



**PWYLLGOR DIWYLLIANT, POBL A DATBLYGU SEFYDLIADOL
PEOPLE, ORGANISATIONAL DEVELOPMENT & CULTURE COMMITTEE**

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| DYDDIAD Y CYFARFOD: DATE OF MEETING: | 13 October 2021 |
| TEITL YR ADRODDIAD: TITLE OF REPORT: | Diweddariad ar yr Iaith Gymraeg Welsh Language Update |
| CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR: | Steve Moore, Chief Executive |
| SWYDDOG ADRODD: REPORTING OFFICER: | Yvonne Burson, Assistant Director of Communications |

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

This report is presented to update the People, Organisational Development & Culture Committee on the progress of implementing compliance with the Welsh Language Standards and development of the Hywel Dda University Health Board (HDdUHB) strategy to set an ambition for how we embrace the Welsh language and culture in our organisation. The Welsh Language Standards are a set of statutory requirements relevant to HDdUHB, which clearly identify our responsibilities to provide excellent bilingual services.

Cefndir / Background

The Welsh Language Standards are a set of statutory requirements relevant to public bodies, including Health Boards. They identify HDdUHB's responsibility to operate and provide excellent bilingual services. Under the Standards, Welsh should not be treated less favourably than English. Everyone who works within HDdUHB is responsible for complying with the standards and line managers are responsible for the compliance of their teams. The Welsh Language Standards provide for the rights of all individuals; our staff and our communities as well as specifically for patients.

The introduction of the Standards is the first step towards a change in culture within the organisation where working through the medium of Welsh becomes the norm and to ensure that the language is given equal status. It is also about ensuring that our Welsh speaking population can access services in their language of choice. The Standards form a part of the Welsh Government's Cymraeg 2050 strategy, launched in July 2017. It sets out the Welsh Government's (WG) long-term approach to reach the target of a million Welsh speakers by the year 2050. This commitment was also included in Taking Wales Forward 2016–2021, the Programme for Government. In order to fulfil this vision, the strategy aims to increase the number of Welsh speakers, increase the use of the Welsh language and create favourable conditions - infrastructure and context.

The full implementation of all Standards will not be delivered instantly; strategic language planning is a long-term endeavour. However, HDdUHB aims to be an exemplar in this area,

leading by example by both promoting and facilitating Welsh language development within HDdUHB and ensuring that it is a part of our everyday work.

Asesiad / Assessment

There are three areas of work that currently offer assurance to PODCC relating to our ambition for the Welsh language and compliance with Welsh Language Standards to ensure we are meeting the expectations of our communities:

1. Strategic approach of Welsh Language

The recommendation of PODCC is that a more strategic approach to Welsh Language within HDdUHB is being taken forward, with a process for delivery to be taken forward by the Welsh Language Service Team. The intention is to articulate our ambition to be an exemplar and go beyond the standards in the next iteration of the organisation's annual plan as a planning objective which can be measured. An initial meeting to scope the process for this has been held and a second meeting is due to take place in October 2021.

In the meantime, we note that there are areas of work in which HDdUHB already exceeds the expectations of the standards. We believe having a bilingual workforce is fundamental to embracing and allowing the Welsh language to flourish and for our communities to be supported in the language of their choice. A separate report within the PODCC agenda bundle highlights the progress made against our Bilingual Skills Policy. Additionally, we are taking a proactive approach to supporting staff to learn Welsh or improve their Welsh Language skills at various levels. We are the first workplace to trial a course based on gaining confidence to use language skills, and the feedback is positive from both tutors and staff attending the course and the outcomes will be shared with other organisations. We also plan to work again with schools in collaboration with Y Coleg Cymraeg to grow our future Welsh speaking workforce.

2. Internal Audit and Directorate Self-assessments

An internal audit review was undertaken in July 2021. The purpose of the review was to establish whether clear and appropriate arrangements are in place to ensure HDdUHB is compliant with the Welsh Language Standards. The final report (Appendix A) included 6 recommendations with differing timescales for implementation.

The report identified a number of issues for reporting in the review. Key matters arising concerned:

- Embedding the Standards into the Service Plans of the organisation.
- Identification and recording of risks in relation to the Standards.
- Failure by some Directorates to complete the self-assessment tool.

Support has already been offered to directorates with regards to their service plans, self-assessments and identification and recording of risks in relation to the Standards. This is in support of the Standards being embedded across HDdUHB and to ensure that everyone takes ownership of implementing them. As a result, self-assessments have also been updated by two of the directorates that have previously completed them, and two new directorates have submitted their self-assessment since the last Committee meeting (Appendix B). Whilst recognising that many services are under various pressures, the Welsh Language Services Team will support directorates as

much as possible either by supporting individual teams who request it or by visiting specific teams where a shortfall has been identified through complaints, the self-assessment or the team's mystery shopper exercise.

A substantial amount of work has gone into the Workforce & OD and Primary Care directorates, resulting in improvement and progress with the Bilingual Skills and achieving compliance of Standard 78.

3. **Mystery Shopper Scheme** - During the summer, the Welsh Language Services Team conducted mystery shopper exercise across each of the three counties as part of its proactive approach. The findings can be found in Appendix C.

A mystery shopper scheme is a means to internally audit HDdUHB compliance against the Welsh language Standards. The scheme enables us to assess the extent in which a Welsh language service is provided by departments across HDdUHB. The main purpose of the mystery shopper exercise is to assess if services are operating bilingually and are actively offering a Welsh service to our local population in accordance with legislative requirements. An internal audit of this nature enables us to identify areas of non-compliance and to work with such teams to improve services.

The report contains the results of the mystery shopper exercise from a sample of acute hospital sites, centres, clinics and individual departments, across the three counties, who have been contacted via telephone, email or visited face-to-face (with limitations due to COVID-19 restrictions within the sites).

Following the results of this first mystery shopper exercise, it is apparent that many staff may not be aware of their responsibilities to comply with the Welsh language Standards and the need to provide a bilingual service to patients and the general public. Our findings indicate a lack of compliance with the Standards and an overall poor result in terms of bilingual provision, which is in contrast to the monitoring report undertaken in the previous year, which was positive overall.

We have eight action points for a workplan to address the findings of the exercise:

- Increase staff awareness of Welsh language requirements, patient needs and public rights to receive Welsh language services.
- Distribute a questionnaire/checklist/order form to all reception areas across HDdUHB.
- Follow-up communication to be sent to managers in order that they are appraised of the results of the mystery shopper exercise.
- Bilingual telephone greeting cards / 'Use your Welsh' posters, lanyards and badges to be sent to all front of house areas.
- Contact the Estates Department to rectify any non-bilingual signage displayed. Also work with reception areas to provide translation for any English only posters and displays within their areas.
- Correspondence – use corporate communication platforms to remind staff to include bilingual signatures on their emails and to also include the 'Welcome correspondence in Welsh' strapline.
- Welsh Language Team to once again offer, promote and deliver departmental language awareness sessions.
- Offer bespoke language awareness sessions for switchboard and reception staff.

These action points will be implemented between now and the end of the financial year by the Welsh Language Team in collaboration with service teams. The Welsh Language Team will take the approach of initiating work with teams who invite the support, and will endeavour to engage other teams who may face competing demands at this time, with minimal disruption.

Since the last meeting of the Committee, the Welsh Language Commissioner has opened a new investigation, following a complaint from a member of the public. On 16 April 2021, the complainant telephoned the HDdUHB COVID-19 testing and vaccination enquiries helpline. After selecting the language option (Welsh) and waiting, the complainant received an English greeting from an officer. This happened on two separate occasions. The Welsh Language Team has worked closely with the Command Centre Co-ordinator and a response has been submitted. The response outlined the extraordinary circumstances around the establishment of our Command Centre that has relied predominantly on the re-deployment of staff (some shielding) to the service, as opposed to usual proactive workforce planning, which would consider language skill mix. However, mitigations have been undertaken including emphasising to staff the need to use as much bilingualism as possible when answering and dealing with enquiries.

The findings of the Welsh Language Commissioner will be reported to the Committee. HDdUHB continues to maintain a good working relationship with the Welsh Language Commissioner's office and seeks support when necessary.

Argymhelliad / Recommendation

In summary, this report aims to demonstrate continual progress in compliance against the Welsh Language Standards, in an environment where we recognise there is unprecedented clinical and safety demands which are impacting on our ability in some areas. During this period, the Welsh Language Team is seeking to build its knowledge base and provide a supportive environment in which directorates can work alongside us as we seek to move beyond the standards in the future to create a bilingual culture and workplace within HDdUHB.

PODCC is requested to receive assurance, even if only partial, which can be monitored, and to accept our current approach to provide a supportive environment to our most pressured services at this time.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

| | |
|--|--|
| Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor: | 3.10 Seek assurances that there is the appropriate culture and arrangements to allow HDdUHB to discharge its statutory and mandatory responsibilities with regard to Welsh language provision (workforce & patient related). |
| Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score: | Risk reference number 1232 (risk score 12). |
| Safon(au) Gofal ac Iechyd: Health and Care Standard(s): | 3. Effective Care 3.2 Communicating Effectively |

| | |
|---|--|
| Amcanion Strategol y BIP: UHB Strategic Objectives: | <ol style="list-style-type: none"> 1. Putting people at the heart of everything we do 2. Working together to be the best we can be 3. Striving to deliver and develop excellent services |
| Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report | <ol style="list-style-type: none"> 2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS 5. Offer a diverse range of employment opportunities which support people to fulfill their potential |

| Gwybodaeth Ychwanegol: Further Information: | |
|---|---|
| Ar sail tystiolaeth: Evidence Base: | Welsh Language Standards (No. 7) Regulations 2018 Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 |
| Rhestr Termiau: Glossary of Terms: | Contained within the body of the report. |
| Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Diwylliant, Pobl a Datblygu Sefydliadol: Parties / Committees consulted prior to People, Organisational Development & Culture Committee: | Welsh Language Team. |

| Effaith: (rhaid cwblhau) Impact: (must be completed) | |
|---|---|
| Ariannol / Gwerth am Arian: Financial / Service: | HDdUHB staff time to support implementation of the Standards and in some instances to undertake internal training and translation costs. These costs are currently absorbed within the Welsh Language Services Team budget and within directorates themselves. |
| Ansawdd / Gofal Claf: Quality / Patient Care: | Communication is at the heart of everything HDdUHB does, therefore treating service users and staff in the language of need is key to the organisation's culture and engagement. There is evidence that high employee engagement can deliver quality patient care. |
| Gweithlu: Workforce: | All staff have a role to play in implementing the statutory Welsh Language Standards. |
| Risg: Risk: | Compliance assessment will highlight risks which may apply to each Standard. However, these will be mitigated through a high level of awareness of the standards and a compliance assessment action plan which will be maintained as a 'live' document. This will reduce risks to the health board and provide a mechanism of addressing those risks on a priority basis. |
| Cyfreithiol: Legal: | Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 on 30 th November 2018. |

| | |
|------------------------------------|---|
| Enw Da: Reputational: | HDdUHB has committed not only to comply with the Welsh Language Standards, but to embrace their spirit. |
| Gyfrinachedd: Privacy: | Not applicable |
| Cydraddoldeb: Equality: | <p>The focus of equality between the Welsh and English languages runs throughout the compliance notice.</p> <p>HDdUHB's Equality Impact Assessment processes will ensure that compliance with the standards are assessed.</p> |

Welsh Language Standards Final Internal Audit Report

August 2021

Hywel Dda University Health Board

NWSSP Audit and Assurance



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| Auditors: | Rhian Williams (Principal Auditor) |
| Executive sign-off: | Steve Moore (Chief Executive) |
| Distribution: | Yvonne Burson (Assistant Director of Communications) |
| | Enfys Williams (Welsh Language Service Manager) |
| Committee: | Audit & Risk Assurance Committee |



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Acknowledgement

NHS Wales Audit & Assurance Services would like to acknowledge the time and co-operation given by management and staff during the course of this review.

Disclaimer notice - please note

This audit report has been prepared for internal use only. Audit & Assurance Services reports are prepared, in accordance with the Service Strategy and Terms of Reference, approved by the Audit Committee.

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Executive Summary

Purpose

The purpose of the review was to establish whether clear and appropriate arrangements are in place to ensure the Health Board was compliant with the Welsh Language Standards.


Overview

We identified a number of issues for reporting in our review.

Key matters arising concerned:

- Embedding the Standards into the Service Plans of the organisation.
- Identification and recording of risks in relation to the Standards.
- Failure by some Directorates to complete the self-assessment tool.

Report Classification

| | | Trend |
|---|--|-------|
|  | More significant matters require management attention. Moderate impact on residual risk exposure until resolved. | n/a |

Assurance summary¹

| Assurance objectives | Assurance |
|---------------------------------------|-------------|
| 1 Embedding of the Standards | Limited |
| 2 Monitoring and Recording Compliance | Limited |
| 3 Capturing and Addressing Complaints | Reasonable |
| 4 Reporting Arrangements | Substantial |

Matters Arising

| | | Control Design or Operation | Recommendation Priority |
|---|---|-----------------------------|-------------------------|
| 1 | Health Board Service Plans | Design | High |
| 2 | Identification and Recording of Risks | Operation | High |
| 3 | Self-Assessment Tool | Operation | High |
| 4 | Welsh Language Steering Group | Design | Medium |
| 5 | Failure to Comply with Health Board Complaints Policy | Operation | Medium |
| 6 | SBAR Report Format | Design | Low |

¹ The objectives and associated assurance ratings are not necessarily given equal weighting when formulation the overall audit opinion

1. Introduction

- 1.1 The review of Welsh Language Standards (known as the 'Standards') has been completed in line with the 2021/22 Internal Audit Plan. The Executive lead for this review was the Chief Executive Officer.
- 1.2 On the 20th of March 2018, Assembly Members voted in favour of the Welsh Language Standards Regulations 2018. The two key principles that underpin the Standards are:
- in Wales, the Welsh Language should be treated no less favourably than the English Language; and
 - persons in Wales should be able to live their lives through the medium of Welsh language if they choose to do so.

The financial penalty for non-compliance with the Standards could be a civil penalty of up to £5,000 per breach. In July 2018, the Welsh Language Commissioner (the 'Commissioner') issued a draft compliance notice to all Welsh health organisations. After a twelve-week consultation period, responses on the reasonableness and proportionality of implementing each standard were submitted to the Commissioner by all Welsh health organisations. A final compliance notice was issued in November 2018 requiring the Health Board to be compliant with the Standards by 30th May 2019.

- 1.3 The following potential risks were considered during this review:
- non-compliance with the Standards resulting in financial penalties and reputational damage;
 - complaints received by the Health Board are not addressed; and
 - the Health Board does not receive assurance in respect of Standards compliance or is not aware of potential issues requiring addressing.

2. Detailed Audit Findings

Objective 1: Welsh Language Standards are embedded into the operations of the organisation

- 2.1 We can confirm that a *Bilingual Skills Policy* is in place. The policy underwent a full review to incorporate the introduction of the Welsh Language Standards and was approved by the People, Planning & Performance Assurance Committee (PPPAC) on 17th December 2020. The policy was available on the Health Board intranet in both Welsh and English.
- 2.2 A review of the Health Board's *3-Year Plan 2020/23* was undertaken to establish whether the Standards had been incorporated into the service plans of the organisation. At corporate level, we noted reference was made to "*implementing the Welsh Language Standards according to our compliance notice*" as part of the plan's 'Wellbeing Objectives of the Health Board'.
- 2.3 However, a review of individual directorate and service plans identified no direct reference to the Standards, apart from within the Mental Health and Learning Disabilities plan where the importance of provision of Welsh language services for patients was noted. **[See Matters Arising 1]**
- 2.4 To aid the embedding of the Standards across the organisation, a self-assessment tool was issued to all directorates and service areas in January 2021. The self-assessment tool was issued to capture areas of compliance/ non-compliance with the Standards. We can confirm that the Welsh Language Services (WLS) Team were responsible for collating the information returned from the directorates and service areas.
- 2.5 The information returned so far has helped the WLS Team identify four Standards (Std's 78, 90, 107A(ch) & 110) which present the most challenge to the Health Board – this information was submitted to the PPPAC meeting in April 2021. We can confirm that action was ongoing to address the challenges with the latest detail as below:
- Std 78: Publishing a policy to consider and address potential impacts on the Welsh language in regard to provision of primary care – A draft policy has been produced and is expected to be approved by PPPAC in October 2021.
 - Std's 90: Intranet Translation – this is now on hold as local intranet pages will be discontinued by March 2022.
 - Std 107A(ch): Translation of Job Descriptions – The Health Board have been granted an extension until November 2021 by the Welsh Language Commissioner.
 - Std 110: To publish every five years a plan on the ability and progress to offer clinical consultation through the medium of Welsh – these are both on hold and awaiting further instruction from the Welsh Language Commissioner.
- 2.6 We identified from a review of the corporate risk register, together with a sample of directorate risk registers (Finance, Mental Health & Learning Disabilities, Prince Philip Hospital and Women & Child Health), that no risks in relation to the Welsh Language Standards had been recorded to date. We noted that a risk on the corporate risk register in

regard of the Standards had been de-escalated and removed in 2019. **[See Matters Arising 2]**

Conclusion:

- 2.7 The lack of embedding the Standards into directorate and service plans, and the risk of non-compliance not being captured in the organisation's risk registers has resulted in a Limited assurance rating.

Objective 2: Mechanisms have been implemented to capture compliance with the Standards

- 2.8 The roll-out of the self-assessment tool enabled the organisation to capture compliance in a standardised way. The WLS Team anticipated that the directorates and service areas would return their self-assessments by the end of April 2021 to allow for full analysis and identification of a Welsh language lead for each area. This target was set out in the paper submitted to the PPPAC meeting in December 2020. Whilst we acknowledge that service pressures and Covid-19 has impacted directorates and services, the Operations and Nursing Directorates have yet to submit their returns. **[See Matters Arising 3].**
- 2.9 The Welsh language paper submitted to PPPAC in December 2020 also identified a number of actions that were to be implemented in order for the organisation to capture compliance with the Standards. We do note that an Independent Member Welsh Champion and Executive Director Welsh Champion had both been identified to provide leadership on behalf of the Health Board in regard of the Standards.
- 2.10 One of the key actions from the paper was the formation of a Welsh Language Steering Group, which would be responsible for receiving and reviewing the self-assessments to establish levels of compliance, including areas of good practice and concern. However, at the time of fieldwork a Welsh Language Steering Group had not been established. **[See Matters Arising 4]**

Conclusion:

- 2.11 Directorate and services have still yet to return their self-assessment tool for compliance against the Standards and the non-establishment of the Welsh Language Steering Group has resulted in a Limited assurance rating.

