrounding this complaint. The Commissioner's Office will decide whether or not to open a full investigation.

Complaint submission date: **July 2024**

Nature:

Highways:

Incorrect Welsh on a temporary road sign in Pontypridd.

Submitted by:

A member of the public

Outcome / Response:

Valid complaint.

The temporary sign was in relation to Eisteddfod production traffic, and the Council's dedicated Eisteddfod Officer contacted the relevant department and contractors to amend the sign immediately.



Complaint submission date: **September 2024**

Nature:

Education and Inclusion:

Comment about not wanting bilingual correspondence.

Submitted by:

A member of the public

Outcome / Response:

Complaint NOT valid.

The complainant wrote to draw attention to the poor condition of some school buildings and in doing so questioned why correspondence from the Council was being sent bilingually to all residents. The Council wrote to the complainant to explain the Council's duty to promote the Welsh language and that it was a legal requirement to send some of its correspondence bilingually under certain circumstances to all residents in some situations.

4. Staff Welsh Language Skills: Standard 170(2)(a)

This section indicates the number of employees/job holders who had Welsh skills as of 31 March 2025.

These figures are based on the records that are kept in accordance with Standard 151, based on the requirements of Standard 127.

Year: 2024-25						
Type of staff	Level	Staff	%			
Core Council Staff (non-teaching)	No Skills	2,785	40.10			
	Welsh Level 1	2,830	40.75			
	Welsh Level 2	369	5.31			
	Welsh Level 3	158	2.27			
	Welsh Level 4	174	2.51	Fluent	730	10.51%
	Welsh Level 5	556	8.01			
	No record**	73	1.05			
TOTAL		6,945*	100%			

* This number does not represent the number of individual employees – it includes multiple employment, that is, where one individual holds numerous posts. It also includes casual workers.

** 73 (1.05%) with no record.

Due to the difficulties in previous years with extracting staff data from the new HR system, there is a small backlog of staff records whose language skill level still needs updating (e.g. those who have completed training and increased their skill level as a result), and Welsh Language Services officers are working to address this. They will soon be given access to be able to update the records themselves to ensure reporting is as up to date as possible in the future.



5. **Staff Training:** **Standard 170 (2)(b) and (c)**

There has been no change to the situation reported in 2023-2024 in terms of training for Recruitment and Advertising, Performance Management, Complaints and Disciplinary Procedures, Induction, Dealing with the Public and Health and Safety, based on the records that were kept in accordance with Standard 152 which is based on the requirements of Standard 128.

6. **Recruiting to Empty Posts:** **Standard 170(ch)**

The following figures are kept in accordance with Standard 154, based on the requirements of Standard 136.

Since September 2017, it is essential that all new jobs require Level 1 Welsh (basic Welsh) with options for recruitment managers to require applicants to possess Welsh language skills at level 2 to level 5 depending on the job.*

The number of posts at level 1 to 5 is as follows:

Level of Welsh Skills	
L1	321
L2	7
L3	3
L4	0
L5	1

* Following the introduction of a new HR and online recruitment system in the Council in 2023/24, the question regarding what level of Welsh language skills a post requires is no longer mandatory, as the system does not allow this. Recruiting managers are, however, actively encouraged to complete the question, and all posts are reviewed by the recruitment team before publication to try and ensure compliance.



7. More information

Welsh Language Services Unit

Rhondda Cynon Taf County Borough Council
Garth Olwg Centre for Lifelong Learning
Church Village
Pontypridd
CF38 1RQ

Telephone:

01443 570001

Email:

welshlanguageofficer@rctcbc.gov.uk

1. Appendix 1: Service Self-Evaluations 2024-2025 Key Themes

In 2024-25, the Council's Serves Self-Evaluation process was reviewed, and as a result, services were required to report more quantitative data outcomes, rather than produce a mainly narrative evaluation. On review, it seems greater awareness is needed regarding the types of data to include, as well as the need for greater understanding of each service's individual duty to promote the Welsh language and deliver services in Welsh.

For example, when asked what activities services had undertaken to promote the Welsh language within their service, some responded with 'none' - Welsh Language Services will conduct further work over the coming year to ensure all heads of service are aware of their department's individual duties to promote the language and increase take up of Welsh language services, which is positive and reflects our pro-active stance to self-regulation.