Objective 3: Arrangements are in place to capture and promptly address all Welsh Language complaints

- 2.12 All complaints received by the Health Board relating to the Welsh language are recorded on the Datix system. An extract report from Datix was requested for all complaints received in relation to the Welsh language within the last 12 months. The extract report identified only one complaint, whereby a patient had expressed their unhappiness with the lack of services available in the Welsh language at Bronglais General Hospital.

2.13 Our review concluded that the complaint had not been resolved in accordance with Health Board policy. The complaint received on 23rd April 2021 had yet to be resolved and the patient had not been informed of the reason why it had taken longer than 30 days. We acknowledge that a letter of apology has been drafted and was awaiting translation at the time of the audit, prior to being sent to the patient. We also noted from the Datix information received that the complaint was closed on 4th May 2021. **[See Matters Arising 5]**

Conclusion:

2.14 The detail noted above has resulted in a Reasonable assurance rating.

Objective 4: Compliance with the Standards is regularly reported through to the Health Board

2.15 We can confirm that regular update reports from the WLS Team are presented to the PPPAC, which stands as a statutory committee of the Board. Agendas and papers for the committee were reviewed for the period December 2020 to June 2021 and satisfactory updates were detailed together with future work to be undertaken by the team.

2.16 Internal audit observed the PPPAC meeting held on the 24th June 2021 where the Annual Report was presented. We can noted the continued collaboration between the WLS Team and the Welsh Language Commissioner with evidence being reported within the update papers to the committee.

2.17 All papers reported to the Health Board and its supporting committees and groups contain the approved SBAR format. To further enhance and embed current practices, consideration should be given to include reference to the Welsh Language Standards within the SBAR template in the same way Health & Care Standards have been incorporated. **[See Matters Arising 6]**

Conclusion:

2.18 The detail noted above has resulted in a Substantial assurance rating.

Appendix A: Management Action Plan

| Matter Arising 1: Health Board Service Plans (Design) | | Impact |
|---|------------------------------|---|
| A review of the Health Board's <i>3-Year Plan 2020/23</i> and individual directorate and services plans identified limited reference to the Standards. | | Potential risk of: <ul style="list-style-type: none"> Potential for financial penalties and reputational damage to the Health Board. |
| Recommendation | | Priority |
| The WLS Team should support directorates and services that have engaged with them to ensure the requirements of the Standards are embedded within their individual plans. | | High |
| Agreed Management Action | Target Date | Responsible Officer |
| <p>The Welsh Language Team to contact all directorates to offer support directorates to ensure that the Standards are embedded within their individual plans.</p> <p>The Health Board IMTP for 2022/23 – 2024/25 will include planning objectives in relation to compliance with the standards and are currently exploring through the transformation steering group where we want to go further to embrace Welsh Language and Culture.</p> | 1 st October 2021 | Enfys Williams (Welsh Language Support Manager) |

| Matter Arising 2: Identification and Recording Risks (Operation) | | Impact |
|--|-----------------------------|---|
| A review of the Health Board Corporate and Directorate/Service level risk registers identified no reference to the risk of non-compliance with the Standards and the potential financial penalties the organisation could incur. | | Potential risk of: <ul style="list-style-type: none"> Potential for financial penalties and reputational damage to the Health Board. |
| Recommendation | | Priority |
| Management should assess the financial and reputational risk of non-compliance with the Welsh Language Standards on the risk register. | | High |
| Agreed Management Action | Target Date | Responsible Officer |
| An assessment will be undertaken to establish whether the financial and reputational risk of non-compliance with the Welsh Language Standards have been captured on Health Board risk registers. | 31 st March 2022 | Yvonne Burson (Assistant Director of Communications) |

| Matter Arising 3: Self-Assessment Tool (Operation) | | Impact |
|--|---------------------------------|---|
| Several directorates and services have not completed and returned their self-assessment tool to capture compliance and non-compliance with the Standards to the WLS Team. The target for completion for these returns were due in April 2021. | | Potential risk of: <ul style="list-style-type: none"> Potential for financial penalties and reputational damage to the Health Board. |
| Recommendation | | Priority |
| 3.1 The WLS Team should chase up the outstanding directorates and service for their self-assessment tool and escalate areas of non-engagement to the appropriate Executive Director. 3.2 The WLS Team should support directorates and services in their development of action plans to address areas of non-compliance with the Standards. | | High |
| Agreed Management Action | Target Date | Responsible Officer |
| 3.1 The WLS Team to chase up the outstanding directorates and service for their self-assessment tool and escalate areas of non-engagement to the appropriate Executive Director, and support directorates and services, who request it, in their development of action plans to address areas of non-compliance with the Standards. 3.2 The WLS Team will support directorates and services that engage with them in their development of action plans to address areas of non-compliance with the Standards. | 30 th September 2022 | Enfys Williams (Welsh Language Support Manager) |

| Matter Arising 4: Welsh Language Steering Group (Design) | | Impact |
|--|-----------------------------|---|
| The Welsh language paper submitted to PPPAC in December 2020 also identified a number of actions that were to be implemented in order for the organisation to capture compliance with the Standards. One of the key requirements identified was the formation of a Welsh Language Steering Group. However, this group has yet to be established. | | Potential risk of: <ul style="list-style-type: none"> The Health Board does not receive assurance in respect of Standards compliance, or is not aware of potential issues requiring addressing |
| Recommendation | | Priority |
| The WLS Team to establish a Welsh Language Steering Group in order to capture and review the organisation's compliance with the Standards as soon as capacity allows. | | Medium |
| Agreed Management Action | Target Date | Responsible Officer |
| Establish a Welsh Language Steering Group in order to capture and review the organisation's compliance with the Standards as soon as capacity allows. | 31 st March 2022 | Yvonne Burson (Assistant Director of Communications) |

| Matter Arising 5: Failure to comply with Health Board Complaints Policy (Operational) | | Impact |
|---|------------------------------|---|
| We found that the complaint had not been resolved within 30 days and that the patient was not kept informed due to the delay. We also found that the complaint was marked as completed on the 4 th May 2021, when in fact the final correspondence to the patient had not been sent out at the time of the audit. We did note that a letter of apology was in the process of being translated for immediate dispatch to the patient. | | Potential risk of: <ul style="list-style-type: none"> complaints received by the Health Board are not addressed. |
| Recommendation | | Priority |
| Management should undertake a lessons learned review of this incident to ensure future Welsh language complaints are managed appropriately. | | Medium |
| Agreed Management Action | Target Date | Responsible Officer |
| A fortnightly audit of open and closed complaints is now undertaken to identify any concerns which require escalation in respect of managing delays or issues identified with the investigation or management of the concern. Any concerns regarding Welsh Language will be sent to the Welsh Language Team as well as the services(s) involved so there is oversight and monitoring of themes/trends. | 12 th August 2021 | Louise O'Connor (Assistant Director – Legal and Patient Experience) |

| Matter Arising 6: SBAR Report Format (Design) | | Impact |
|--|------------------------------|---|
| All papers reported to the Health Board and its supporting committees and groups contain the approved SBAR format. To further enhance and embed current practices, consideration should be given to include reference to the Welsh Language Standards within the SBAR template in the same way Health & Care Standards have been incorporated. | | Potential Risk of: <ul style="list-style-type: none"> the Health Board does not receive assurance in respect of Standards compliance or is not aware of potential issues requiring addressing. |
| Recommendation | | Priority |
| To enhance and embed the Standards, management should consider the inclusion of referencing the Welsh Language Standards within the SBAR report format. | | Low |
| Agreed Management Action | Target Date | Responsible Officer |
| Specific reference to Welsh Language as a key piece of legislation is made within the accompanying Integrated Impact Assessment (IIA) template to the SBAR to ensure compliance is considered. Links to the IIA are incorporated within the 'Impact' fields of the SBAR template for ease of reference. | 12 th August 2021 | Alison Gittins (Head of Corporate & Partnership Governance) |

Appendix B: Assurance opinion and action plan risk rating

Audit Assurance Ratings

We define the following levels of assurance that governance, risk management and internal control within the area under review are suitable designed and applied effectively:

| | | |
|--|---------------------------------|--|
|  | Substantial assurance | Few matters require attention and are compliance or advisory in nature. Low impact on residual risk exposure. |
|  | Reasonable assurance | Some matters require management attention in control design or compliance. Low to moderate impact on residual risk exposure until resolved. |
|  | Limited assurance | More significant matters require management attention. Moderate impact on residual risk exposure until resolved. |
|  | No assurance | Action is required to address the whole control framework in this area. High impact on residual risk exposure until resolved. |
|  | Assurance not applicable | Given to reviews and support provided to management which form part of the internal audit plan, to which the assurance definitions are not appropriate. These reviews are still relevant to the evidence base upon which the overall opinion is formed. |

Prioritisation of Recommendations

We categorise our recommendations according to their level of priority as follows:

| Priority level | Explanation | Management action |
|----------------|--|----------------------|
| High | Poor system design OR widespread non-compliance. Significant risk to achievement of a system objective OR evidence present of material loss, error or misstatement. | Immediate* |
| Medium | Minor weakness in system design OR limited non-compliance. Some risk to achievement of a system objective. | Within one month* |
| Low | Potential to enhance system design to improve efficiency or effectiveness of controls. Generally issues of good practice for management consideration. | Within three months* |

* Unless a more appropriate timescale is identified/agreed at the assignment.



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Website: [Audit & Assurance Services - NHS Wales Shared Services Partnership](#)

Digital Services Team – Assessment of compliance with the Welsh Language Standards (No. 7) 2018 Regulations

The compliance notice notes which standards within the Welsh Language Standards (No.7) 2018 Regulations the Health Board has to comply with and by when.

Staff within each Directorate need to understand their responsibilities with regards to using the Welsh language internally to ensure compliance with the Welsh Language Standards and to promote and facilitate the use of the Welsh Language.

If you need assistance in identifying which Standards in particular are relevant to your Directorate / Team, the Welsh Language Team can assist you with this.

A RAG rating has been applied to assess compliance.

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| Standard Number | Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020 | Compliance Statement as at XX/XX/XXXX | RAG rating of compliance | Risk(s) identified | Further action to be taken |
|-----------------|--|---------------------------------------|--------------------------|--------------------|----------------------------|
| 1 | 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. IMPOSITION DAY: 30/05/2019 | Yes this is done as standard | | | |
| 4 | 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. IMPOSITION DAY: 30/05/2019 | Yes this is done as standard | | | |
| 5 | 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. IMPOSITION DAY: 30/05/2019 | Yes this is done as standard | | | |
| 6 | If you produce a Welsh language version and a corresponding English language version of | Yes | | | |

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| | 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). IMPOSITION DAY: 30/05/2019 | | | | |
| 7 | You must state - (a) in correspondence, and (b) in publications and 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 correspondence in Welsh, and that corresponding in Welsh will not lead to delay. IMPOSITION DAY: 30/05/2019 | Need to investigate whether this can be included as a statement in header/footer | | | |
| 8 | When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh. IMPOSITION DAY: 30/05/2019 | Yes | | | |
| 9 | 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. IMPOSITION DAY: 30/05/2019 | No, working towards more automated Solutions and welsh language options similar to the contact centre solution that we implemented. | | | |
| 10 | 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 subject matter; and (b) no Welsh speaking member of staff is | If someone available this is done | | | |

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| | available to provide a service on that specific subject matter. IMPOSITION DAY: 30/05/2019 | | | | |
| 11 | When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language. IMPOSITION DAY: 30/05/2019 | All advertised equally | | | |
| 12 | 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. IMPOSITION DAY: 30/05/2019 | Same number | | | |
| 13 | 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. IMPOSITION DAY: 30/05/2019 | Will look to include this on the website | | | |
| 14 | 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. IMPOSITION DAY: 30/05/2019 | All calls are treated equally | | | |
| 15 | Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh. IMPOSITION DAY: 30/05/2019 | Bilingual service desk Switchboard is 24/7 | | | |
| 16 | When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available. | Looking to work towards this | | | |

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| | IMPOSITION DAY: 30/05/2019 | | | | |
| 17 | <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> <p>IMPOSITION DAY: 30/05/2019</p> | We will tranfser calls to a Welsh speaker when possible | | | |
| 18 | <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | The calls are answered equally | | | |
| 20 | <p>Any automated telephone systems that you have must provide the complete automated service in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Yes | | | |
| 33 | <p>Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.</p> <p>IMPOSITION DAY: 30/05/2019</p> | This is done as standard | | | |
| 34 | <p>Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of</p> | Complete | | | |

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| | the material less favourably than the English language version. IMPOSITION DAY: 30/05/2019 | | | | |
| 36 | If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DAY: 30/05/2019 | Support other services/teams to produce forms. Reminded to be bilingual | | | |
| 37 | If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (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 the document should be produced in Welsh. IMPOSITION DAY: 30/05/2019 | Yes we would | | | |
| 38 | If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and (c) ensure that the English language version clearly states that the document or form is also available in Welsh. IMPOSITION DAY: 30/05/2019 | Carbon copy in welsh | | | |
| 39 | You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less | complete | | | |

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| | favourably than the English language on your website. IMPOSITION DAY: 30/05/20 | | | | |
| 41 | You must ensure that when you publish a new page on your website or amend a page— (a) the text of that page is available in Welsh, (b) any Welsh language version of that page is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to that page. IMPOSITION DAY: 30/05/2019 | complete | | | |
| 42 | 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. IMPOSITION DAY: 30/05/2019 | complete | | | |
| 45 | When you use social media you must not treat the Welsh language less favourably than the English language. You must comply with standard 45 in the following circumstances: ○ when using social media on your corporate and departmental accounts. IMPOSITION DAY: 30/05/2019 | Complete | | | |
| 46 | If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required). IMPOSITION DAY: 30/05/2019 | Yes | | | |
| 47 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be | Yes | | | |

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| | <p>displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | | |
| 48 | <p>When you—</p> <p>(a) erect a new sign or renew a sign (including temporary signs); or</p> <p>(b) publish or display a notice;</p> <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Yes | | | |
| 49 | <p>You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Yes | | | |
| 60 | <p>You must promote any Welsh language service that you provide, and advertise that service in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Compliant | | | |
| 61 | <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Compliant | | | |
| 63 | <p>If you offer an education course to one or more individuals, you must—</p> <p>(a) undertake an assessment of the need for that course to be offered in Welsh;</p> <p>(b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh.</p> | Offered in Welsh | | | |

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| | IMPOSITION DAY: 30/11/2019 | | | | |
| 69 | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | Part of Equality Impact Assessment process | | | |
| 70 | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | Part of Equality Impact Assessment process | | | |
| 71 | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | Part of Equality Impact Assessment process | | | |
| 72 | <p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh</p> | Part of Equality Impact Assessment process | | | |

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| | language,and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | | | | |
| 73 | 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 IMPOSITION DAY: 30/05/2019 | Part of Equality Impact Assessment process | | | |
| 74 | 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. IMPOSITION DAY: 30/05/2019 | Part of Equality Impact Assessment process | | | |
| 80 | 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. IMPOSITION DAY: 30/11/2019 | These are dealt with corporately We remind managers regularly of their duties | | | |
| 81 | You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh - (a) any paper correspondence that relates to | These are dealt with corporately We remind managers regularly of their duties | | | |

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| | <p>A’s employment, and which is addressed to A;</p> <p>(b) any documents that outline A’s training needs or requirements;</p> <p>(c) any documents that outline A’s performance objectives;</p> <p>(ch) any documents that outline or record A’s career plan;</p> <p>(d) any forms that record and authorise annual leave;</p> <p>(dd) any forms that record and authorise absences from work;</p> <p>(e) any forms that record and authorise flexible working hours.</p> <p>You must comply with standard 81 in every circumstance by 30 November 2019, except:</p> <ul style="list-style-type: none"> ○ when the activity is carried out through the use of the Electronic Staff Record (ESR). <p>You must comply with standard 81 in every circumstance by 30 November 2020.</p> <p>IMPOSITION DAY: 30/11/2019</p> | | | | |
| 82 | <p>If you publish any of the following, you must publish it in Welsh -</p> <p>(a) a policy relating to behaviour in the workplace;</p> <p>(b) a policy relating to health and well-being at work;</p> <p>(c) a policy relating to salaries or workplace benefits;</p> <p>(ch) a policy relating to performance management;</p> <p>(d) a policy relating to absence from work;</p> <p>(dd) a policy relating to working conditions;</p> <p>(e) a policy relating to work patterns.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>These are dealt with corporately</p> <p>We remind managers regularly of their duties</p> | | | |
| 83 | <p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <p>(a) make a complaint to you in Welsh, and</p> | <p>These are dealt with corporately</p> <p>We remind managers regularly of their duties</p> | | | |

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| | (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. IMPOSITION DAY: 30/05/2019 | | | | |
| 84 | 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) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English. IMPOSITION DAY: 30/05/2019 | These are dealt with corporately We remind managers regularly of their duties | | | |
| 85 | When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about A, (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. | These are dealt with corporately We remind managers regularly of their duties | | | |
| 86 | You must - (a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right. IMPOSITION DAY: 30/05/2019 | These are dealt with corporately We remind managers regularly of their duties | | | |

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| 87 | If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English. IMPOSITION DAY: 30/05/2019 | These are dealt with corporately We remind managers regularly of their duties | | | |
| 88 | When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure. IMPOSITION DAY: 30/05/2019 | These are dealt with corporately We remind managers regularly of their duties | | | |
| 89 | 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). IMPOSITION DAY: 30/05/2019 | This is available to staff, they will need to contact IT. Will develop Communications to go out to all staff to make them aware of the availability | | | |
| 96 | You must assess the Welsh language skills of your employees. IMPOSITION DAY: 30/05/2019 | All staff are recorded on ESR. Managers need to remind staff to update the Skills following any Welsh Language training courses attended | | | |
| 99 | You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to | Managers need to be aware that staff can attend Welsh language lessons in work time | | | |

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| | receive training on using the Welsh language in their role as managers. IMPOSITION DAY: 30/05/2019 | | | | |
| 100 | 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. IMPOSITION DAY: 30/05/2019 | Managers need to be aware that staff can attend Welsh language lessons in work time | | | |
| 101 | You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills. IMPOSITION DAY: 30/05/2019 | Managers need to be aware that staff can attend Welsh language lessons in work time | | | |
| 102 | You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; and (c) an understanding of how the Welsh language can be used in the workplace. IMPOSITION DAY: 30/05/2019 | Remind staff | | | |
| 103 | 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. IMPOSITION DAY: 30/05/2019 | New Members to be reminded that we are a bilingual organisation | | | |
| 104 | You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language | Standard Digital template developed for staff to use | | | |

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| | version of any message which informs others that they are unavailable to respond to email messages. IMPOSITION DAY: 30/05/2019 | | | | |
| 105 | You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff. IMPOSITION DAY: 30/05/2019 | Monthly newsletter includes reminder of availability of Welsh badges and lanyards | | | |
| 106 | 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. IMPOSITION DAY: 30/05/2019 | Managers need to be aware of assessing team mix etc Requirement question on TRAC | | | |
| 106A | 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 IMPOSITION DAY: 30/11/19 | Managers need to be aware of assessing team mix etc Requirement question on TRAC | | | |
| 107 | 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. IMPOSITION DAY: 30/05/2019 | On TRAC | | | |
| 107A | 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 | ON TRAC | | | |

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| | <p>about other assessment methods when applying for posts; or (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.</p> <p>You must comply with this standard by 30 November 2019 in all circumstances apart from part (ch) job descriptions. You must comply with part (ch) by 30 November 2021 unless you already have a Welsh language version available to publish. IMPOSITION DAY: 30/11/2019</p> | | | | |
| 107B | <p>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 timescale for informing applicants of decisions). IMPOSITION DAY: 30/05/2019</p> | Translation service used if needed | | | |
| 108 | <p>You must ensure that your application forms for posts provide a space for applicants to indicate that they wish an interview or other method of assessment in Welsh and if an applicant so wishes, you must conduct any interview or other method of assessment in Welsh, or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English for that purpose. IMPOSITION DAY: 30/05/2019</p> | TRAC | | | |
| 109 | <p>When you inform an applicant of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.</p> | This would be done routinely | | | |

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| | IMPOSITION DAY: 30/05/2019 | | | | |
| 111 | <p>When you -</p> <p>(a) erect a new sign or renew a sign in your workplace (including temporary signs),or</p> <p>(b) publish or display a notice in your workplace;</p> <p>any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Compliant | | | |
| 112 | <p>When you -</p> <p>(a) erect a new sign or renew a sign in your workplace (including temporary signs); or</p> <p>(b) publish or display a notice in your workplace;</p> <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Compliant | | | |
| 113 | <p>You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Compliant | | | |
| 116 | <p>You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 96), 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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Corporate - but we encourage staff to complete or to update if Welsh Language skills have improved. | | | |

Performance Team – Assessment of compliance with the Welsh Language Standards (No. 7) 2018 Regulations

The compliance notice notes which standards within the Welsh Language Standards (No.7) 2018 Regulations the Health Board has to comply with and by when.

Staff within each Directorate need to understand their responsibilities with regards to using the Welsh language internally to ensure compliance with the Welsh Language Standards and to promote and facilitate the use of the Welsh Language.

If you need assistance in identifying which Standards in particular are relevant to your Directorate / Team, the Welsh Language Team can assist you with this.

A RAG rating has been applied to assess compliance.

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| Standard Number | Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020 | Compliance Statement as at 22/02/2021 | RAG rating of compliance | Risk(s) identified | Further action to be taken |
|-----------------|---|---|--------------------------|--|----------------------------|
| 1 | 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. IMPOSITION DAY: 30/05/2019 | | | One team member has basic reading, writing and speaking Welsh skills and would be happy to try to help but it is likely professional advice would be needed from internal translation. | |
| 41 | You must ensure that when you publish a new page on your website or amend a page— (a) the text of that page is available in Welsh, (b) any Welsh language version of that page is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to that page. IMPOSITION DAY: 30/05/2019 | The Performance Team has one web page on the Health Board's internet site: <ul style="list-style-type: none"> Monitro ein perfformiad - Bwrdd Iechyd Prifysgol Hywel Dda (gig.cymru) Monitoring our performance - Hywel Dda University Health Board (nhs.wales) | | | |
| 47 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be | | | One team member has basic reading, writing and speaking Welsh skills and would be happy to try to help but it is likely professional advice would be needed from internal translation. | |

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| | <p>displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | | |
| 48 | <p>When you—</p> <p>(a) erect a new sign or renew a sign (including temporary signs); or</p> <p>(b) publish or display a notice;</p> <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | <p>One team member has basic reading, writing and speaking Welsh skills and would be happy to try to help but it is likely professional advice would be needed from internal translation.</p> | |
| 49 | <p>You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | <p>One team member has basic reading, writing and speaking Welsh skills and would be happy to try to help but it is likely professional advice would be needed from internal translation.</p> | |
| 69 | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | | | <p>Need to be mindful of this moving forward, particularly when reviewing the Performance Management Assurance Framework</p> | |
| 70 | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | | | <p>Need to be mindful of this moving forward, particularly when reviewing the Performance Management Assurance Framework</p> | |

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| 71 | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | | | <p>Need to be mindful of this moving forward, particularly when reviewing the Performance Management Assurance Framework</p> | |
| 80 | <p>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.</p> <p>IMPOSITION DAY: 30/11/2019</p> | | | <p>This is organised centrally by recruitment but the Performance Manager and Deputy need to be mindful</p> | |
| 81 | <p>You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh -</p> <p>(a) any paper correspondence that relates to A’s employment, and which is addressed to A;</p> <p>(b) any documents that outline A’s training needs or requirements;</p> <p>(c) any documents that outline A’s performance objectives;</p> <p>(ch) any documents that outline or record A’s career plan;</p> <p>(d) any forms that record and authorise annual leave;</p> <p>(dd) any forms that record and authorise absences from work;</p> <p>(e) any forms that record and authorise flexible working hours.</p> <p>You must comply with standard 81 in every circumstance by 30 November 2019, except:</p> <ul style="list-style-type: none"> when the activity is carried out through the use of the Electronic Staff Record (ESR). | | | <p>This is organised centrally by recruitment but the Performance Manager and Deputy need to be mindful</p> | |

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| | <p>You must comply with standard 81 in every circumstance by 30 November 2020.</p> <p>IMPOSITION DAY: 30/11/2019</p> | | | | |
| 83 | <p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <p>(a) make a complaint to you in Welsh, and</p> <p>(b) respond to a complaint made about him or about her in Welsh;</p> <p>and you must also inform each member of staff of that right.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | This is organised centrally by Workforce but the Performance Manager and Deputy need to be mindful of this | |
| 84 | <p>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 -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</p> <p>(b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | This is organised centrally by Workforce but the Performance Manager and Deputy need to be mindful of this | |
| 85 | <p>When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A -</p> <p>(a) made the complaint in Welsh,</p> <p>(b) responded in Welsh to a complaint about A,</p> <p>(c) asked for a meeting about the complaint to be conducted in Welsh, or</p> <p>(ch) asked to use the Welsh language at a meeting about the complaint.</p> | | | This is organised centrally by Workforce but the Performance Manager and Deputy need to be mindful of this | |

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| 86 | <p>You must -</p> <p>(a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and</p> <p>(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | This is organised centrally by Workforce but the Performance Manager and Deputy need to be mindful of this | |
| 87 | <p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</p> <p>(b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | This is organised centrally by Workforce but the Performance Manager and Deputy need to be mindful of this | |
| 88 | <p>When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A -</p> <p>(a) responded to allegations made against A in Welsh,</p> <p>(b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or</p> <p>(c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | This is organised centrally by Workforce but the Performance Manager and Deputy need to be mindful of this | |
| 89 | <p>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).</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | This is organised centrally by IT but all staff need to be aware of this | |

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| 96 | You must assess the Welsh language skills of your employees. IMPOSITION DAY: 30/05/2019 | 100% compliant | | | |
| 97 | You must provide opportunities for training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety. IMPOSITION DAY: 30/11/2019 | | | <ul style="list-style-type: none"> This is organised centrally but staff need to be aware of this Performance Manager should advise staff during their PADR that options are available to receive training in Welsh and/or learn Welsh | |
| 103 | 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. IMPOSITION DAY: 30/05/2019 | | | During induction, all new staff should be made aware we are a bilingual organisation and the options open to them e.g. correspondence / training in Welsh | |
| 104 | You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. IMPOSITION DAY: 30/05/2019 | | | The team are in the process of setting up bilingual email footers. This will be resolved by 5 th March 2021. | |
| 105 | You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff. IMPOSITION DAY: 30/05/2019 | | | <p>One team member has basic reading, writing and speaking Welsh skills.</p> <p>The Performance Manager needs to be mindful of this for new staff members or if existing team members learn Welsh</p> | |

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| 106 | <p>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 -</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 (ch) Welsh language skills are not necessary.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | <p>Every time a vacancy arises, the Performance Manager should assess the need for Welsh Language needs within the team</p> | |
| 107B | <p>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 timescale for informing applicants of decisions).</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | <p>Performance Manager and Deputy need to be mindful that Welsh and English job applications must be treated equally</p> | |

Finance Directorate – Assessment of compliance with the Welsh Language Standards (No. 7) 2018 Regulations

The compliance notice notes which standards within the Welsh Language Standards (No.7) 2018 Regulations the Health Board has to comply with and by when.

Staff within each Directorate need to understand their responsibilities with regards to using the Welsh language internally to ensure compliance with the Welsh Language Standards and to promote and facilitate the use of the Welsh Language.

If you need assistance in identifying which Standards in particular are relevant to your Directorate / Team, the Welsh Language Team can assist you with this.

A RAG rating has been applied to assess compliance.

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| GREEN |
| AMBER |
| RED |

| Standard Number | Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020 | Compliance Statement as at 01/03/2021 | RAG rating of compliance | Risk(s) identified | Further action to be taken |
|-----------------|---|--|--------------------------|--------------------|---|
| 1 | 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. IMPOSITION DAY: 30/05/2019 | Correspondence received in Welsh is responded to in Welsh. If required support is sought from the Welsh Language Team. | GREEN | | |
| 4 | 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. IMPOSITION DAY: 30/05/2019 | Not currently. | RED | | An audit of standard letters is currently being undertaken which will then be sent for translation. |
| 5 | 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. | Not currently. | RED | | An audit of standard letters is currently being undertaken which will then be sent for translation. |

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| | IMPOSITION DAY: 30/05/2019 | | | | |
| 6 | 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). IMPOSITION DAY: 30/05/2019 | Any material currently produced in Welsh is treated in the same way as the English version. | GREEN | | |
| 7 | You must state - (a) in correspondence, and (b) in publications and 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 correspondence in Welsh, and that corresponding in Welsh will not lead to delay. IMPOSITION DAY: 30/05/2019 | Not currently. | RED | | To be included on letter templates. |
| 17 | If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter. IMPOSITION DAY: 30/05/2019 | There are several Welsh speaking staff within the department who could deal with most issues in Welsh if required. If no Welsh speakers are available who can deal with the matter the call will then be transferred and dealt with in English. | GREEN | | |
| 18 | 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 | Staff are asked to answer phones with a bi-lingual greeting. If the caller wishes to continue the conversation in Welsh and the individual is unable to do so they will offer to divert to another member | AMBER | | Issue reminder to staff. |

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| | greeting the person, the Welsh language is not treated less favourably than the English language. IMPOSITION DAY: 30/05/2019 | of the team who is able to deal with the matter if available or arrange a call back. If there is no one able to deal with the matter in Welsh, then the call will proceed in English. | | | |
| 20 | Any automated telephone systems that you have must provide the complete automated service in Welsh. IMPOSITION DAY: 30/05/2019 | Partial | AMBER | | Will ask staff to set any answer phone messages bilingually. |
| 33 | Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version. IMPOSITION DAY: 30/05/2019 | Already in place eg CF newsletter | GREEN | | |
| 34 | Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version. IMPOSITION DAY: 30/05/2019 | Partial | AMBER | | Review of any materials to be undertaken |
| 36 | If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DAY: 30/05/2019 | Not currently compliant | RED | | Audit of forms currently taking place and will be sent for translation |
| 47 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | Partial | AMBER | | Audit currently being undertaken and signs updated as required. |

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| 48 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; 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. IMPOSITION DAY: 30/05/2019 | All new signage will comply | AMBER | | |
| 49 | You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | Yes, this is done for existing Welsh language signs and notices. | GREEN | | |
| 50 | Any reception service you make available in English at your reception must also be available in Welsh, and any person who requires a Welsh language reception service at your reception must not be treated less favourably than a person who requires an English language reception service. IMPOSITION DAY: 30/05/2019 | There is no reception service available in the main Finance office. We do provide General Office facilities on the PPH and GGH sites. Some staff can speak Welsh, if not they will offer to contact someone available in the main finance office to speak with the individual or continue in English if not available. | GREEN | | |
| 52 | You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception. IMPOSITION DAY: 30/05/2019 | No reception in main Finance office but bilingual signs as to how to contact officers within the building. For General Office we will erect signs. | AMBER | | Signs to be put up in General Office. |
| 53 | You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that. IMPOSITION DAY: 30/05/2019 | No reception in main Finance office. For General Office staff badges have been ordered. | AMBER | | Badges to be worn by General Office staff as applicable. |
| 69 | 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. IMPOSITION DAY: 30/05/2019 | Equality Impact Assessment (EQIA) undertaken for all policies | GREEN | | |

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| 70 | 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. IMPOSITION DAY: 30/05/2019 | Equality Impact Assessment (EQIA) undertaken for all policies | GREEN | | |
| 71 | 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. IMPOSITION DAY: 30/05/2019 | Equality Impact Assessment (EQIA) undertaken for all policies | GREEN | | |
| 72 | When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | Equality Impact Assessment (EQIA) undertaken for all policies | GREEN | | |
| 73 | 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— | Equality Impact Assessment (EQIA) undertaken for all policies | GREEN | | |

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| | (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language IMPOSITION DAY: 30/05/2019 | | | | |
| 74 | 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. IMPOSITION DAY: 30/05/2019 | Equality Impact Assessment (EQIA) undertaken for all policies | GREEN | | |
| 80 | 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. IMPOSITION DAY: 30/11/2019 | Done centrally via Workforce | GREEN | | Need to remind appointing managers that information is available bilingually |
| 81 | You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh - (a) any paper correspondence that relates to A's employment, and which is addressed to A; (b) any documents that outline A's training needs or requirements; (c) any documents that outline A's performance objectives; (ch) any documents that outline or record A's career plan; (d) any forms that record and authorise annual leave; (dd) any forms that record and authorise absences from work; | Done centrally via Workforce | GREEN | | Need to remind appointing managers that information is available bilingually |

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| | <p>(e) any forms that record and authorise flexible working hours.</p> <p>You must comply with standard 81 in every circumstance by 30 November 2019, except:</p> <ul style="list-style-type: none"> ○ when the activity is carried out through the use of the Electronic Staff Record (ESR). <p>You must comply with standard 81 in every circumstance by 30 November 2020.</p> <p>IMPOSITION DAY: 30/11/2019</p> | | | | |
| 82 | <p>If you publish any of the following, you must publish it in Welsh -</p> <p>(a) a policy relating to behaviour in the workplace;</p> <p>(b) a policy relating to health and well-being at work;</p> <p>(c) a policy relating to salaries or workplace benefits;</p> <p>(ch) a policy relating to performance management;</p> <p>(d) a policy relating to absence from work;</p> <p>(dd) a policy relating to working conditions;</p> <p>(e) a policy relating to work patterns.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Centrally produced via Workforce – not directly applicable | | | Need to remind appointing managers that information is available bilingually |
| 83 | <p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <p>(a) make a complaint to you in Welsh, and</p> <p>(b) respond to a complaint made about him or about her in Welsh;</p> <p>and you must also inform each member of staff of that right.</p> <p>IMPOSITION DAY: 30/05/2019</p> | As above | | | Need to remind managers that information is available bilingually |
| 84 | <p>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 -</p> <p>(a) offer to conduct the meeting in Welsh or, if</p> | Processes in place to facilitate via central Workforce support | | | Need to remind managers |

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

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| 88 | When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure. IMPOSITION DAY: 30/05/2019 | As above | | | |
| 89 | 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). IMPOSITION DAY: 30/05/2019 | Available | GREEN | | Ask staff to contact IT if not installed |
| 96 | You must assess the Welsh language skills of your employees. IMPOSITION DAY: 30/05/2019 | Welsh Language skills recorded on ESR. | GREEN | | Issue reminder to staff to update for improving learners. |
| 99 | You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers. IMPOSITION DAY: 30/05/2019 | Continuously assessed via PADR | GREEN | | |
| 100 | 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. IMPOSITION DAY: 30/05/2019 | As above | GREEN | | |
| 104 | You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or | Regularly encourage staff to use templates setting out their details in Welsh and English. | AMBER | | Remind staff of templates available |

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| | whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. IMPOSITION DAY: 30/05/2019 | | | | |
| 105 | You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff. IMPOSITION DAY: 30/05/2019 | Used and available | GREEN | | |
| 106 | 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. IMPOSITION DAY: 30/05/2019 | Compliant. | GREEN | | |
| 111 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs),or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | Partial | AMBER | | Audit currently being undertaken and signs updated as required |

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| 112 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first. IMPOSITION DAY: 30/05/2019 | All new signage will comply | AMBER | | |
| 113 | You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | Yes, this is done for existing Welsh language signs and notices. | GREEN | | |

Transformation team – Assessment of compliance with the Welsh Language Standards (No. 7) 2018 Regulations

The compliance notice notes which standards within the Welsh Language Standards (No.7) 2018 Regulations the Health Board has to comply with and by when.