Further to the above, the following two thematic areas arose in many of the Service Self-Evaluations:

1. Staffing

Ensuring enough members of staff are available with appropriate language skills to deliver services in Welsh and to ensure parity with the English service offered remains a concern for many departments. Most departments note that a number of members of their staff are attending Welsh language training at some level, but this process can take time, and staff need to gain confidence in using their new skills in the workplace. While most services note that they will consider recruiting more Welsh speakers, encouraging staff to take up offers of training, and advertising roles specifically for Welsh speakers, it is difficult for departments to set specific targets to increase the number of Welsh speakers in their teams.

It is hoped that the Guaranteed Interview Scheme will help all Council departments see some improvement in this area. The scheme will be reviewed in 2025-26 to consider its impact, and if any further measures can be put in place to assist in this area, such as including Welsh language training targets as part of the performance review process. This will depend on the requirements of the incoming Welsh Language and Education Bill which will come into effect late in 2025, where provisions will likely be made to strengthen the requirements upon public bodies to offer services in Welsh and increase the use of Welsh in the workplace.

2. Welsh Language 'Champions'

A number of departments noted that Welsh-speaking members of staff in their teams acted as a Welsh language 'champion' to promote the language within the workplace and act as a point of contact and support for other staff members wishing to begin using Welsh at work. Such arrangements were in place in the following departments:

- **Highways:**

'Staff members who are fluent in the Welsh language are encouraged to share their knowledge and experience of the Welsh language and support other staff on their journey



to learn the language providing grammatical, and pronunciation support. We also promote a “say it in Welsh” where a technical phrase linked to Engineering is translated and displayed for all to see and practice.’

- **Youth Engagement and Participation Service:**

‘Within the team there is an increased use of incidental Welsh within the workplace to increase the spoken language and exposure to this. It has supported learners in the team to be more confident in practicing their Welsh and is facilitating an environment where Welsh is welcome. When recruiting for a Quality Assurance officer we specifically advertised for a Welsh speaker. Within the quality Assurance Team there are 3 Welsh speakers and 1 Welsh learner.’

- **Democratic Services:**

‘There are a number of Welsh speakers within the team and [they] are encouraged to converse with the translation unit and our Welsh speaking Members. All of the team have engaged in the Arfer project and will be continuing with the project in the New Year. Arfer looks to encourage the use of Welsh language in everyday situations and also looks to help users with basic knowledge of the language.’ (ARFER was designed by Bangor University to encourage Welsh speaking members of a team/workplace to only use Welsh when conversing with each other, with the aim of effecting their long-term use of Welsh as the usual language of communication in professional settings.)



COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011
Rhondda Cynon Taf County Borough Council – Issue Date: 30/09/2015

Standard Number	Class of Standard	Standard	Imposition Date
1	Service Delivery	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	30/03/2016
2	Service Delivery	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must - (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	30/09/2016
3	Service Delivery	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if - (a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending	30/09/2016

		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.	
4	Service Delivery	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	30/03/2016
5	Service Delivery	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	30/03/2016
6	Service Delivery	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	30/03/2016
7	Service Delivery	You must state - (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	30/03/2016
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you	30/03/2016

		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.	30/03/2016
11	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as - (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2016
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/03/2016
13	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	30/03/2016
14	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	30/03/2016
15	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	30/03/2016
16	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in	30/03/2016

		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.	30/03/2016
19	Service Delivery	<p>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 -</p> <p>(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</p> <p>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p>	30/03/2016
20	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	30/03/2016
21	Service Delivery	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	30/09/2016
22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/03/2016
24	Service Delivery	If you invite one person only ("P") to a meeting you must ask P	30/03/2016

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

		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).	30/03/2016
29	Service Delivery	<p>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 -</p> <p>(a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and</p> <p>(b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.</p>	30/03/2016
29A	Service Delivery	<p>You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting -</p> <p>(a) if you have invited more than one person to the meeting,</p> <p>(b) if the meeting relates to the well-being of one or more of the individuals invited, and</p> <p>(c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.</p>	30/03/2016
30	Service Delivery	If you arrange a meeting that is open to the public you must state on	30/03/2016

		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.	30/03/2016
32	Service Delivery	<p>If you invite persons to speak at a meeting that you arrange which is open to the public you must -</p> <p>(a) ask each person invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(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).</p>	30/03/2016
33	Service Delivery	<p>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 -</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p> <p>You must comply with standard 33 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting. 	30/03/2016
34	Service Delivery	If you display any written material at a meeting that you arrange	30/03/2016