Staff within each Directorate need to understand their responsibilities with regards to using the Welsh language internally to ensure compliance with the Welsh Language Standards and to promote and facilitate the use of the Welsh Language.

If you need assistance in identifying which Standards in particular are relevant to your Directorate / Team, the Welsh Language Team can assist you with this.

A RAG rating has been applied to assess compliance.

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| Standard Number | Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020 | Compliance Statement as at 18/03/2021 | RAG rating of compliance | Risk(s) identified | Further action to be taken |
|-----------------|--|---|--------------------------|--------------------|----------------------------|
| 1 | 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. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |
| 4 | 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. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |
| 5 | 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. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |

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| 6 | <p>If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).</p> <p>IMPOSITION DAY: 30/05/2019</p> | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |
| 7 | <p>You must state -</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond with you,</p> <p>that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |
| 17 | <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> <p>IMPOSITION DAY: 30/05/2019</p> | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |
| 18 | <p>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</p> | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |

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| | treated less favourably than the English language. IMPOSITION DAY: 30/05/2019 | | | | |
| 21 | If you invite one person only (“P”) to a meeting— (a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and (b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |
| 22 | If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |
| 22A | If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |
| 22CH | If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021. | | | |

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| 26 | If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 27 | When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 28 | If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service). IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 29 | If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |

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| 30 | If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 31 | 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). IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 32 | If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event). IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 33 | Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 34 | Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |

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| 36 | If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 37 | If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (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 the document should be produced in Welsh. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 38 | If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and (c) ensure that the English language version clearly states that the document or form is also available in Welsh. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 39 | You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website. IMPOSITION DAY: 30/05/20 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |

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| 42 | 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. IMPOSITION DAY: 30/05/2019 | Not applicable to the Transformation Programme Office | | | |
| 47 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 48 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; 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. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 49 | You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 69 | 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 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |

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| | (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | | | | |
| 70 | 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. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 71 | 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. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 72 | When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 73 | When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |

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| | 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 IMPOSITION DAY: 30/05/2019 | | | | |
| 74 | 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. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |
| 89 | 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). IMPOSITION DAY: 30/05/2019 | Email sent from Head of TPO on 18/03/2021 reminding staff that this is available | | | |
| 96 | You must assess the Welsh language skills of your employees. IMPOSITION DAY: 30/05/2019 | Not applicable to the Transformation Programme Office However, email sent from Head of TPO on 18/03/2021 reminding managers of this duty | | | |
| 97 | You must provide opportunities for training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety. IMPOSITION DAY: 30/11/2019 | Email sent from Head of TPO on 18/03/2021 reminding staff that this is available | | | |

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| 98 | You must provide opportunities for training in Welsh on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures. IMPOSITION DAY: 30/05/2019 | Email sent from Head of TPO on 18/03/2021 reminding staff that this is available | | | |
| 99 | You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers. IMPOSITION DAY: 30/05/2019 | Email sent from Head of TPO on 18/03/2021 reminding staff that this is available | | | |
| 100 | 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. IMPOSITION DAY: 30/05/2019 | Email sent from Head of TPO on 18/03/2021 reminding staff that this is available | | | |
| 101 | You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills. IMPOSITION DAY: 30/05/2019 | Email sent from Head of TPO on 18/03/2021 reminding staff that this is available | | | |
| 104 | You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. IMPOSITION DAY: 30/05/2019 | Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021 | | | |

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| 105 | <p>You must -</p> <p>(a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and</p> <p>(b) promote the wearing of the badge to members of staff.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</p> | | | |
| 106 | <p>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 -</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 (ch) Welsh language skills are not necessary.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</p> | | | |
| 106A | <p>If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must -</p> <p>(a) specify that when advertising the post, and</p> <p>(b) advertise the post in Welsh</p> <p>IMPOSITION DAY: 30/11/19</p> | <p>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</p> | | | |
| 107 | <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</p> | | | |
| 107A | <p>If you publish -</p> <p>(a) application forms for posts;</p> <p>(b) material that explains your procedure for applying for posts;</p> <p>(c) information about your interview process, or about other assessment methods when applying for posts; or</p> <p>(ch) job descriptions;</p> <p>you must publish them in Welsh; and you must ensure that the Welsh language versions of</p> | <p>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</p> | | | |

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| | <p>the documents are treated no less favourably than any English language versions of those documents.</p> <p>You must comply with this standard by 30 November 2019 in all circumstances apart from part (ch) job descriptions. You must comply with part (ch) by 30 November 2021 unless you already have a Welsh language version available to publish.</p> <p>IMPOSITION DAY: 30/11/2019</p> | | | | |
| 107B | <p>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 timescale for informing applicants of decisions).</p> <p>IMPOSITION DAY: 30/05/2019</p> | Email sent from Head of TPO on 18/03/2021 reminding managers of this duty | | | |
| 108 | <p>You must ensure that your application forms for posts provide a space for applicants to indicate that they wish an interview or other method of assessment in Welsh and if an applicant so wishes, you must conduct any interview or other method of assessment in Welsh, or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English for that purpose.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Email sent from Head of TPO on 18/03/2021 reminding managers of this duty | | | |
| 109 | <p>When you inform an applicant of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Email sent from Head of TPO on 18/03/2021 reminding managers of this duty | | | |
| 111 | <p>When you -</p> <p>(a) erect a new sign or renew a sign in your workplace (including temporary signs),or</p> | Email sent from Head of TPO on 18/03/2021 reminding team of this duty | | | |

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| | (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | | | | |
| 112 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first. IMPOSITION DAY: 30/05/2019 | Email sent from Head of TPO on 18/03/2021 reminding team of this duty | | | |

Strategic Partnership, Diversity and Inclusion Team – Assessment of compliance with the Welsh Language Standards (No. 7) 2018 Regulations

The compliance notice notes which standards within the Welsh Language Standards (No.7) 2018 Regulations the Health Board has to comply with and by when.

Staff within each Directorate need to understand their responsibilities with regards to using the Welsh language internally to ensure compliance with the Welsh Language Standards and to promote and facilitate the use of the Welsh Language.

If you need assistance in identifying which Standards in particular are relevant to your Directorate / Team, the Welsh Language Team can assist you with this.

A RAG rating has been applied to assess compliance.

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| GREEN |
| AMBER |
| RED |

| Standard Number | Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020 | Compliance Statement as at 8th March, 2021 | RAG rating of compliance | Risk(s) identified | Further action to be taken |
|-----------------|--|--|--------------------------|--------------------|----------------------------|
| 1 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 4 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 5 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |

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| 6 | 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). IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 7 | You must state - (a) in correspondence, and (b) in publications and 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 correspondence in Welsh, and that corresponding in Welsh will not lead to delay. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 8 | When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 9 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 10 | 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 subject | Fully Compliant | | | |

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| | matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter. IMPOSITION DAY: 30/05/2019 | | | | |
| 11 | When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 13 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 15 | Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 16 | When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 17 | If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is | Fully Compliant | | | |

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| | available to provide a service on that specific subject matter. IMPOSITION DAY: 30/05/2019 | | | | |
| 18 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 19 | 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. You must comply with standard 19 in every circumstance, except: <ul style="list-style-type: none"> where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and where no Welsh speaking member of staff is available to provide a service on that specific subject matter. The requirement under standard 19 to ask A whether A wishes to receive telephone calls from you in Welsh and to keep a record of A's wish applies each time a telephone call is made to A for the first time in relation to the specific matter of the call ("the matter in hand"); The requirement under standard 19 to conduct telephone calls made to A from then onwards in Welsh applies in relation to every call which involves the matter in hand. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |

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| 20 | Any automated telephone systems that you have must provide the complete automated service in Welsh. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 21 | If you invite one person only (“P”) to a meeting— (a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and (b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 22 | If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 22A | If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 22CH | If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service | Fully Compliant | | | |

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| | from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | | | | |
| 26 | If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 27 | When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 28 | If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service). IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 29 | If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh— (a) that they are welcome to use the Welsh language, and | Fully Compliant | | | |

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| | (b) that a simultaneous translation service is available. IMPOSITION DAY: 30/05/2019 | | | | |
| 30 | If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 31 | 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). IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 32 | If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event). IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 33 | Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 34 | Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of | Fully Compliant | | | |

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| | the material less favourably than the English language version. IMPOSITION DAY: 30/05/2019 | | | | |
| 36 | If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 37 | If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (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 the document should be produced in Welsh. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 38 | If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and (c) ensure that the English language version clearly states that the document or form is also available in Welsh. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 39 | You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less | Fully Compliant | | | |

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| | favourably than the English language on your website. IMPOSITION DAY: 30/05/20 | | | | |
| 40 | You must ensure that— (a) the text of the homepage of your website is available in Welsh, (b) any Welsh language text on your homepage (or, where relevant, your Welsh language 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 website. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 41 | You must ensure that when you publish a new page on your website or amend a page— (a) the text of that page is available in Welsh, (b) any Welsh language version of that page is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to that page. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 42 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 43 | You must provide the interface and menus on every page of your website in Welsh. IMPOSITION DAY: 30/05/2020 | Fully Compliant | | | |
| 47 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign | Fully Compliant | | | |

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| | or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | | | | |
| 49 | You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 57 | Any invitations to tender for a contract that you publish must be published in Welsh if the subject matter of the contract suggests that it should be produced in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 58 | When you publish invitations to tender for a contract, you must— (a) state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and (b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions). IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 59 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 60 | You must promote any Welsh language service that you provide, and advertise that service in Welsh. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 61 | If you provide a service in Welsh that corresponds to a service you provide in | Fully Compliant | | | |

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| | 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. IMPOSITION DAY: 30/05/2019 | | | | |
| 62 | When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 63 | If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh. IMPOSITION DAY: 30/11/2019 | Partly compliant | | Note for Anna and Helen, do we offer eg the E&D Courses in English and Welsh? | |
| 64 | When you announce a recorded 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 69 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 70 | 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— | Fully Compliant | | | |

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| | (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | | | | |
| 71 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 72 | When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 73 | 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 IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |

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| 74 | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | Fully Compliant | | | |
| 75 | <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> <p>IMPOSITION DAY: 30/05/2019</p> | Fully Compliant | | | |
| 76 | <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 how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on—</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> <p>IMPOSITION DAY: 30/05/2019</p> | Fully Compliant | | | |
| 77 | <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 how the policy decision under consideration could be made so that it would</p> | Fully Compliant | | | |

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|------|--|-----------------|--|--|--|
| | 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 IMPOSITION DAY: 30/05/2019 | | | | |
| 104 | You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 105 | You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 106 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 106A | If you have categorised a post as one where Welsh language skills are essential, desirable | Fully Compliant | | | |

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| | or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh IMPOSITION DAY: 30/11/19 | | | | |
| 107 | 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 107A | If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; or (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. You must comply with this standard by 30 November 2019 in all circumstances apart from part (ch) job descriptions. You must comply with part (ch) by 30 November 2021 unless you already have a Welsh language version available to publish. IMPOSITION DAY: 30/11/2019 | Fully Compliant | | | |

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| 107B | 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 timescale for informing applicants of decisions). IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 108 | You must ensure that your application forms for posts provide a space for applicants to indicate that they wish an interview or other method of assessment in Welsh and if an applicant so wishes, you must conduct any interview or other method of assessment in Welsh, or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English for that purpose. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 109 | When you inform an applicant of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 111 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs), or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |

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| 112 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 113 | You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |
| 114 | When you make a recorded announcement 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. IMPOSITION DAY: 30/05/2019 | Fully Compliant | | | |

Communications team – Compliance Assessment for the Welsh Language Standards (No. 7) 2018 Regulations

The compliance notice notes which standards within the Welsh Language Standards (No.7) 2018 Regulations the Health Board has to comply with and by when.

| Standard number | Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020 | Progress as at 09/04/21 | RAG rating of compliance | Risk(s) identified | Further action to be taken |
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| 17 | If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter. IMPOSTITION DATE: 30/05/2019 | Following recruitment, additional Welsh speaking staff available within the team. Confident that we will be able to provide a Welsh Language service for telephone calls either by involving the Welsh speaker in the team or by referring calls to staff within the Directorate who can speak Welsh. | GREEN | Low risk The team (and wider directorate) has a number of staff who can handle communication in Welsh. We will review demand and instances of non-compliance with this Standard | We will review demand and instances of non-compliance with this Standard through feedback from staff and callers. Welsh language requirements of team assessed upon recruitment of any new posts |
| 18 | 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. IMPOSITION DATE: 30/05/2019 | Teams will deal with telephone calls in Welsh if that is the caller's wish. This will be done by: - answering the phone with a bilingual greeting; - should the caller wish to conduct the telephone call in Welsh, but the staff member is unable to do so, the call will be transferred to a Welsh speaking colleague; - If there are no Welsh speaking colleagues available, the staff member will offer to get a Welsh speaker to call them back | GREEN | Low risk. The team has a number of staff who can handle communication in Welsh. We will review demand and instances of non-compliance with this Standard. | We will review demand and instances of non-compliance with this Standard through feedback from staff and callers |
| 19 | 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. You must comply with standard 19 in every circumstance, except: ' where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and ' where no Welsh speaking member of staff is available to provide a service on that specific subject matter. The requirement under standard 19 to ask A whether A wishes to receive telephone calls from you in Welsh and to keep a record of A's wish applies each time a telephone call is made to A for the first time in relation | Teams have confirmed that they will deal with telephone calls in Welsh if that is the caller's wish. This will be done by: - answering the phone with a bilingual greeting; - should the caller wish to conduct the telephone call in Welsh, but the staff member is unable to do so, the call will be transferred to a Welsh speaking colleague; - If there are no Welsh speaking colleagues available, the staff member will offer to get a Welsh speaker to call them back The language choice of the caller will be noted for any future communication about the matter in hand. | GREEN | Low risk. The Directorate has a number of staff who can handle communication in Welsh. We will review demand and instances of non-compliance with this Standard. | We will review demand and instances of non-compliance with this Standard through feedback from staff and callers. If there are concerns further action may need to be taken to revisit this Standard. |

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| | to the specific matter of the call ("the matter in hand"); The requirement under standard 19 to conduct telephone calls made to A from then onwards in Welsh applies in relation to every call which involves the matter in hand. IMPOSTITION DATE: 30/05/2019 | | | | |
| 20 | Any automated telephone systems that you have must provide the complete automated service in Welsh. IMPOSITION DATE: 30/05/2010 | Teams have confirmed that all helpline or telephone answering services have been updated to include a bilingual message | GREEN | Low risk. The Directorate has a number of staff who can handle communication in Welsh if a message has been left in Welsh. In the event that a Team are unable to translate a message from Welsh to English advice will be sought from the Welsh Language Team to assist with translation. | None |
| 33 | Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version. IMPOSITION DATE: 30/05/2019 | This is common practise within the communications team with use of Welsh first in bilingual materials, as well as use of Welsh on left hand side if side-by-side; or equal treatment via tilt and turn for publications. Where posters for display need to be one language only (for example complex information) – both English and Welsh are issued for display side-by-side. When the communications team purchases paid for advertising this is done bilingually or in both languages (such as on social media feeds) The Welsh Language Commissioner's monitoring survey in June 2020 confirmed excellent provision of leaflets/brochures in Welsh (100%) but noted the English literature did not flag that Welsh versions were available. Team members have been reminded of the need to flag availability of Welsh language versions in leaflets etc, and all staff communication to remind them of this necessity also (actioned 05 Oct 2020) | GREEN | There remains the risk that other teams produce their own publicity or advertising material which may not be compliant. The communications team works with the Welsh language team to promote the standards, and increase awareness of the obligations through all-staff communications. If the communications team is asked to review other teams publicity or advertising we always ensure it is bilingual. | Continued support for promotion of the standards in conjunction with the Welsh language team. |
| 34 | Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version. IMPOSITION DATE: 30/05/2019 | All publicity or advertising material will be bilingual ensuring the Welsh language is treated no less favourably than the English language, and displayed as such (i.e bilingual within product or side-by-side) | GREEN | None | None |
| 36 | If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DATE: 30/05/2019 | Standardised forms (such as global email request and photograph consent forms) are issued bilingually | GREEN | None | All new forms to be created bilingually |
| 37 | If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (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 the document should be produced in Welsh. IMPOSITION DATE: 30/05/2019 | Frequent documents produced by the tea, are for wider public or stakeholder use and so are produced bilingually. Documents for a small number of people will be assessed in light of the requirements set out in (a) and (b). Depending on the assessment the material will be bilingual ensuring the Welsh language is treated no less favourably than the English language. | GREEN | None | None |
| 38 | If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English | The principles of this Standard and are applied to production of documents and forms. In terms of social media both the English and Welsh accounts confirm the address for the | Green | None | None |

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| | language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and (c) ensure that the English language version clearly states that the document or form is also available in Welsh IMPOSITION DATE: 30/05/2019 | alternative language and the team scheduled reminders about provision of Welsh accounts on the English accounts. | | | |
| 39 | You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website. IMPOSITION DATE: 30/06/2020 | This was achieved with the re-launch of our public website on the MURA platform from September 2020. All new pages are produced at the same time in English and Welsh, unless an exemption applies (for example full Board reports; and in the incidence of public safety as per the Civil Contingencies Act) The Welsh Language Commissioner’s monitoring survey in June 2020 confirmed excellent provision of Welsh language webpages (30 out of 30 sampled). | GREEN | None | None – part of usual practice |
| 40 | You must ensure that— (a) the text of the homepage of your website is available in Welsh, (b) any Welsh language text on your homepage (or, where relevant, your Welsh language 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 website. IMPOSITION DATE: 30/05/2019 | All public webpages are produced, available, and fully functional, in Welsh including the homepage | GREEN | None | None |
| 41 | You must ensure that when you publish a new page on your website or amend a page— (a) the text of that page is available in Welsh, (b) any Welsh language version of that page is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to that page. IMPOSITION DATE: 30/05/2019 | All public webpages are produced, available, and fully functional, in Welsh We are particularly proud that this accessibility and functionality has been maintained throughout the COVID pandemic | GREEN | None | None |
| 42 | 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. IMPOSITION DATE: 30/05/2019 | All webpages have a tab in top right hand corner to ‘toggle’ to the corresponding Welsh webpages | GREEN | None | Any faults with links to be corrected as soon as possible. |
| 43 | You must provide the interface and menus on every page of your website in Welsh. IMPOSITION DATE: 30/05/2020 | All public webpages are produced, available, and fully functional, in Welsh | GREEN | None | None |
| 44 | 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. IMPOSITION DATE: 30/05/2019 | Communications team has been made aware of this requirement but currently does not support the running or provision of any apps | GREEN | None | Welsh language provision to be considered as part of any consideration of corporate apps. |

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| 45 | When you use social media you must not treat the Welsh language less favourably than the English language. You must comply with standard 45 in the following circumstances: ' when using social media on your corporate and departmental accounts. IMPOSITION DATE: 30/05/2019 | Corporate social media feeds are available as separate channels in English and Welsh as per the Welsh Government's document on best practice so that our users can 'follow' us in the language of their choice. All corporate content is produced and issued in both English and Welsh. The exemption of a possible delay is only used in the incidence of a Civil Contingency for safety reasons. Shares are done in the language of choice only. The digital communications team has also put a process in place to approve secondary departmental or service social media accounts with the requirement for them to be provided bilingually. The Welsh Language Commissioner's monitoring survey in June 2020 confirmed excellent provision of Welsh language social media. | GREEN | Some social media accounts are set up by teams and departments without due process. When identified to the communications or welsh language team, an approach is made to the administrator and they are informed of the necessity for them to comply with the welsh language standards and offered support. | Continuation of the process to approve secondary accounts and bilingual nature. |
| 46 | If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required). IMPOSITION DATE: 30/05/2019 | All social media approaches (whether made publically or privately) are answered in language of choice, with support provided by the Welsh translation team as necessary for translation or proofing | GREEN | None | Should there ever be non-compliance with this standard and a complaint or feedback, we would review our process |
| 47 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DATE: 30/05/2019 | Any signage produced by the communications team is produced and published bilingually. The team has also helped identify and rectify non-compliant signage by other teams. | GREEN | None | None |
| 48 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; 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. IMPOSITION DATE: 30/05/2019 | As per publications, Welsh would appear first or on the right hand side | GREEN | None | None |
| 49 | You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DATE: 30/05/2019 | Wording on any publicity materials or signage produced by the Communications Team is translated or proofed by the Welsh translation service in house to ensure it is accurate in meaning and expression | GREEN | None | None |
| 60 | You must promote any Welsh language service that you provide, and advertise that service in Welsh. IMPOSITION DATE: 30/05/2019 | This is done for all services, inclusive of Welsh language services. All service webpages are available in Welsh language as well as associated materials for public and patients. | GREEN | None | None |
| 61 | 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 | Please see standards 33 and 38 The Welsh Language Commissioner's monitoring survey in June 2020 confirmed excellent provision of | GREEN | Risks that other team produce materials which the corporate communications function is not aware of | Continued support for promotion of the standards in conjunction |

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| | publish, which refers to the English service must also state that a corresponding service is available in Welsh. IMPOSITION DATE: 30/05/2019 | leaflets/brochures in Welsh (100%) but noted the English literature did not flag that Welsh versions were available. Team members have been reminded of the need to flag availability of Welsh language versions in leaflets etc, and all staff communication to remind them of this necessity also (actioned 05 Oct 2020) | | | with the Welsh language team. |
| 62 | When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language. IMPOSITION DATE: 30/05/2019 | Corporate identify is fully bilingual and branding is co-ordinated through the corporate communications team so that we can ensure accessibility and bilingual development | GREEN | None | None |
| 90 | You must ensure that - (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and(c) the Welsh language is treated no less favourably than the English language on your intranet. You must comply with standard 90 in relation to pages on your intranet that relate to the matters within the following operational standards: * the use of the Welsh language within your internal administration * complaints made by staff * disciplining staff * developing skills through planning and training the workforce; and *recruiting and appointing IMPOSITION DATE: 30/11/2020 | This standard was appealed due to the disproportionate burden it would place on the digital communications team as it would take many years to fully translate our staff Intranet. Instead that team has focused on provision of a fully bilingually public website to the point of September 2020. Since the last report we have progressed (but not finalised) translating the priority pages according to the commissioner, see further action column. We have also put in place additional prioritisation for us as a team in accordance with supporting the welsh language, and have implemented bilingual: * major corporate announcements (via staff newsletter Hywel's Voice – hard copy and digital; and online team brief) * pages requested by teams/services for bilingual Intranet availability – by priority Additionally, we have learnt our external provider of our Intranet (through NWIS shared services) will be switching the cascade Intranet system off from spring 2022 and alternative provision of a staff digital communications will need to be made from this point. Therefore the team is concentrating on building a new bilingual internal staff system by this date. | AMBER | Not all areas within the operational standards have been addressed yet but we are working with the service teams to get their pages translated and available on the Intranet as soon as possible | The Commissioner identified key areas, which the comms, workforce and welsh language teams are in process of making bilingual: * the use of the Welsh language within your internal administration * complaints made by staff * disciplining staff * developing skills through planning and training the workforce; and *recruiting and appointing Working to develop a new solution to the staff Intranet by March 2022, which is bilingual |
| 91 | 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. IMPOSITION DATE: 30/05/2019 | We have introduced functionality of the home page of the Intranet in English and Welsh and these are both available to staff as separate pages which toggle | GREEN | None | None |
| 93 | 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 | A direct toggle link is available between pages that are available in Welsh as well as English | GREEN | None | None |

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| | to the Welsh language page on the corresponding English language page. IMPOSITION DATE: 30/05/2019 | | | | |
| 94 | 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. You must provide the interface and menus on your intranet pages in Welsh. You must comply with standard 95 in relation to the following: - any page or homepage on your intranet that is available in Welsh in accordance with standards 90 and/or 91; - any page you designate and maintain on your intranet in accordance with standard 94. IMPOSITION DATE: 30/11/2020 | A page to promote the Welsh language and assist staff to use the Welsh language is available in Welsh and English and additionally promotions and campaigns run internally throughout the year | GREEN | None | None |
| 111 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs), or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh Language text less favourably than the English language text. IMPOSITION DATE: 30/05/2019 | This is undertaken for all signage within the communications workplace | GREEN | None | None |
| 112 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first. IMPOSITION DATE: 30/05/2019 | This is undertaken for all signage within the communications workplace | GREEN | None | None |
| 113 | You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression. IMPOSITION DATE: 30/05/2019 | This is undertaken for all signage within the communications workplace | GREEN | None | None |

Corporate Governance/Office Directorate – Assessment of compliance with the Welsh Language Standards (No. 7) 2018 Regulations

The compliance notice notes which standards within the Welsh Language Standards (No.7) 2018 Regulations the Health Board has to comply with and by when.

Staff within each Directorate need to understand their responsibilities with regards to using the Welsh language internally to ensure compliance with the Welsh Language Standards and to promote and facilitate the use of the Welsh Language.

If you need assistance in identifying which Standards in particular are relevant to your Directorate / Team, the Welsh Language Team can assist you with this.

A RAG rating has been applied to assess compliance.

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| RED |

| Standard Number | Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020 | Compliance Statement as at XX/XX/XXXX | RAG rating of compliance | Risk(s) identified | Further action to be taken |
|-----------------|---|---------------------------------------|--------------------------|--------------------|----------------------------|
| 1 | 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. IMPOSITION DAY: 30/05/2019 | | Green | | |

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| 4 | 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. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 5 | 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. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 6 | 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). IMPOSITION DAY: 30/05/2019 | | Green | | |
| 7 | You must state - (a) in correspondence, and (b) in publications and 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 correspondence in Welsh, and that corresponding in Welsh will not lead to delay. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 26 | If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019 | | Green | | |

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| 27 | When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 30 | If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | | Green | Board papers - we translate all appropriate public-facing documents into Welsh i.e. Annual Report, etc. | |
| 36 | If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 37 | If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (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 the document should be produced in Welsh. IMPOSITION DAY: 30/05/2019 | | Red | Board minutes. We have assessed the number of people who access the board papers and minutes on line and at the moment we can not justify the high level of financial commitment needed to produce the documents bilingually when there is greater patient facing resources needed. This will be assessed annually. | |
| 47 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | | Green | | |

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| 48 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; 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. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 49 | You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | | Green | | |

Engagement Team – Assessment of compliance with the Welsh Language Standards (No. 7) 2018 Regulations

The compliance notice notes which standards within the Welsh Language Standards (No.7) 2018 Regulations the Health Board has to comply with and by when.

Staff within each Directorate need to understand their responsibilities with regards to using the Welsh language internally to ensure compliance with the Welsh Language Standards and to promote and facilitate the use of the Welsh Language.

If you need assistance in identifying which Standards in particular are relevant to your Directorate / Team, the Welsh Language Team can assist you with this.

A RAG rating has been applied to assess compliance.

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| Standard Number | Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020 | Compliance Statement as at XX/XX/XXXX | RAG rating of compliance | Risk(s) identified | Further action to be taken |
|-----------------|--|---------------------------------------|--------------------------|--------------------|----------------------------|
| 1 | 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. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 4 | 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. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 5 | 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. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 6 | 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 | | Green | | |

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| | 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). IMPOSITION DAY: 30/05/2019 | | | | |
| 7 | You must state - (a) in correspondence, and (b) in publications and 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 correspondence in Welsh, and that corresponding in Welsh will not lead to delay. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 11 | When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 15 | Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 17 | If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter. IMPOSITION DAY: 30/05/2019 | | Green | | |

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| 18 | 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. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 22 | If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 22A | If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 22CH | If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 26 | If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019 | | Green | | |

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| 27 | <p>When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | Green | | |
| 28 | <p>If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must—</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 or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p> <p>IMPOSITION DAY: 30/05/2019</p> | | Green | | |
| 29 | <p>If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, 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>IMPOSITION DAY: 30/05/2019</p> | | Green | | |
| 30 | <p>If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | Green | | |

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| 31 | 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). IMPOSITION DAY: 30/05/2019 | | Green | | |
| 32 | If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event). IMPOSITION DAY: 30/05/2019 | | Green | | |
| 33 | Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 34 | Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 36 | If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 37 | If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (a) if the subject matter of the document suggests that it should be produced in Welsh, | | Green | | |

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| | or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh. IMPOSITION DAY: 30/05/2019 | | | | |
| 38 | If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and (c) ensure that the English language version clearly states that the document or form is also available in Welsh. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 45 | When you use social media you must not treat the Welsh language less favourably than the English language. You must comply with standard 45 in the following circumstances: <div> ○ when using social media on your corporate and departmental accounts. </div> IMPOSITION DAY: 30/05/2019 | | Green | | |
| 46 | If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required). IMPOSITION DAY: 30/05/2019 | | Green | | |
| 47 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; | | Green | | |

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| | any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | | | | |
| 48 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; 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. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 49 | You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | | Green | | |
| 50 | Any reception service you make available in English at your reception must also be available in Welsh, and any person who requires a Welsh language reception service at your reception must not be treated less favourably than a person who requires an English language reception service. IMPOSITION DAY: 30/05/2019 | Whilst we do not have a permanent reception, when engagement events are held we do have a reception desk for attendees to sign in – this is treated as any permanent reception desk. | Green | | |
| 52 | You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception. IMPOSITION DAY: 30/05/2019 | Whilst we do not have a permanent reception, when engagement events are held we do have a reception desk for attendees to sign in – this is treated as any permanent reception desk. | Green | | |
| 53 | You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that. IMPOSITION DAY: 30/05/2019 | Whilst we do not have a permanent reception, when engagement events are held we do have a reception desk for attendees to sign in – this is treated as any permanent reception desk. | Green | | |

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| 72 | <p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</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> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Whilst the team isn’t responsible for any topic/subject for consultation, the team is responsible for advising services of their legal requirements when producing consultation documents.</p> | Green | | |
| 73 | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Whilst the team isn’t responsible for any topic/subject for consultation, the team is responsible for advising services of their legal requirements when producing consultation documents.</p> | Green | | |
| 74 | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Whilst the team isn’t responsible for any topic/subject for consultation, the team is responsible for advising services of their legal requirements when producing consultation documents.</p> | Green | | |

Workforce & OD Directorate – Compliance Assessment for the Welsh Language Standards (No. 7) 2018 Regulations

| Standard Number | Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020 | Compliance Statement as at July 2020 | RAG rating of compliance | Risk(s) identified | Further action to be taken |
|-----------------|---|---|--------------------------|--|--|
| 1 | 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. IMPOSITION DAY: 30/05/2019 | Teams have confirmed that they would seek support from the Welsh Language Team to translate the correspondence received in order to understand the nature of the communication. If the individual has indicated that there is no need to reply in Welsh the response would be issued in English. If a response was required in Welsh the teams would contact the Welsh Language Team to translate the response from English to Welsh. If the correspondence is linked to legal requirements or internal policy to adhere to specific timescales the HR teams will prioritise work to minimise any delay. | Green | Correspondence relating to HR matters can require specific timescales to be adhered to which are set out in policies. On occasion it can be challenging to comply with these timescales when dealing with correspondence in English only. If there is a need to arrange initial translation of the correspondence to understand the nature of the communication and translate any response this may lead to non-compliance with legislation and internal policy. Time taken to translate may affect performance against KPIs e.g Time to Hire in Recruitment. Time to translate may cause a delay depending on the capacity of the Translation service. Mitigating Action(s) The Welsh Language Team have confirmed that they can prioritise any translation where a delay may lead to non-compliance with legislation and internal policy. | Review the frequency of any non-compliance with legislation and internal policy as a result of translation requirements. |
| 4 | 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. IMPOSITION DAY: 30/05/2019 | Teams have confirmed that they would seek support from the Welsh Language Team to translate the correspondence. If the correspondence is linked to legal requirements or internal policy to adhere to specific timescales the HR teams will prioritise work to minimise any delay. | Green | Correspondence relating to HR matters can require specific timescales to be adhered to which are set out in policies. On occasion it can be challenging to comply with these timescales when dealing with correspondence in English only. Translation may lead to non-compliance with legislation and internal policy. | Review the frequency of any non-compliance with legislation and internal policy as a result of translation requirements. |

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| | | | | <p>Time taken to translate may affect performance against KPIs e.g Time to Hire in Recruitment</p> <p>Time to translate may cause a delay depending on the capacity of the Translation service.</p> <p>Mitigating Action(s) The Welsh Language Team have confirmed that they can prioritise any translation where a delay may lead to non-compliance with legislation and internal policy.</p> | |
| 5 | <p>If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that they will check whether a person wishes to receive correspondence in Welsh prior to any correspondence being sent. Teams have confirmed that they would seek support from the Welsh Language Team to translate the correspondence.</p> <p>If the correspondence is linked to legal requirements or internal policy to adhere to specific timescales the HR teams will prioritise work to minimise any delay.</p> <p>Welsh Language Services Manager confirmed on 14.5.19 that this Standard is essential for corresponding with external parties e.g Local Authorities, Universities, Shared Services, WG etc. For the time being we won't apply this Standard to internal comms other than in circumstances where an employee asks us to correspond in Welsh.</p> | Green | <p>Correspondence relating to HR matters can require specific timescales to be adhered to which are set out in policies. On occasion it can be challenging to comply with these timescales when dealing with correspondence in English only. Translation may lead to non-compliance with legislation and internal policy.</p> <p>Time taken to translate may affect performance against KPIs e.g Time to Hire in Recruitment</p> <p>Time to translate may cause a delay depending on the capacity of the Translation service.</p> <p>Mitigating Action(s) The Welsh Language Team have confirmed that they can prioritise any translation where a delay may lead to non-compliance with legislation and internal policy.</p> | Review the frequency of any non-compliance with legislation and internal policy as a result of translation requirements. |
| 6 | <p>If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that they would seek support from the Welsh Language Team to ensure the translation into Welsh is treated in the same way.</p> | Green | None | None |

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| 7 | <p>You must state -</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond with you,</p> <p>that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that they will comply with this Standard.</p> <p>Welsh Language Services Manager confirmed on 14.5.19 that this Standard is essential for corresponding with external parties e.g Local Authorities, Universities, Shared Services, WG etc. For the time being we won't apply this Standard to internal comms other than in circumstances where an employee asks us to correspond in Welsh.</p> <p>Welsh speaking staff in the Directorate have added the following phrase to e-mail signatures and correspondence. <i>“Ysgrifennwch ataf yn Gymraeg neu Saesneg. Please write to me in Welsh or English”</i></p> <p>NHS Jobs/Trac includes the above statement.</p> | Green | <p>Time to translate may cause a delay depending on the capacity of the Translation service.</p> <p>Time to translate may cause a delay depending on the capacity of the Translation service.</p> <p>Mitigating Action(s)</p> <p>The Welsh Language Team have confirmed that they can prioritise any translation where a delay may lead to non-compliance with legislation and internal policy.</p> | Review the frequency of any non-compliance with legislation and internal policy as a result of translation requirements. |
| 8 | <p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that they will deal with telephone calls in Welsh if that is the caller's wish. This will be done by:</p> <ul style="list-style-type: none"> - answering the phone with a bilingual greeting; - should the caller wish to conduct the telephone call in Welsh, but the staff member is unable to do so, the call will be transferred to a Welsh speaking colleague; - If there are no Welsh speaking colleagues available, the staff member will offer to get a Welsh speaker to call them back, or give them the option of continuing the call in English. <p>There is a requirement for this information to be included within local induction packages for new staff and this has been arranged.</p> | Green | None | None |
| 9 | <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Teams have confirmed that all helpline or telephone answer messages have been updated to include a bilingual message. | Green | None | None |
| 10 | <p>When a person contacts you on your main telephone number (or numbers), or on any</p> | Teams have confirmed that they will deal with telephone calls in Welsh if that is the caller's wish. | Green | Low risk. The Directorate has a number of staff who can handle communication in Welsh. | None |