		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).	30/03/2016
36	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	30/03/2016
37	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	30/03/2016
38	Service Delivery	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	30/03/2016
41	Service Delivery	If you produce the following documents you must produce them in Welsh - (a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings; (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public. You must comply with standard 41(a) in every circumstance,	31/03/2017

		<p>except:</p> <ul style="list-style-type: none"> ○ other papers that are available to the public, which relate to management board or cabinet meetings. <p>You must comply with standard 41(b) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers for meetings that are open to the public. 	
42	Service Delivery	Any licence or certificate you produce must be produced in Welsh.	30/03/2016
43	Service Delivery	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	30/03/2016
44	Service Delivery	<p>If you produce the following documents, and they are available to the public, you must produce them in Welsh -</p> <ul style="list-style-type: none"> (a) policies, strategies, annual reports and corporate plans; (b) guidelines and codes of practice; (c) consultation papers. 	30/09/2016
45	Service Delivery	Any rules that you publish that apply to the public must be published in Welsh.	30/03/2016
46	Service Delivery	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.	30/03/2016
47	Service Delivery	<p>If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh -</p> <ul style="list-style-type: none"> (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that 	30/03/2016

		the document should be produced in Welsh.	
48	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	30/03/2016
49	Service Delivery	If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	30/03/2016
50	Service Delivery	Any form that you produce for public use must be produced in Welsh.	30/03/2016
50A	Service Delivery	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	30/03/2016
50B	Service Delivery	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	30/03/2016
51	Service Delivery	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	30/09/2016
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	31/03/2017

		<p>(c) the Welsh language is not treated less favourably than the English language on your website.</p> <p>You must comply with standard 52 in relation to the following by 31/03/2017</p> <ul style="list-style-type: none"> ○ the body's corporate website <p>You must comply with standard 52 in relation to the following by 31/03/2018.</p> <ul style="list-style-type: none"> ○ all other websites 	
55	Service Delivery	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.</p>	30/03/2016
56	Service Delivery	<p>You must provide the interface and menus on every page of your website in Welsh.</p>	30/03/2016
57	Service Delivery	<p>All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.</p>	30/03/2016
58	Service Delivery	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p>You must comply with standard 58 in relation to the following by 31/03/2017:</p> <ul style="list-style-type: none"> ○ when using social media on your main account. <p>You must comply with standard 58 in relation to the following by</p>	31/03/2017

		31/03/2018.	
		O when using social media on all other accounts.	
59	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/03/2016
60	Service Delivery	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	30/03/2016
61	Service Delivery	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
62	Service Delivery	When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	30/03/2016
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 than a person who requires an English language reception service. You must comply with standard 64 in relation to the following by 30 March 2016:	30/03/2016
		O the body's main reception service	

		You must comply with standard 64 in relation to the following by 31 March 2018:	
67	Service Delivery	<p>○ every other reception service</p> <p>You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.</p>	30/03/2016
68	Service Delivery	<p>You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.</p>	30/03/2016
69	Service Delivery	<p>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.</p> <p>You must comply with standard 69 in every circumstance, except the following by 31 March 2017:</p> <p>○ traffic notices.</p> <p>You must comply with standard 69 in relation to the following by 31 August 2017:</p> <p>○ traffic notices</p>	31/03/2017
70	Service Delivery	<p>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.</p>	30/03/2016
71	Service Delivery	<p>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.</p>	30/03/2016
72	Service Delivery	<p>When you invite applications for a grant, you must state in the</p>	30/03/2016

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

		in relation to the time-scale for informing tenderers of decisions).	
79	Service Delivery	<p>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 -</p> <p>(a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and</p> <p>(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).</p>	30/03/2016
80	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	30/03/2016
81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/03/2016
82	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	30/03/2016
83	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/03/2016
84	Service Delivery	<p>If you offer an education course that is open to the public, you must offer it in Welsh.</p> <p>You must comply with standard 84 in every circumstance, except:</p> <ul style="list-style-type: none"> O when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh. 	30/03/2016
86	Service Delivery	If you develop an education course that is to be offered to the public,	30/03/2016

		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.	30/03/2016
88	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
89	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
90	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2016
91	Policy Making	When you publish a consultation document which relates to a policy	30/03/2016

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

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

		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.	30/03/2016
98	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	30/03/2016
99	Operational	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	30/03/2016
100	Operational	You must - (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	30/09/2016

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

109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	30/09/2016
110	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	30/09/2016
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/09/2016
112	Operational	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	30/03/2016
112A	Operational	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	30/03/2016
114	Operational	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	30/09/2016
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	30/03/2016