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| | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | <p>This will be done by:</p> <ul style="list-style-type: none"> - answering the phone with a bilingual greeting; - should the caller wish to conduct the telephone call in Welsh, but the staff member is unable to do so, the call will be transferred to a Welsh speaking colleague; - If there are no Welsh speaking colleagues available, the staff member will offer to get a Welsh speaker to call them back - If there is no Welsh speaking member of staff available to provide a service on that specific subject matter the call will continue in English. | | <p>If the scenario is complex and requires specific expertise in a specialist area of HR it may be the case that the call will need to be handled in English. These instances will be kept to a minimum.</p> | |
| 11 | <p>When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that they have arranged translation of any communication which advertises telephone or helpline numbers.</p> <p>Teams have confirmed that they would seek support from the Welsh Language Team to ensure the translation into Welsh is treated in the same way.</p> | Green | None | None |
| 12 | <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that telephone or helpline numbers are the same for corresponding in English or Welsh.</p> | Green | None | None |
| 13 | <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that they have arranged translation of any communication which advertises telephone or helpline numbers to state in Welsh that we welcome calls in Welsh.</p> | Green | None | None |
| 14 | <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Not applicable. The Directorate does not have any performance indicators for dealing with telephone calls.</p> | Green | Not applicable | Not applicable |

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| 15 | Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh. IMPOSITION DAY: 30/05/2019 | Teams have confirmed that all helpline or telephone answering services have been updated to include a bilingual message and state that messages can be left in Welsh. | Green | Low risk. The Directorate has a number of staff who can handle communication in Welsh if a message has been left in Welsh. In the event that a Team are unable to translate a message from Welsh to English advice will be sought from the Welsh Language Team to assist with translation. | None |
| 16 | When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available. IMPOSITION DAY: 30/05/2019 | Teams have confirmed that there are a number of Welsh speaking staff in teams. They are confident that we will be able to provide a Welsh Language service for telephone calls either by involving the Welsh speaker in that team or by referring calls to staff within the Directorate who can speak Welsh. | Green | Low risk. The Directorate has a number of staff who can handle communication in Welsh. We will review demand and instances of non-compliance with this Standard. | Compliance with this Standard will be reviewed at the Senior Workforce Team Meeting on a regular basis to assess the frequency we have been unable to deal with a call in Welsh. If there are concerns further action may need to be taken to revisit this Standard. |
| 17 | If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter. IMPOSITION DAY: 30/05/2019 | Teams have confirmed that there are a number of Welsh speaking staff in teams. They are confident that we will be able to provide a Welsh Language service for telephone calls either by involving the Welsh speaker in that team or by referring calls to staff within the Directorate who can speak Welsh. | Green | Low risk. The Directorate has a number of staff who can handle communication in Welsh. We will review demand and instances of non-compliance with this Standard. | Compliance with this Standard will be reviewed at the Senior Workforce Team Meeting on a regular basis to assess the frequency we have been unable to deal with a call in Welsh. If there are concerns further action may need to be taken to revisit this Standard. |
| 18 | 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. IMPOSITION DAY: 30/05/2019 | Teams have confirmed that they will deal with telephone calls in Welsh if that is the caller's wish. This will be done by: - answering the phone with a bilingual greeting; - should the caller wish to conduct the telephone call in Welsh, but the staff member is unable to do so, the call will be transferred to a Welsh speaking colleague; | Green | Low risk. The Directorate has a number of staff who can handle communication in Welsh. We will review demand and instances of non-compliance with this Standard. | Compliance with this Standard will be reviewed at the Senior Workforce Team Meeting on a regular basis to assess the frequency we have been unable to deal |

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| | | <ul style="list-style-type: none"> - If there are no Welsh speaking colleagues available, the staff member will offer to get a Welsh speaker to call them back - If there is no Welsh speaking member of staff available to provide a service on that specific subject matter the call will continue in English. | | | with a call in Welsh. If there are concerns further action may need to be taken to revisit this Standard. |
| 19 | <p>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.</p> <p>You must comply with standard 19 in every circumstance, except:</p> <ul style="list-style-type: none"> • where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and • where no Welsh speaking member of staff is available to provide a service on that specific subject matter. <p>The requirement under standard 19 to ask A whether A wishes to receive telephone calls from you in Welsh and to keep a record of A's wish applies each time a telephone call is made to A for the first time in relation to the specific matter of the call ("the matter in hand");</p> <p>The requirement under standard 19 to conduct telephone calls made to A from then onwards in Welsh applies in relation to every call which involves the matter in hand.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that they will deal with telephone calls in Welsh if that is the caller's wish. This will be done by:</p> <ul style="list-style-type: none"> - answering the phone with a bilingual greeting; - should the caller wish to conduct the telephone call in Welsh, but the staff member is unable to do so, the call will be transferred to a Welsh speaking colleague; - If there are no Welsh speaking colleagues available, the staff member will offer to get a Welsh speaker to call them back - If there is no Welsh speaking member of staff available to provide a service on that specific subject matter the call will continue in English. <p>The language choice of the caller will be noted for any future communication about the matter in hand.</p> | Green | Low risk. The Directorate has a number of staff who can handle communication in Welsh. We will review demand and instances of non-compliance with this Standard. | Compliance with this Standard will be reviewed at the Senior Workforce Team Meeting on a regular basis to assess the frequency we have been unable to deal with a call in Welsh. If there are concerns further action may need to be taken to revisit this Standard. |
| 20 | <p>Any automated telephone systems that you have must provide the complete automated service in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Teams have confirmed that all helpline or telephone answering services have been updated to include a bilingual message and state that messages can be left in Welsh. | Green | Low risk. The Directorate has a number of staff who can handle communication in Welsh if a message has been left in Welsh. In the event that a Team are unable to translate a message from Welsh to English advice will be | None |

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| | | | | sought from the Welsh Language Team to assist with translation. | |
| 21 | <p>If you invite one person only (“P”) to a meeting—</p> <p>(a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and</p> <p>(b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that they will ask individuals whether they wish to use Welsh at a meeting and assure them that we will arrange translation if this is necessary.</p> | Green | <p>Meetings relating to HR matters can require specific timescales to be adhered to which are set out in policies. On occasion it can be challenging to comply with these timescales when arranging meetings conducted in English only. If there is a need to arrange simultaneous translation this may lead to non-compliance with legislation and internal policy.</p> <p>Time to arrange simultaneous translation may cause a delay depending on the capacity of the Translation service.</p> <p>Mitigating Action(s) The Welsh Language Team have confirmed that they can prioritise any simultaneous translation where a delay may lead to non-compliance with legislation and internal policy.</p> | <p>Review the frequency of any non-compliance with legislation and internal policy as a result of simultaneous translation requirements.</p> |
| 22 | <p>If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that they will ask each individual whether they wish to use Welsh at a meeting and assure them that we will arrange translation if this is necessary.</p> <p>Welsh Language Services Manager confirmed on 14.5.19 that this Standard is essential for meetings involving external parties e.g Local Authorities, Universities, Shared Services, WG etc. For the time being we won't apply this Standard to internal meetings other than in circumstances where an employee asks us to hold a meeting in Welsh.</p> | Green | <p>Meetings relating to HR matters can require specific timescales to be adhered to which are set out in policies. On occasion it can be challenging to comply with these timescales when arranging meetings conducted in English only. If there is a need to arrange simultaneous translation this may lead to non-compliance with legislation and internal policy.</p> <p>Time to arrange simultaneous translation may cause a delay depending on the capacity of the Translation service.</p> <p>Mitigating Action(s) The Welsh Language Team have confirmed that they can prioritise any simultaneous translation where a delay may lead to non-compliance with legislation and internal policy.</p> | <p>Review the frequency of any non-compliance with legislation and internal policy as a result of simultaneous translation requirements.</p> |
| 22A | <p>If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous</p> | <p>Teams have confirmed that they will ask each individual whether they wish to use Welsh at a meeting and assure them that we will arrange translation if this is necessary.</p> | Green | <p>Meetings relating to HR matters can require specific timescales to be adhered to which are set out in policies. On occasion it can be challenging to comply with these timescales when arranging meetings conducted in English</p> | <p>Review the frequency of any non-compliance with legislation and internal policy as a result of simultaneous</p> |

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| | or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | Welsh Language Services Manager confirmed on 14.5.19 that this Standard is essential for meetings involving external parties e.g Local Authorities, Universities, Shared Services, WG etc. For the time being we won't apply this Standard to internal meetings other than in circumstances where an employee asks us to hold a meeting in Welsh. | | only. If there is a need to arrange simultaneous translation this may lead to non-compliance with legislation and internal policy. Time to arrange simultaneous translation may cause a delay depending on the capacity of the Translation service. Mitigating Action(s) The Welsh Language Team have confirmed that they can prioritise any simultaneous translation where a delay may lead to non-compliance with legislation and internal policy. | translation requirements. |
| 22CH | If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | Teams have confirmed that they will ask each individual whether they wish to use Welsh at a meeting and assure them that we will arrange translation if this is necessary. | Green | Meetings relating to HR matters can require specific timescales to be adhered to which are set out in policies. On occasion it can be challenging to comply with these timescales when arranging meetings conducted in English only. If there is a need to arrange simultaneous translation this may lead to non-compliance with legislation and internal policy. Time to arrange simultaneous translation may cause a delay depending on the capacity of the Translation service. Mitigating Action(s) The Welsh Language Team have confirmed that they can prioritise any simultaneous translation where a delay may lead to non-compliance with legislation and internal policy. | Review the frequency of any non-compliance with legislation and internal policy as a result of simultaneous translation requirements. |
| 26 | If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019 | All public meetings held by the Health Board will be supported by simultaneous translation. The Directorate holds open days/events to support recruitment activity. These days will be supported by simultaneous translation. | Green | None | None |
| 27 | When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh. | The Directorate holds open days/events to support recruitment activity. Invitations to these events will be bilingual. | Green | None | None |

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| 28 | <p>If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must—</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 or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p> <p>IMPOSITION DAY: 30/05/2019</p> | The Directorate holds open days/events to support recruitment activity. People invited to speak at the events will be asked whether they wish to use the Welsh language. | Green | None | None |
| 29 | <p>If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, 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>IMPOSITION DAY: 30/05/2019</p> | The Directorate holds open days/events to support recruitment activity. All public meetings held by the Health Board will be supported by simultaneous translation. Those present will be informed of requirements (a) and (b). | Green | None | None |
| 30 | <p>If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.</p> <p>IMPOSITION DAY: 30/05/2019</p> | The Directorate holds open days/events to support recruitment activity. Any written material on display will be bilingual ensuring the Welsh language is treated no less favourably than the English language. | Green | None | None |
| 31 | 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 | The Directorate holds open days/events to support recruitment activity. Any material to promote the event will be bilingual ensuring the Welsh language | Green | None | None |

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| | language (for example, in the way the event is advertised or publicised). IMPOSITION DAY: 30/05/2019 | is treated no less favourably than the English language. | | | |
| 32 | If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event). IMPOSITION DAY: 30/05/2019 | The Directorate holds open days/events to support recruitment activity. Any aspects of the events will be bilingual ensuring the Welsh language is treated no less favourably than the English language. | Green | None | None |
| 33 | Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version. IMPOSITION DAY: 30/05/2019 | All publicity or advertising material will be bilingual ensuring the Welsh language is treated no less favourably than the English language. | Green | None | None |
| 34 | Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version. IMPOSITION DAY: 30/05/2019 | All publicity or advertising material will be bilingual ensuring the Welsh language is treated no less favourably than the English language. | Green | None | None |
| 36 | If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DAY: 30/05/2019 | Teams identified all forms in use internally and arranged translation. Forms used externally with candidates in the recruitment cycle have also be translated. | Green | None | None |
| 37 | If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their | Teams have confirmed that they will assess the document in light of the requirements set out in (a) and (b). Depending on the assessment the material will be bilingual ensuring the Welsh language is treated no less favourably than the English language. | Green | None | None |

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| | expectations, suggests that the document should be produced in Welsh. IMPOSITION DAY: 30/05/2019 | | | | |
| 38 | If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and (c) ensure that the English language version clearly states that the document or form is also available in Welsh. IMPOSITION DAY: 30/05/2019 | Teams have confirmed that they understand the requirement of this Standard and will apply the principles to the production of any document or form. | Green | None | None |
| 39 | You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website. IMPOSITION DAY: 30/05/20 | A review of all material on the HBs website is being undertaken centrally. Teams have confirmed that they understand that any new material which needs to be made available on the Website must be bilingual. | Green | None | None |
| 40 | You must ensure that— (a) the text of the homepage of your website is available in Welsh, (b) any Welsh language text on your homepage (or, where relevant, your Welsh language 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 website. IMPOSITION DAY: 30/05/2019 | A review of all material on the HBs website is being undertaken centrally. Teams have confirmed that they understand that any new material which needs to be made available on the Website must be bilingual. | Green | None | None |

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| 41 | <p>You must ensure that when you publish a new page on your website or amend a page—</p> <p>(a) the text of that page is available in Welsh,</p> <p>(b) any Welsh language version of that page is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to that page.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>A review of all material on the HBs website is being undertaken centrally.</p> <p>Teams have confirmed that they understand that any new material which needs to be made available on the Website must be bilingual.</p> | Green | None | None |
| 42 | <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> <p>IMPOSITION DAY: 30/05/2019</p> | <p>A review of all material on the HBs website is being undertaken centrally.</p> <p>Teams have confirmed that they understand that any new material which needs to be made available on the Website must be bilingual.</p> | Green | None | None |
| 43 | <p>You must provide the interface and menus on every page of your website in Welsh.</p> <p>IMPOSITION DAY: 30/05/2020</p> | <p>A review of all material on the HBs website is being undertaken centrally.</p> <p>Teams have confirmed that they understand that any new material which needs to be made available on the Website must be bilingual.</p> | Green | None | None |
| 44 | <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> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Currently, there are no apps in use within the Directorate. Teams are aware of the requirement in the event that any may be utilised in the future.</p> | Green | Nurse Bank and Medical Bank are heading in the direction of using Apps. This is being raised with the providers of services. | N/A |
| 45 | <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 45 in the following circumstances:</p> <ul style="list-style-type: none"> when using social media on your corporate and departmental accounts. <p>IMPOSITION DAY: 30/05/2019</p> | <p>Welsh Language Services Manager confirmed on 14.5.19 that this Standard applies to Corporate and Departmental social media accounts.</p> <p>Teams have confirmed that any comment made in Welsh on social media needs the response to be in Welsh if a response is necessary.</p> | Green | None | None |

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| 46 | If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required). IMPOSITION DAY: 30/05/2019 | Teams have confirmed that they would seek support from the Welsh Language Team to translate the correspondence received in order to understand the nature of the communication and ask for support to translate the draft response in English to Welsh. | Green | Low risk – response may not be as prompt if there is a delay in translation services. | None |
| 47 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | Teams are aware that all signage whether permanent or temporary, displayed internally or externally must be produced bilingually with the Welsh appearing above or to the left of the English. Welsh and English signage must be of equal size and prominence. All posters produced must also be bilingual. Teams will in the first instance refer to a library of bilingual signage which is available on the Welsh Language Team's Intranet site. If the wording required is not within the library, the Translation Service would be contacted. Visual signage will be used to indicate where Welsh-medium services are available. Posters and desk top signs with the 'Speaking Welsh' symbol will be displayed in reception areas to indicate that the public and staff are welcome to use the language with staff. Teams have confirmed that they have reviewed all signage. | Green | None | None |
| 48 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; 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. IMPOSITION DAY: 30/05/2019 | Teams are aware that all signage whether permanent or temporary, displayed internally or externally must be produced bilingually with the Welsh appearing above or to the left of the English. Welsh and English signage must be of equal size and prominence. All posters produced must also be bilingual. Teams will in the first instance refer to a library of bilingual signage which is available on the Welsh Language Team's Intranet site. If the wording required is not within the library, the Translation Service would be contacted. Visual signage will be used to indicate where Welsh-medium services are available. Posters and desk top signs with the 'Speaking Welsh' symbol will be displayed in reception areas to indicate that the public and staff are welcome to use the language with staff. | Green | None | None |

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| | | Teams have confirmed that they understand the requirements of this Standard. | | | |
| 49 | You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | Teams will in the first instance refer to a library of bilingual signage which is available on the Welsh Language Team's Intranet site. If the wording required is not within the library, the Translation Service would be contacted to ensure accuracy, meaning and expression. Teams have confirmed that they understand the requirements of this Standard. | Green | None | None |
| 50 | Any reception service you make available in English at your reception must also be available in Welsh, and any person who requires a Welsh language reception service at your reception must not be treated less favourably than a person who requires an English language reception service. IMPOSITION DAY: 30/05/2019 | Welsh Language Services Manager confirmed on 14.5.19 that this Standard is only likely to apply to the "Reception Area" in the Occupational Health Department. Other teams do not provide services with a formal reception area. Occupational Health Team have confirmed that they will apply the requirements of this Standard. | Green | None | DAVID FRETWELL - The volunteer service provide meet & greet services on our receptions in our Acute Hospitals. We have tried to recruit Welsh speakers for this service with a modicum of success. So the service does have Welsh speakers intermintently. It is our aim to run a campaign for Welsh speaking volunteers to support this service |
| 52 | You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception. IMPOSITION DAY: 30/05/2019 | Welsh Language Services Manager confirmed on 14.5.19 that this Standard is only likely to apply to the "Reception Area" in the Occupational Health Department. Other teams do not provide services with a formal reception area. Occupational Health Team have confirmed that they will apply the requirements of this Standard. | Green | None | None |
| 53 | You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that. IMPOSITION DAY: 30/05/2019 | Welsh Language Services Manager confirmed on 14.5.19 that this Standard is only likely to apply to the "Reception Area" in the Occupational Health Department. Other teams do not provide services with a formal reception area. Occupational Health Team have confirmed that they will apply the requirements of this Standard. | Green | None | None |

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| 61 | 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. IMPOSITION DAY: 30/05/2019 | Teams have confirmed that we will offer a bilingual service subject to the exception criteria which applies to certain circumstances. | Green | None | None |
| 69 | 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. IMPOSITION DAY: 30/05/2019 | All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard. | Green | None | None |
| 70 | 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. IMPOSITION DAY: 30/05/2019 | All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard. | Green | None | None |
| 71 | 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. IMPOSITION DAY: 30/05/2019 | All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard. | Green | None | None |