		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.	30/03/2016
116A	Operational	You must - (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	30/03/2016
118	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	30/09/2016
119	Operational	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff -	30/03/2016

		(a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	
120	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	30/03/2016
122	Operational	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.	30/03/2016
124	Operational	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	30/03/2016
125	Operational	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	30/03/2016
126	Operational	You must provide the interface and menus on your intranet pages in Welsh.	30/09/2017
127	Operational	You must assess the Welsh languages skills of your employees.	30/03/2016
128	Operational	You must provide training in Welsh in the following areas, if you provide such training in English -	30/09/2016

		<p>(a) recruitment and interviewing;</p> <p>(b) performance management;</p> <p>(c) complaints and disciplinary procedures;</p> <p>(ch) induction;</p> <p>(d) dealing with the public; and</p> <p>(dd) health and safety.</p>	
129	Operational	<p>You must provide training (in Welsh) on using Welsh effectively in -</p> <p>(a) meetings;</p> <p>(b) interviews; and</p> <p>(c) complaints and disciplinary procedures.</p>	30/09/2017
130	Operational	<p>You must provide opportunities during working hours -</p> <p>(a) for your employees to receive basic Welsh language lessons, and</p> <p>(b) for employees who manage others to receive training on using the Welsh language in their role as managers.</p>	30/03/2016
131	Operational	<p>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.</p>	30/03/2016
132	Operational	<p>You must provide training courses so that your employees can develop -</p> <p>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);</p> <p>(b) an understanding of the duty to operate in accordance with the Welsh language standards;</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p>	30/03/2016
133	Operational	<p>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.</p>	30/03/2016

134	Operational	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	30/03/2016
135	Operational	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	30/03/2016
136	Operational	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
136A	Operational	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh.	30/03/2016
137	Operational	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	30/03/2016
137A	Operational	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other	30/03/2016

		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).	30/03/2016
139	Operational	You must ensure that your application forms for posts - (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).	30/03/2016
140	Operational	When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	30/03/2016
141	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is	30/03/2016

		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.		30/03/2016
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.		30/03/2016
144	Operational	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.		30/03/2016
145	Promotion	<p>You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) -</p> <p>(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</p> <p>(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).</p>		30/09/2016
146	Promotion	<p>Five years after publishing a strategy in accordance with standard 145 you must -</p> <p>(a) assess to what extent you have followed that strategy and have reached the target set by it, and</p> <p>(b) publish that assessment on your website, ensuring that it contains</p>		30/09/2016

		the following information - (i) the number of Welsh speakers in your area, and the age of those speakers; (ii) a 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.	
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.	30/03/2016
148	Record Keeping	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	30/03/2016
149	Record Keeping	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	30/03/2016
150	Record Keeping	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
151	Record Keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	30/03/2016
152	Record Keeping	You must keep a record, for each financial year of - (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.	30/09/2016

153	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	30/03/2016
154	Record Keeping	<p>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 -</p> <p>(a) Welsh language skills are essential;</p> <p>(b) Welsh language skills need to be learnt when appointed to the post;</p> <p>(c) Welsh language skills are desirable; or</p> <p>(ch) Welsh language skills are not necessary.</p>	30/03/2016
155	Supplementary - Service Delivery	<p>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 -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
156	Supplementary - Service Delivery	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your</p>	30/03/2016

157	Supplementary - Service Delivery	<p>offices that are open to the public.</p> <p>You must -</p> <ul style="list-style-type: none"> (a) ensure that you have arrangements for (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public. 	30/03/2016
158	Supplementary - Service Delivery	<ul style="list-style-type: none"> (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. 	30/03/2016

159	Supplementary - Service Delivery	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	30/03/2016
160	Supplementary - Service Delivery	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	30/03/2016
161	Supplementary - Policy Making	<p>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 -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
162	Supplementary - Policy Making	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2016
163	Supplementary - Policy Making	<p>You must -</p> <p>(a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply,</p>	30/03/2016

		(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	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
165	Supplementary - Policy Making	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	30/03/2016
166	Supplementary - Policy Making	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	30/03/2016
167	Supplementary - Operational	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	30/03/2016

		available - (a) on your website, and (b) in each of your offices that are open to the public.	
168	Supplementary - Operational	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints, and</p> <p>(b) publish a document that records that procedure on your intranet.</p>	30/03/2016
169	Supplementary - Operational	<p>You must -</p> <p>(a) ensure that you have arrangements for</p> <p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitate the use of those services, and</p> <p>(b) publish document that records that procedure on your intranet.</p>	30/03/2016
170	Supplementary - Operational	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) -</p> <p>(a) the number of employees who have Welsh language skills at the</p>	30/03/2016

		<p>end of the year in question (on the basis of the records you kept in accordance with standard 151);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);</p> <p>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where -</p> <p>(i) Welsh language skills were essential,</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);</p> <p>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
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171	Supplementary - Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	30/03/2016
172	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	30/03/2016
173	Supplementary - Promotion	<p>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 -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/09/2016
174	Supplementary - Promotion	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the promotion standards with which you are under a duty to comply.	30/09/2016
175	Supplementary - Record Keeping	<p>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 -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
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.	30/03/2016

Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 30/09/2015

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CUSTOMER FEEDBACK SCHEME

COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY

Author: Jayne Thomas	Date: 17/12/2020	Date For Review: 17/12/2023
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Introduction

Rhondda Cynon Taf County Borough Council is committed to providing the best possible services to customers, residents and visitors to the Borough. We pride ourselves on delivering services well and having staff that are committed to doing a good job. We recognise that on occasions either the delivery or quality of our services may fall short or exceed both ours and/or our customers' expectations and when this happens we want our residents, customers and visitors to let us know.

As a Council we value all customer feedback good or bad and use this information to both improve and develop services to meet the needs of both customers and local communities. This policy outlines the Council's process for dealing with complaints and other customer feedback such as compliments and comments and explains what we do with the feedback we receive.

The Customer Feedback Scheme

Rhondda Cynon Taf recognise the importance of working together with our residents to better understand the needs of our communities.

The Customer Feedback Scheme provides an opportunity for both residents and visitors to Rhondda Cynon Taf to tell the Council what we do well, make suggestions for improvements and if dissatisfied with a service, to make a complaint. All feedback received is reviewed and themes are scrutinised to identify where improvements are needed and good practice is highlighted and shared across services.

The information from customers enables us to evaluate whether we are providing essential services well and where we need to make improvements.

There are various ways that you can give us feedback which are detailed below.

Compliments and Comments

Compliments

If you have experienced a good service from the Council, had a good experience at one of our events or want to praise one of our staff for doing a good job you can use the Customer Feedback Scheme to make a compliment.

Compliments are important as it enables us to evaluate how well our services are being delivered and recognise staff who may go over and above what is expected to give residents and visitors a positive experience. We share and promote examples of good practice across service areas and use your feedback to understand what is important to our customers.

Comments

If you have a suggestion as to how the Council could improve or want to comment, good or bad, about any aspect of Council Services you can do so through the Customer Feedback Scheme. All comments are looked at and considered by the relevant service areas.

You can make a comment or compliment in the following ways:

- Request a copy of our feedback form from the member of staff you are already in contact with.
- Contact us by telephone: 01443 425005.
- Use the feedback form on our website at: www.rctcbc.gov.uk
- E-mail us at: feedback@rctcbc.gov.uk
- Write a letter to us at : Customer Feedback, BSU, Ty Elai, Williamstown, Tonypany, RCT, CF40 1NY

Whilst we encourage both compliments and comments it is not possible to respond to each one that we receive. Compliments and comments received online will be acknowledged automatically but other communications, given the number that are received may not generate a response. All compliments and comments made through the methods detailed at the end of this policy are however, logged and considered.

Complaints

We acknowledge that despite our best efforts sometimes things go wrong and when this happens we want to put things right.

As a Council Rhondda Cynon Taf is committed to dealing effectively with any concerns or complaints you may have about our service and aim to put right any mistakes as quickly as we can. If we have got things wrong or failed to deliver a service that you are entitled to then we will apologise and try and put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

Whilst we are committed to resolving complaints it is not always possible to meet every customer's expectations. As a Council we have to adapt to changes in society, take account of financial pressures and prioritise. This can mean that services and the way we deliver them also has to adapt to ensure that we are making best use of resources whilst continuing to meet the needs of our customers and the most vulnerable in our communities.

When to use this policy

When you express your concerns or complain to us, we will usually respond in the way we explain below. However, sometimes you may have a statutory right of appeal, for example against a refusal to grant you planning permission or the decision not to give your child a place in a particular school so, rather than investigate your concern, we will explain to you how you can appeal.