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| 72 | When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | The requirements set out in this Standard will be applied when the Directorate publishes a consultation document which relates to a policy decision. All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard. | Green | None | None |
| 73 | 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 IMPOSITION DAY: 30/05/2019 | The requirements set out in this Standard will be applied when the Directorate publishes a consultation document which relates to a policy decision. All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard. | Green | None | None |
| 74 | 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. IMPOSITION DAY: 30/05/2019 | The requirements set out in this Standard will be applied when the Directorate publishes a consultation document which relates to a policy decision. All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard. | Green | None | None |
| 75 | 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— | The requirements set out in this Standard will be applied if the Directorate commissions or undertakes research that is intended to assist us to make a policy decision. | Green | None | None |

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| | (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | | | | |
| 76 | When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | The requirements set out in this Standard will be applied if the Directorate commissions or undertakes research that is intended to assist us to make a policy decision. All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard | Green | None | None |
| 77 | 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 IMPOSITION DAY: 30/05/2019 | The requirements set out in this Standard will be applied if the Directorate commissions or undertakes research that is intended to assist us to make a policy decision. All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard | Green | None | None |
| 80 | 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. IMPOSITION DAY: 30/05/2019 | Teams have confirmed that they will check whether a person wishes to receive the contract of employment or contract for services to be provided in Welsh and provide it in Welsh if this is the preference of the candidate. NWSSP updated their guidance. Contracts will be issued bilingually as functionality is on Trac. | Green | None | |

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| | | Recruiting Managers offer posts so they must be aware that this question needs to be asked – and then Trac needs to be updated accordingly. Hywel Dda RM Guidance updated. | | | |
| 81 | <p>You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh -</p> <p>(a) any paper correspondence that relates to A's employment, and which is addressed to A;</p> <p>(b) any documents that outline A's training needs or requirements;</p> <p>(c) any documents that outline A's performance objectives;</p> <p>(ch) any documents that outline or record A's career plan;</p> <p>(d) any forms that record and authorise annual leave;</p> <p>(dd) any forms that record and authorise absences from work;</p> <p>(e) any forms that record and authorise flexible working hours.</p> <p>You must comply with standard 81 in every circumstance by 30 November 2019, except:</p> <ul style="list-style-type: none"> when the activity is carried out through the use of the Electronic Staff Record (ESR). <p>You must comply with standard 81 in every circumstance by 30 November 2020.</p> <p>IMPOSITION DAY: 30/11/2020</p> | <p>Teams have confirmed that they will check whether a person wishes to receive correspondence in Welsh prior to any correspondence being sent. Teams have confirmed that they would seek support from the Welsh Language Team to translate the correspondence.</p> <p>If the correspondence is linked to legal requirements or internal policy to adhere to specific timescales the HR teams will prioritise work to minimise any delay.</p> <p>Acknowledgement that ESR activity has until 30.11.20 to comply.</p> | Amber | None | Review the frequency of any non-compliance with legislation and internal policy as a result of translation requirements. |
| 82 | <p>If you publish any of the following, you must publish it in Welsh -</p> <p>(a) a policy relating to behaviour in the workplace;</p> <p>(b) a policy relating to health and well-being at work;</p> <p>(c) a policy relating to salaries or workplace benefits;</p> <p>(ch) a policy relating to performance management;</p> <p>(d) a policy relating to absence from work;</p> | All policies in operation in the W&OD Directorate will be bilingual. Arrangements were made to translate All-Wales policies and Health Board policies. | Green | | <p>Christine Davies -</p> <p>There is a welsh policy page that has been set up on the internet already which has some policies</p> <p>http://www.wales.nhs.uk/siteplus/862/tudalen/99214</p> <p>201 Disciplinary</p> <p>203 Capability</p> |

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| | <p>(dd) a policy relating to working conditions; (e) a policy relating to work patterns. IMPOSITION DAY: 30/05/2019</p> <p>Emma Evans A request to extend the imposition date was made in May 2019 stating that the policies were currently being reviewed by the Health Board. It was envisaged that the review process was likely to take 3-6 months.</p> <p>The request for an extended imposition date was rejected by the WL Commissioner. We are therefore required to comply with the standard with immediate effect. Need to confirm if policies are finalised and ready to be translated – Welsh Language team will commence translation of health board policies with immediate effect.</p> <p>UPDATE FROM EMMA EVANS Welsh versions of all Wales Policies:- OCP Dignity at work Pay Progression Capability Employment break scheme Raise Concerns Disciplinary Secondment Special Leave Reserve forces.</p> | | | | <p>130 Dignity at Work 142 Grievance policy 122 Special Leave 443 Pay progression 245 Employment break 204 Secondment Policy 573 OCP 348 Reserves Policy 572 AW Recruitment and Retention payment protocol 435 concerns</p> <p>Kim Warlow – confirmed that all Wales Policies and available in Welsh at http://www.wales.nhs.uk/sitesplus/862/tudalen/99214</p> |
| 83 | <p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may - (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. IMPOSITION DAY: 30/05/2019</p> | <p>The policies for Raising Concerns, Dignity at Work, Greivance and Disciplinary will have provision within the Polcy for staff to be informed of thier rights to make a complaint in Welsh or respond to a compaint made about him or her in Welsh.</p> | Green | | |

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| 84 | <p>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 -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</p> <p>(b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>The policies for Raising Concerns, Dignity at Work, Greivance and Disciplinary will have provision within the Policy for staff to be offered to conduct the meeting in Welsh.</p> <p>Communication issued to members of staff will advise them of this offer to conduct the meeting in Welsh or provision of a translation service.</p> | Green | | |
| 85 | <p>When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A -</p> <p>(a) made the complaint in Welsh,</p> <p>(b) responded in Welsh to a complaint about A,</p> <p>(c) asked for a meeting about the complaint to be conducted in Welsh, or</p> <p>(ch) asked to use the Welsh language at a meeting about the complaint.</p> | <p>Letters confirming decisions will be in Welsh if any of the criteria in this Standard (a) to (ch) applies.</p> | Green | <p>Correspondence relating to HR matters can require specific timescales to be adhered to which are set out in policies. On occasion it can be challenging to comply with these timescales when dealing with correspondence in English only. If there is a need to arrange translation of the correspondence this may lead to non-compliance with legislation and internal policy.</p> <p>Time to translate may cause a delay depending on the capacity of the Translation service.</p> <p>Mitigating Action(s) The Welsh Language Team have confirmed that they can prioritise any translation where a delay may lead to non-compliance with legislation and internal policy.</p> | None |
| 86 | <p>You must -</p> <p>(a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and</p> <p>(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.</p> | <p>The policy on Disciplinary will have provision within it for staff to be informed of their rights to respond in Welsh about any allegations. Communication, verbal and written, at the commencement of a disciplinary process will inform staff of this right.</p> <p>Teams have been advised to update template letters, toolkits etc to ensure the requirements of this Standard are introduced.</p> | Green | | |

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| | IMPOSITION DAY: 30/05/2019 | | | | |
| 87 | If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English. IMPOSITION DAY: 30/05/2019 | The policy for Disciplinary will have provision within the Policy for staff to be offered to conduct the meeting in Welsh or provision of a translation service. Communication issued to members of staff will advise them of this offer to conduct the meeting in Welsh or provision of a translation service. | Green | | |
| 88 | When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure. IMPOSITION DAY: 30/05/2019 | Letters confirming decisions will be in Welsh if any of the criteria in this Standard (a) to (c) applies. | Green | Correspondence relating to HR matters can require specific timescales to be adhered to which are set out in policies. On occasion it can be challenging to comply with these timescales when dealing with correspondence in English only. If there is a need to arrange translation of the correspondence this may lead to non-compliance with legislation and internal policy. Time to translate may cause a delay depending on the capacity of the Translation service. Mitigating Action(s) The Welsh Language Team have confirmed that they can prioritise any translation where a delay may lead to non-compliance with legislation and internal policy. | None |
| 89 | 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). IMPOSITION DAY: 30/05/2019 | Teams have been advised of Cysill/Cysgeir which is a Welsh medium spell check and dictionary software package. This package will offer support to fluent Welsh speakers wishing to communicate/work electronically through the medium of Welsh. Teams have been advised to contact the IT Service Desk to download and install the software onto a work computer. | Green | None | None |

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| | | Teams have been advised of Microsoft's Welsh-medium Interface Package. Microsoft has developed a Welsh-medium Interface Pack, which translates the user interfaces (UI) of a number of Microsoft Office programmes (including Word, Outlook, PowerPoint and Excel) into Welsh. Staff have been advised to contact the IT Service Desk to download and install the software onto a work computer. | | | |
| 90 | <p>You must ensure that -</p> <p>(a) the text of each page of your intranet is available in Welsh,</p> <p>(b) every Welsh language page on your intranet is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language on your intranet.</p> <p>You must comply with standard 90 in relation to pages on your intranet that relate to the matters within the following operational standards:</p> <ul style="list-style-type: none"> the use of the Welsh language within your internal administration complaints made by staff disciplining staff developing skills through planning and training the workforce; and recruiting and appointing. <p>IMPOSITION DAY: 30/11/2020</p> | <p>Teams will need to review all documentation on the 'Working for Us' pages or any other page where the information is the responsibility of the Directorate.</p> <p>Teams to arrange translation of the content if any of the criteria set out in the bullet points apply.</p> | Amber | None | <p>Each team to have a plan which ensures they meet the imposition deadline of 30.11.20.</p> <p>CHRISTINE DAVIES</p> <p>Team are arranging with Welsh Language to get the following translated:</p> <ul style="list-style-type: none"> Hywel Hub Page Covid 19 Staff Psychological Wellbeing page Values Section PADR Section |
| 96 | <p>You must assess the Welsh language skills of your employees.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>ESR holds data on employees' Welsh Language Skills. This data is essential as it provides a clear picture across the Health Board of capacity in terms of being able to deliver bilingual services to our bilingual population. It is mandatory that all staff complete this.</p> <p>Overall the Health Board's compliance is 92% as at 6 July 2020. The Directorate will continue to work with all managers to ensure they can achieve 100% compliance by supporting the entry of data on ESR.</p> | Amber | | <p>Work is ongoing in this area to increase the compliance of the overall Health Board. W&OD have a supporting role to play in delivery of this Standard.</p> |

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| 97 | <p>You must provide opportunities for training in Welsh in the following areas, if you provide such training in English -</p> <ul style="list-style-type: none"> (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety. <p>IMPOSITION DAY: 30/05/2019</p> | <p>All training provision is in the process of being reviewed to assess the opportunity to deliver this specific training in Welsh.</p> | Green | <p>Availability of Welsh speakers to deliver the training in Welsh or simultaneous translation facilities in light of the sheer volume of activity in this area.</p> | <p>Work is ongoing to assess how we can comply with this Standard.</p> <p>CHRISTINE DAVIES -</p> <ul style="list-style-type: none"> • PADR slides translated into Welsh Language • Liaison with people from Workforce and Organisation Development to deliver in Welsh if necessary. <p>CHERYL RAYMOND</p> <p>- This has halted due to the Covid crisis.</p> <p>Availability of Welsh Speakers to deliver training remains an issue.</p> |
| 98 | <p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <ul style="list-style-type: none"> (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures. <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams will be updated on the requirements of this Standard via the Team Briefing process. The PADR process will be used to identify training needs. Managers in the Directorate have been advised of the importance of the opportunity for staff wishing to access any training.</p> <p>All staff within the Directorate have been advised to complete the Welsh Language Awareness E-learning package which is available via the ESR 'My learning'. Teams have been advised to consider the 10-hour online course tailored to learn Welsh in the workplace which is available on the Intranet.</p> <p>The Senior Workforce Team will review the language profile as set out on page one of this report in order to prioritise the teams who need to access this training first.</p> | Green | <p>The release of staff to access training may impact on services provided by that team.</p> | <p>The Welsh Language team will be contacted to ascertain what training is available on elements (a), (b) and (c) of this Standard.</p> <p>CHRISTINE DAVIES -</p> <p>PADR form is updated to include the objective as stated in standard.</p> <p>CHERYL RAYMOND -</p> <p>Welsh Language training identified as a need in a PADR will be funded via the central study leave budget.</p> |

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| | | <p>Any training material or courses on (b) interviews and (c) complaints and disciplinary procedures will be reviewed to ensure opportunities for the delivery of this training in Welsh and ensuring that the English training material and course content covers 'using Welsh effectively' in these scenarios.</p> <p>All PADR's should now have an objective which reads "Ensure compliance with the Welsh Language Standards and promote and facilitate the use of the Welsh Language in the workplace". The PADR template/training will be updated to reflect this requirement.</p> | | | |
| 99 | <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> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams will be updated on the requirements of this Standard via the Team Briefing process. The PADR process will be used to identify training needs. Managers in the Directorate have been advised of the importance of the opportunity for staff wishing to access any training.</p> <p>Managers accessing management and leadership training will be advised of the Welsh Language Standards.</p> <p>All staff within the Directorate have been advised to complete the Welsh Language Awareness E-learning package which is available via the ESR 'My learning'. Teams have been advised to consider the 10-hour online course tailored to learn Welsh in the workplace which is available on the Intranet.</p> <p>The Senior Workforce Team will review the language profile as set out on page one of this report in order to prioritise the teams who need to access this training first.</p> <p>All PADR's should now have an objective which reads "Ensure compliance with the Welsh Language Standards and promote and facilitate the use of the Welsh Language in the workplace". The PADR template/training will be updated to reflect this requirement.</p> | Green | The release of staff to access training may impact on services provided by that team. | None |
| 100 | You must provide opportunities for employees who have completed basic Welsh language | Teams will be updated on the requirements of this Standard via the Team Briefing process. The PADR process will be used to identify training needs. Managers in the Directorate have been | Green | The release of staff to access training may impact on services provided by that team. | None |

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| | <p>training to receive further training, free of charge, to develop their language skills. IMPOSITION DAY: 30/05/2019</p> | <p>advised of the importance of the opportunity for staff wishing to access any training.</p> <p>All staff within the Directorate have been advised to complete the Welsh Language Awareness E-learning package which is available via the ESR 'My learning'. Teams have been advised to consider the 10-hour online course tailored to learn Welsh in the workplace which is available on the Intranet.</p> <p>The Senior Workforce Team will review the language profile as set out on page one of this report in order to prioritise the teams who need to access this training first.</p> <p>All PADR's should now have an objective which reads "Ensure compliance with the Welsh Language Standards and promote and facilitate the use of the Welsh Language in the workplace". The PADR template/training will be updated to reflect this requirement.</p> | | | |
| 101 | <p>You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills. IMPOSITION DAY: 30/05/2019</p> | <p>Teams will be updated on the requirements of this Standard via the Team Briefing process. The PADR process will be used to identify training needs. Managers in the Directorate have been advised of the importance of the opportunity for staff wishing to access any training.</p> <p>All staff within the Directorate have been advised to complete the Welsh Language Awareness E-learning package which is available via the ESR 'My learning'. Teams have been advised to consider the 10-hour online course tailored to learn Welsh in the workplace which is available on the Intranet.</p> <p>The Senior Workforce Team will review the language profile as set out on page one of this report in order to prioritise the teams who need to access this training first.</p> <p>All PADR's should now have an objective which reads "Ensure compliance with the Welsh Language Standards and promote and facilitate the use of the Welsh Language in the workplace".</p> | Green | The release of staff to access training may impact on services provided by that team. | None |

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| | | The PADR template/training will be updated to reflect this requirement. | | | |
| 102 | <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; and</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams will be updated on the requirements of this Standard via the Team Briefing process. The PADR process will be used to identify training needs. Managers in the Directorate have been advised of the importance of the opportunity for staff wishing to access any training.</p> <p>All staff within the Directorate have been advised to complete the Welsh Language Awareness E-learning package which is available via the ESR 'My learning'. Teams have been advised to consider the 10-hour online course tailored to learn Welsh in the workplace which is available on the Intranet.</p> <p>All PADR's should now have an objective which reads "Ensure compliance with the Welsh Language Standards and promote and facilitate the use of the Welsh Language in the workplace". The PADR template/training will be updated to reflect this requirement.</p> | Green | The release of staff to access training may impact on services provided by that team. | None |
| 103 | <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> <p>IMPOSITION DAY: 30/05/2019</p> | Welsh Language awareness is included within local induction packages for new staff (Medical and Non-medical). | Green | None | None |
| 104 | <p>You must provide -</p> <p>(a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and</p> <p>(b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>All e-mail signatures and out of office replies will be bilingual. Teams have been advised of a library of bilingual messages, along with days of the week and months of the year which are available on the Welsh Language site on the intranet.</p> <p>Welsh will appear above or to the left of the English. Welsh and English must be of equal size and prominence.</p> <p>For any specific/individualised messages Teams have been advised to contact the Translation Service.</p> <p>The Welsh Speaker and Welsh Learner logos will be applied on all email signatures.</p> | Green | None | None |

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| 105 | You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff. IMPOSITION DAY: 30/05/2019 | Teams have been encouraged to use Welsh or English at work. Team members that can speak Welsh, or Welsh learners, have been advised to wear either a badge or a lanyard branded with the 'Speaking Welsh' symbol, so that they are easily recognised by the public and staff who may wish to use the language. | Green | None | None |
| 106 | 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. IMPOSITION DAY: 30/05/2019 | The template for the Person Specification available on the Intranet will be updated to prompt the manager to include one of the following statements: <ul style="list-style-type: none"> Welsh language skills are essential; Welsh language skills need to be learnt when appointed to the post; Welsh language skills are desirable; ch) Welsh language skills are not necessary. Trac now includes a mandatory field which Appointing Managers must complete when entering a vacancy on to Trac. The field contains for the 4 options: (a), (b), (c), (ch). | Green | There is a risk that the inclusion of Welsh as a requirement for posts may deter non-Welsh speaking applicants. This may be the case for many hard to fill vacancies where the recruitment pool is outside Wales and the UK. | |
| 106A | 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 IMPOSITION DAY: 30/11/19 | (b) All of our campaign material is bilingual (except when we advertise in England only) or in the BMJ. A: Already an option on Trac. B: Recruiting Managers will need to access WL Translation Team to translate job titles, adverts. JDs will need to be translated before vacancies can be authorised. This is highly likely to have a negative impact on Time to Hire KPIs. | Green | There is a risk that the inclusion of Welsh as a requirement for posts may deter non-Welsh speaking applicants. This may be the case for many hard to fill vacancies where the recruitment pool is outside Wales and the UK. There may be a risk that non-Welsh speaking candidates for vacancies will be anxious about their suitability for a post when they see the prominence of the Welsh Language in our recruitment literature. | |
| 107 | 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. IMPOSITION DAY: 30/05/2019 | This is already in place for all vacancies. | Green | None | None |
| 107A | If you publish - (a) application forms for posts; | This Standard 107(ch) is currently the subject of an Appeal with the Welsh Language Commission | Red | There is a risk that the inclusion of Welsh as a requirement for posts may deter non-Welsh | |