Sometimes, you might be concerned about matters that are not decided by us or services that we do not provide, if this is the case we will let you know and provide advice on which organisation you should direct your concern to.

This policy does not apply to complaints about Social Services. These are dealt with separately under a different policy, guidance and legislation.

Complaints regarding a school are also dealt with under separate procedures and in the first instance you should approach the Head teacher of the school concerned.

Other areas where this policy does not apply can be found in Appendix 1.

Have you asked us yet?

If you are approaching us for a service or reporting a problem for the first time, (e.g. reporting a faulty street light, missed bin or pot hole) then this policy does not apply. You should in the first instance give us the opportunity to respond to your request and wherever possibly rectify the problem.

If you have already told us or requested a service and either the problem has not been put right or you are not happy with our response you will be able to make your concern known as detailed below.

Making a complaint

You can make your complaint in any of the following ways:

- Request a copy of our feedback form from the member of staff you are already in contact with. Tell them that you want us to deal with the matter formally.
- Contact us by telephone to make your complaint on: 01443 425005.
- Use the feedback form on our website at: www.rctcbc.gov.uk
- E-mail us at: feedback@rctcbc.gov.uk
- Write a letter to us at : Customer Feedback, BSU, Ty Elai, Williamstown, Tonypany, RCT, CF40 1NY

- Visit one of our One4all Centres based in Aberdare, Mountain Ash, Porth, Pontypridd or Treorchy. We aim to have complaint forms available at all of our reception areas, libraries and other Council run facilities. Copies of this policy and the complaint form will be made available in alternative languages, audio, large print and Braille, upon request.

Dealing with your complaint

- We will formally acknowledge your complaint within 5 working days and let you know how we intend to deal with it.
- We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements – for example, if you have a disability such as hearing or vision loss.
- We will deal with your complaint in an open and honest way.
- We will make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.

Normally, we will only be able to look at your concerns if you tell us about them within 6 months. This is because it's better to look into your concerns while the issues are still fresh in everyone's mind.

We may in exceptional circumstances be able to look at concerns which are brought to our attention later than this. You will however have to give us strong reasons why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly. (In any event, regardless of the circumstances, we will not consider any concerns about matters that took place more than 12 months ago.)

There are two stages to the Council's complaints procedure:

- A **Stage 1** complaint (also referred to as informal resolution) is the quickest and often the most effective way of dealing with your complaint. Unless a complaint is of a very serious nature we expect all complaints to be dealt with initially at Stage 1.
- A **Stage 2** complaint enables you to escalate the matter if you remain dissatisfied with the outcome at Stage 1. Stage 2 complaints will be dealt with by a senior officer within the Council and may be independent to the service your complaint relates to.

The Council reserve the right to escalate serious matters straight to Stage 2 should it feel this is necessary based on the nature and seriousness of the complaint raised.

Stage 1 (also referred to as Informal resolution).

Wherever possible we believe it's best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the officer or service you are or have been dealing with. If possible they may be able to resolve the issue for you there and then.

If this is not possible and the matter requires further investigation the relevant service area will look at the complaint and provide a response wherever possible within 10 working days. For some more complex complaints this may take longer, however, we aim to provide a response to most complaints within a maximum of 20 working days.

As a minimum standard we expect the response to your complaint to:

- Offer an apology where appropriate
- Advise what action is to be taken to put things right
- Identify any lessons learnt and;
- Provide information on what to do if you remain dissatisfied.

Stage 2 (also referred to as formal resolution).

Should you remain dissatisfied with the response to your complaint at Stage 1 and we have been unable to provide a resolution to the issues you have raised you can request that your complaint be considered at Stage 2.

Complaints that have followed Council Policy and/or are based on properly made decisions cannot be considered at Stage 2. You may however escalate your complaint to Stage 2 of the process when:

- The relevant service has had adequate opportunity to address your complaint but has not provided you with a response in accordance with the Stage 1 requirements.
- You believe that your complaint has not received adequate or proper consideration or is based on incorrect or factually inaccurate information.
- The response has not addressed all the issues raised as part of your complaint.
- The investigation has failed to take account of relevant legislation and your individual rights under such legislation, for example, The Disability Discrimination Act.

You are required to provide a detailed explanation of why you think your complaint was not properly addressed at Stage 1, together with your desired outcome.

Occasionally specific complaint issues may warrant clarification, for example when written complaints are long, unspecific, or when complex complaints taken by telephone have been noted and require clarification. In such circumstances the Investigating officer will contact you with a complaint summary as they see it, to agree/clarify issues prior to investigation.

Should you fail to respond and agree/clarify issues within 28 days, the complaint will be closed and a letter to this effect will be sent to you.

Dealing With Your Stage 2 Complaint

We will formally acknowledge your complaint within 5 working days and will usually reply to you in the same way you communicated with us. For example, if you complained by email in Welsh, we would respond by email in Welsh, unless you inform us that you have different requirements.

Once received your complaint will be managed by a Complaints Co-ordinator for the service area that your complaint relates to. They will appoint a senior officer from the service or in some instances an officer from another service to undertake an investigation.

The Investigating Officer will review the information provided at Stage 1 and may contact you to clarify matters and to discuss your desired outcome. They may also discuss the situation with Council staff and for some complaints may need to look at information we hold on you.

If you are not happy for the Investigating Officer to view information we hold on you then you should let us know when you make your complaint. It is possible that refusal to allow access to information we hold may mean that we cannot continue to investigate some or all of the issues you have raised.

Our commitment when dealing with complaints is to find a resolution wherever possible and If the officer looking at your complaint can identify a simple solution to the issue(s) raised they may contact you with their proposed resolution and try to reach an agreement rather than proceeding with an investigation.

We aim to deal with complaints as quickly as possible and deal with the vast majority at Stage 2 within 20 working days. With more complex complaints and/or complaints that involve more than one service area it may take longer to carry out a full and thorough investigation. If this is the case we will contact you to agree a revised timescale which should be no longer than 3 months following the date of your original complaint.

On completion of your complaint we will provide you with a formal written response detailing our findings and explaining how we reached our

conclusions. We will accept our mistakes where we have made them and will always apologise where it is appropriate to do so. If as part of the investigation of your complaint we identify failings we will explain how we plan to put things right and/or make improvements to prevent a similar occurrence in the future.

Putting Things Right

If we did not provide a service you should have received, we will aim to provide it if that is possible. If we did not do something well, we will aim to put it right.

If you have lost out as a result of a mistake on our part, we will try to put you back in the position you would have been in, had we got the matter right.

If you had to pay for a service yourself, which you should have received from us, or if you were entitled to funding you did not receive, we will usually aim to make good what you have lost.

When There Is More Than One Body Involved

If your complaint covers more than one body e.g. Rhondda Cynon Taf County Borough Council and South Wales Police, we will usually work with them to decide who should take a lead in dealing with the matter. You will then be notified of the officer responsible for communicating with you while your complaint is considered.

If the complaint is about a body working on our behalf, for example, a specialist company contracted by the Authority you may wish to raise the matter with them first however, should you wish to raise the matter with us on a formal basis, we will look into the complaint and respond to you.

Welsh Language Complaints

Welsh Language, Standards & Compliance.

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on certain organisations to comply with standards in relation to the Welsh language by way of sub-legislation (Welsh Language Regulation Standards). The standards issued to Rhondda Cynon Taf County Borough Council are listed in 'Rhondda Cynon Taf County Borough Council Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011'. All our standards, including Service Delivery, Policy Making & Operational are available to view, online at www.rctcbc.gov.uk/WelshServices or at any of our reception centres.

Complaints or Concerns regarding the Welsh Language will follow the timeframes and steps highlighted in the Council's policy. The Council, as

this policy has already referred to, will make sure that the investigating officers consult with any relevant legislation before determining whether the authority or service area has acted in accordance with legislative requirements or in line with approved policies and procedures.

Officers are aware of the Welsh Language Standards having attended training, and this Complaints and Concerns Policy via briefings. Officers will follow this corporate approach when dealing with a complaint concerning the Welsh Language and our Standards and are able to consult with the authority's Compliance Officer and Service Manager for the Welsh Language for further advice.

If you feel that the complaint has not been resolved satisfactorily or that someone is interfering with your freedom to use Welsh, you may complain directly to the Welsh Language Commissioner. You can contact the Welsh Language Commissioner by:

- Phone: 0845 6033221
- Email: post@welshlanguagecommissioner.org
- Writing to: The Welsh Language Commissioner, Market Chambers, 5-7 St Mary Street, Cardiff CF10 1AT

Alternatively call in to any of our reception centres who hold a copy of the Commissioners Guide to making a complaint.

Public Services Ombudsman for Wales

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all public bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- Have been treated unfairly, or received a poor service as a result of a failure on the part of the body providing it.
- Have been disadvantaged personally by a service failure or have been treated unfairly.

You can contact the Ombudsman by:

- telephone: 0300 790 0203
- e-mail: ask@ombudsman-wales.org.uk
- writing to: The Public Services Ombudsman for Wales,
1 Ffordd yr Hen Gae,
Pencoed

Learning Lessons

We take complaints seriously and try to learn from any mistakes that we have made. All service improvements identified from complaints are logged and monitored by the Customer Feedback and Engagement Team and examples of these will be made publicly available.

Our Corporate Management Team and Cabinet will consider a 6 monthly summary of all complaints received, plus details of any serious complaints with recommendations where service improvements have been identified.

Further Help

If you are dealing with a member of Council staff they can help you make your complaint known to us. If you need extra assistance, we will try to put you in touch with someone who can help.

Older People

If you are over the age of 60, you can get advice and assistance from the Older People's Commissioner for Wales, whose contact details are:

The Older People's Commissioner for Wales,
Cambrian Buildings,
Mount Stuart Square,
Butetown,
Cardiff
CF10 5FL

Telephone No: 02920 445 030 (local rate) or 08442 640 670 (standard rate), or by Fax No: 08442 640 680.

Children and Young People

If you are under the age of 18 you can get advice and assistance from are still unhappy or need further help, you can contact the Children's Commissioner for Wales, whose contact details are:

01792 765600 (South Wales)
01492 523333 (North Wales)

post@childcomwales.org.uk
www.childcom.org.uk

South Wales Office:

Oystermouth House
Phoenix Way
Llansamlet
Swansea
SA7 9FS

North Wales Office:

Penrhos Manor
Oak Drive
Colwyn Bay
Conwy
LL29 7YW

What We Expect From You When Dealing With Your Complaint

We accept that in times of trouble or distress people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint. Such behaviour is not considered unacceptable just because it is forceful or determined.

We believe you have the right to be heard, understood and respected. However, we also consider that our staff have the same rights and therefore expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable actions, demands or persistence.

We will invoke our Unreasonably Persistent Customer policy will to manage situations when a person's behaviour in relation to their complaint is considered unreasonable or unacceptable, or when the nature/ frequency of their contact takes up a disproportionate amount of time.

APPENDIX A

Complaint/ Concern form

A: Your details

Surname	Forename(s):	Title: Mr/Mrs/Miss/Ms - if other please state:
Address and postcode: (to receive letter response)		
Your e-mail address:		
Daytime contact phone number		
Mobile number:		

Please state by which of the above methods you would prefer us to contact you.

Your requirements

If our usual way of dealing with complaints makes it difficult for you to use our service, for example, if English or Welsh is not your first language, or you need to engage with us in a particular way, for example, if you have a sight impairment and would prefer to receive a daisy disc, please tell us so that we can confirm the most accessible form of contact with you.

The person who experienced the problem should normally fill in this form. However, if you are completing it on behalf of someone else, please also fill in section B, below. Before taking the complaint forward we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

B: Making a concern or a complaint on behalf of someone else: *Their Details.*

Their name in full:	
Address and postcode:	
What is your relationship to them?	

Why are you raising a concern/ making a complaint on their behalf?	
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C: About your complaint/concern - please continue your answers to the following questions on a separate sheet(s) if necessary.

C.1 Name of the department/section/service you are complaining about:

C.2 What do you think they did wrong, or failed to do?

C.3 Describe how you have personally suffered or adversely affected.

C.4 What do you think should be done to put things right?

C.5 When did you first become aware of the problem?

C.6 Have you already put your complaint/concern to frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so.

C.7 If it is more than 12 months since you first became aware of the problem, please give the reason(s) why you have not complained before now.

If you have any documents to support your complaint/concern, please attach them with this form.

Signature:.....

Date:.....

When you have completed this form, please send it to:

Customer Feedback c/o BSU

Rhondda Cynon Taf County Borough Council,

Ty Elai

Williamstown

Tonypandy

CF40 1NY

Alternatively, email a copy to: feedback@rctcbc.gov.uk

APPENDIX B

Areas where this policy may or do not apply:

- Allegations of criminal activity
- Approved Working Practices
- Complaints about Councillors
- Council policies
- Council Tax matters
- Determination of Housing Benefit entitlement
- Employment matters
- Freedom of Information matters
- Homelessness matters
- Legal and insurance claims
- Parking Contravention Notices
- Planning applications decisions
- School matters
- Complaints from procured services