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| | <p>(b) material that explains your procedure for applying for posts;</p> <p>(c) information about your interview process, or about other assessment methods when applying for posts; or</p> <p>(ch) job descriptions;</p> <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | speaking applicants. This may be the case for many hard to fill vacancies where the recruitment pool is outside Wales and the UK. | |
| 107B | <p>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 timescale for informing applicants of decisions).</p> <p>IMPOSITION DAY: 30/05/2019</p> | Teams have confirmed that this Standard will be applied during the Recruitment process | Green | Closing dates and interview dates are set at time of advert. Shortlisting welsh apps will require welsh speakers on shortlisting panel/or available to support. If no Welsh speakers available, applications will have to be translated to English for shortlisted which will have a negative effect on Time to Hire (shortlisting). Also all correspondence to/from the candidate would need to be translated, which is highly likely to have a negative effect on Time to Hire KPIs. | Monitor performance against KPIs |
| 108 | <p>You must ensure that your application forms for posts provide a space for applicants to indicate that they wish an interview or other method of assessment in Welsh and if an applicant so wishes, you must conduct any interview or other method of assessment in Welsh, or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English for that purpose.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>The option for applicants to apply in Welsh is already available.</p> <p>Applicants can set their preferred language on their application account and managers can see this at shortlisting under the heading (Lang)</p> <p>Candidates are asked 'Would you like your interview or assessment to be held in Welsh' on NHS Jobs, but this question is not asked on Trac</p> <p>The above question and answer is displayed at the bottom of the application form when presented to Appointing Managers.</p> | Green | Likely to have a negative effect on Time to Hire KPIs. | |
| 109 | <p>When you inform an applicant of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that this Standard will be applied during the Recruitment process.</p> <p>At shortlisting stage – the regret at shortlisting template on Trac which is sent when interviews are</p> | Green | | |

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| | | scheduled are bilingual. Anyone who applies in Welsh will have a bilingual rejection email. | | | |
| 111 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs), or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | Teams are aware that all signage whether permanent or temporary, displayed internally or externally must be produced bilingually with the Welsh appearing above or to the left of the English. Welsh and English signage must be of equal size and prominence. All posters produced must also be bilingual. Teams will in the first instance refer to a library of bilingual signage which is available on the Welsh Language Team's Intranet site. If the wording required is not within the library, the Translation Service would be contacted. Advice will be sought from the Welsh Language Team when required to ensure accuracy of the translation in terms of meaning and expression. Teams are in the process of reviewing all signage and will ensure this Standard has full compliance no later than 30.5.19. | Green | None | None |
| 112 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first. IMPOSITION DAY: 30/05/2019 | Teams are aware that all signage whether permanent or temporary, displayed internally or externally must be produced bilingually with the Welsh appearing above or to the left of the English. Welsh and English signage must be of equal size and prominence. | Green | None | None |
| 113 | You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | Advice will be sought from the Welsh Language Team when required to ensure accuracy of the translation in terms of meaning and expression. | Green | None | None |
| 115 | You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards. IMPOSITION DAY: 30/05/2019 | Teams advised to notify the Directorate's lead for the Welsh Language Standards of any complaints received. The Directorate's lead for the Standards will notify the Welsh Language Team. | Green | None | None |
| 116 | You must keep a record (following assessments of your employees' Welsh | ESR holds data on employees' Welsh Language Skills. | Green | None | None |

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| | language skills made in accordance with standard 96), 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. IMPOSITION DAY: 30/05/2019 | The Directorate will provide the Welsh Language Team data on the number and % of workforce records where a skill level is recorded and the level of the skill recorded as and when required and at the end of each financial year. | | | |
| 117 | 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 106) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary. IMPOSITION DAY: 30/05/2019 | Recruitment Team currently achieve this via a manual process but would look to TRAC for providing this info in the future. | Green | None | Monitor when TRAC can provide this management information. |
| 120 | <ul style="list-style-type: none"> You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year. (2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)— (a) the number of complaints that you received during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115); (b) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 116); (c) the number (on the basis of the records you kept in accordance with | N/A to the W&OD Directorate. It will be the responsibility of the Welsh Language Team to lead on the annual report. The Directorate will provide data for (a), (b) and (c). | Green | None | None |

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| | <p>standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <p>(i) Welsh language skills were essential;</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post;</p> <p>(iii) Welsh language skills were desirable; or</p> <p>(iv) Welsh language skills were not necessary.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must ensure that a current copy of your annual report is available on your website.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | | |
| 121 | <p>You must provide the Welsh Language Commissioner (if requested by the Commissioner) with any information which relates to your compliance with the service delivery standards, the policy making standards or the operational standards with which you are under a duty to comply.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Teams have confirmed that they understand this requirement. In the event that communication is received from the Welsh Language Commissioner any information requested will be provided seeking advice and guidance from the Welsh Language Team as needed.</p> | Green | None | None |

Medical Directorate – Assessment of compliance with the Welsh Language Standards (No. 7) 2018 Regulations

The compliance notice notes which standards within the Welsh Language Standards (No.7) 2018 Regulations the Health Board has to comply with and by when.

Staff within each Directorate need to understand their responsibilities with regards to using the Welsh language internally to ensure compliance with the Welsh Language Standards and to promote and facilitate the use of the Welsh Language.

If you need assistance in identifying which Standards in particular are relevant to your Directorate / Team, the Welsh Language Team can assist you with this.

A RAG rating has been applied to assess compliance.

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| AMBER | | | | | |
| RED | | | | | |
| Standard Number | Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020 | Compliance Statement as at XX/XX/XXXX | RAG rating of compliance | Risk(s) identified | Further action to be taken |
| 1 | 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. IMPOSITION DAY: 30/05/2019 | We are fully compliant with this standard. | | None | |
| 4 | 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. IMPOSITION DAY: 30/05/2019 | Any correspondence going out to a service user is always bilingual. However, we recognise that we are not consistently providing bilingual correspondence to internal Welsh speaking staff. | | Not consistent across the Directorate. | Inform staff that we need to ensure that all correspondence to internal and external users is bilingual. |
| 5 | 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. IMPOSITION DAY: 30/05/2019 | Any correspondence going out to a service user is always bilingual. We recognise that we are not consistently providing bilingual correspondence to internal Welsh speaking staff. | | Not consistent across the Directorate. | Inform staff that we need to ensure that all correspondence to internal and external users is bilingual. |
| 6 | 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 | We always ensure that both languages are treated equally. | | None. | |

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| | 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). IMPOSITION DAY: 30/05/2019 | | | | |
| 7 | You must state - (a) in correspondence, and (b) in publications and 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 correspondence in Welsh, and that corresponding in Welsh will not lead to delay. IMPOSITION DAY: 30/05/2019 | We realise that we have a little work to do on complying with this standard. | | Not consistent. | Going forward we will ensure that all correspondence, publications and notices include both languages. We will also ensure that letter heads etc have a sentence added stating that we welcome correspondence in Welsh and will respond in Welsh and that the response date will not be delayed due to this. |
| 8 | When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh. IMPOSITION DAY: 30/05/2019 | We recognise that we have a little work to do in order to comply fully with this standard. We have a number of Welsh speakers within the Directorate and we need to ensure that we use the Welsh Language when answering calls. | | | Ensure that all staff members are aware of the protocol for answering calls bilingually. |
| 9 | 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. IMPOSITION DAY: 30/05/2019 | We recognise that we have a little work to do in order to comply fully with this standard. We have a number of Welsh speakers within the Directorate and we need to ensure that we use the Welsh Language when answering calls. | | | Ensure that all staff members are aware of the protocol for informing callers of the Welsh language service. |
| 10 | 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 subject | We believe that we are fully compliant with this standard. | | None. | |

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| | <p>matter; and</p> <p>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | | |
| 11 | <p>When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>We are confident that we do not treat the Welsh language less favourably than the English Language.</p> | | None. | |
| 12 | <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>We are fully compliant with this standard.</p> | | None. | |
| 13 | <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>We don't currently do this in the Directorate.</p> | | | <p>Going forward we will ensure that callers are aware that we welcome calls in Welsh.</p> |
| 15 | <p>Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>Generally we don't use answer phones.</p> | | | <p>Going forward we will ensure that where there are answer phone messages within the Directorate that an option to leave a message in Welsh is available.</p> |
| 16 | <p>When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.</p> <p>IMPOSITION DAY: 30/05/2019</p> | <p>We need to be more consistent with this standard.</p> | | | <p>We will create a list of all Welsh speakers in the Directorate and ensure that people know who can support when needing a service in Welsh.</p> |

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| 17 | <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> <p>IMPOSITION DAY: 30/05/2019</p> | We are fully compliant with this standard. | | None. | |
| 18 | <p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p> | We need to be more consistent with this standard. | | Lack of consistency. | We will ensure that all staff have the basic greetings in both Welsh and English and to encourage the use of both languages. |
| 19 | <p>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.</p> <p>You must comply with standard 19 in every circumstance, except:</p> <ul style="list-style-type: none"> where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and where no Welsh speaking member of staff is available to provide a service on that specific subject matter. <p>The requirement under standard 19 to ask A whether A wishes to receive telephone</p> | We recognise that we need to be more consistent with this standard. | | Lack of consistency. | We will create a list of all Welsh speakers in the Directorate and ensure that people know who can support when needing a service in Welsh. |

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| | <p>calls from you in Welsh and to keep a record of A's wish applies each time a telephone call is made to A for the first time in relation to the specific matter of the call ("the matter in hand");</p> <p>The requirement under standard 19 to conduct telephone calls made to A from then onwards in Welsh applies in relation to every call which involves the matter in hand.</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | | |
| 21 | <p>If you invite one person only ("P") to a meeting—</p> <p>(a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and</p> <p>(b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>IMPOSITION DAY: 30/05/2019</p> | We recognise that we don't provide equal opportunities for Welsh speakers in the workplace. | | That Welsh speakers are not aware of the option to use the Welsh language at meetings. | We will encourage staff to learn the Welsh Language and to provide support if staff want to attend Welsh Language Training. |
| 22 | <p>If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p>IMPOSITION DAY: 30/05/2019</p> | We recognise that we don't provide equal opportunities for Welsh speakers in the workplace. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. Could be deemed as not providing equal opportunities for Welsh speakers. | We will encourage staff to use the Welsh that they have and to support attendance at Welsh Language Training. |
| 22A | <p>If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>IMPOSITION DAY: 30/05/2019</p> | We recognise that we don't provide equal opportunities for Welsh speakers in the workplace. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. Could be deemed as not providing equal opportunities for Welsh speakers. | We will arrange for translation services to be present for meetings as and when appropriate. |

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| 22CH | If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019 | This has not occurred but if it did we would ensure that the required translation provision was available. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | To ensure that the required translation provision is available as and when appropriate. |
| 26 | If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019 | We do currently ensure all documentation is bilingual. We recognise that we don't currently state that those attending a meeting are welcome to use the Welsh language at the meeting. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | Ensure that any invite/documentation states that anyone attending is welcome to use the Welsh language at the meeting. |
| 27 | When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh. IMPOSITION DAY: 30/05/2019 | We acknowledge that this is not done consistently currently. | | Lack of consistency. | Going forward we will ensure that invitations are provided in Welsh. |
| 28 | If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service). IMPOSITION DAY: 30/05/2019 | We acknowledge that this is not done consistently currently. | | Lack of consistency. | Going forward we will ensure that invitations are provided in Welsh and that translation services are provided also. |

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| 29 | If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available. IMPOSITION DAY: 30/05/2019 | We are fully compliant with this standard. | | None. | |
| 30 | If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | We are fully compliant with this standard. | | None. | |
| 31 | 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). IMPOSITION DAY: 30/05/2019 | We are fully complaint with this standard and ensure all public events are bilingual. | | None. | |
| 32 | If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event). IMPOSITION DAY: 30/05/2019 | We are fully compliant with this standard. | | None. | |

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| 33 | Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version. IMPOSITION DAY: 30/05/2019 | We are fully compliant with this standard. | | None. | |
| 34 | Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version. IMPOSITION DAY: 30/05/2019 | We are fully compliant with this standard. | | None. | |
| 36 | If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DAY: 30/05/2019 | We are fully compliant with this standard. | | None. | |
| 37 | If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (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 the document should be produced in Welsh. IMPOSITION DAY: 30/05/2019 | Our Medial Directorate Newsletter is always bilingual. We need to be more consistent on this standard. | | Lack of consistency. | We will ensure that these types of documents will be in Welsh as and when it is expected. |
| 38 | If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and (c) ensure that the English language version | We believe that we are compliant with sections (a) and (b). We need to be more consistent with (c). | | Lack of consistency. | Ensure that we state in any document or form that a Welsh option is available. |

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| | clearly states that the document or form is also available in Welsh. IMPOSITION DAY: 30/05/2019 | | | | |
| 39 | You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website. IMPOSITION DAY: 30/05/20 | We acknowledge that we have some work to do on this standard in order to be fully compliant. | | | Work to be done on the website to ensure text is available in the Welsh language and not treated any less favourably than the English language. |
| 40 | You must ensure that— (a) the text of the homepage of your website is available in Welsh, (b) any Welsh language text on your homepage (or, where relevant, your Welsh language 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 website. IMPOSITION DAY: 30/05/2019 | We acknowledge that we have some work to do on this standard in order to be fully compliant. | | | Work to be done on the homepage to ensure text is available in the Welsh Language, fully functional and not treated any less favourably than the English language. |
| 41 | You must ensure that when you publish a new page on your website or amend a page— (a) the text of that page is available in Welsh, (b) any Welsh language version of that page is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to that page. IMPOSITION DAY: 30/05/2019 | We acknowledge that we have some work to do on this standard in order to be fully compliant. | | | Work to be done on ensuring that when publishing a new page or making amendments that these are available in Welsh, fully functional on the Welsh language version and not treated any less favourably than the English language. |
| 42 | 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. | We acknowledge that we have some work to do on this standard in order to be fully compliant. | | | Work to be done on ensuring that Welsh language web pages that correspond to an English Language web page state clearly that a Welsh version is |

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| | IMPOSITION DAY: 30/05/2019 | | | | available, including the direct link. |
| 43 | You must provide the interface and menus on every page of your website in Welsh. IMPOSITION DAY: 30/05/2020 | We acknowledge that we have some work to do on this standard in order to be fully compliant. | | | Ensure that menus and the interface on all pages are in Welsh. |
| 44 | 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. IMPOSITION DAY: 30/05/2019 | We acknowledge that we have some work to do on this standard in order to be fully compliant. | | | Ensure that all apps published by us are fully functional in Welsh and not treated any less favourably than the English version. |
| 47 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | We do have Welsh language signs across the majority of our departments/sites. Some departments/sites need to be looked at. | | Lack of consistency across the Directorate. | Ensure consistency across all departments/sites. |
| 48 | When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; 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. IMPOSITION DAY: 30/05/2019 | We do have Welsh language signs across the majority of our departments/sites. Some departments/sites need to be looked at. | | Lack of consistency across the Directorate. | Ensure consistency across all departments/sites. |
| 49 | You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | We would always seek advice from the Welsh Language Services on these matters. | | None. | |
| 54 | Any documents that you publish which relate to applications for a grant must be published in | Currently Welsh versions available on request. | | | No current call but future calls will be |

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| | Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version. IMPOSITION DAY: 30/05/2019 | | | | publicised in Welsh but only for internal calls. Documents currently being version controlled, once agreed they will be translated. |
| 55 | When you invite applications for a grant, you must— (a) state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English; and (b) 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 timescale for informing applicants of decisions). IMPOSITION DAY: 30/05/2019 | Not compliant on (a) but accept applications in Welsh. | | May cause delays in assessing applications as will need translating first, will need to build into the timeframe. | No current call but future calls will advertise that applicants can submit in Welsh – this will be added to version controlled grant documents but only for internal calls. |
| 56 | 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. IMPOSITION DAY: 30/05/2019 | We are compliant. | | May cause delays in relaying information. | All applications submitted in Welsh will be responded to in Welsh. |
| 57 | Any invitations to tender for a contract that you publish must be published in Welsh if the subject matter of the contract suggests that it should be produced in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. IMPOSITION DAY: 30/05/2019 | On any contract/tender of this nature, we fully comply and will utilise the services on NWSSP Translation Dept to assist us in preparing the tender documents for submission. | | None | |
| 58 | When you publish invitations to tender for a contract, you must— (a) state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and (b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in | All open tenders are advertised on the Sell2Wales site, within the site notice there is a box that we tick to accept a tender in the Welsh Language should a tenderer wish to do so. | | None | |

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| | relation to the timescale for informing tenderers of decisions). IMPOSITION DAY: 30/05/2019 | | | | |
| 59 | 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. IMPOSITION DAY: 30/05/2019 | We acknowledge and comply. | | None | |
| 60 | You must promote any Welsh language service that you provide, and advertise that service in Welsh. IMPOSITION DAY: 30/05/2019 | We recognise that we need to be more consistent with this standard. | | Lack of consistency. | Ensure that we promote the use of the Welsh language service and encourage staff to use the language in the workplace. |
| 61 | 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. IMPOSITION DAY: 30/05/2019 | We don't currently indicate on Correspondence that the Welsh language service is available | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | Ensure that we state in any Correspondence or websites that the Welsh option is available. |
| 62 | When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language IMPOSITION DAY: 30/05/2019 | We are fully compliant with this standard. | | None. | |
| 63 | If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh. IMPOSITION DAY: 30/11/2019 | We recognise that more work needs to be done to ensure that we are fully compliant with this standard. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | We will do further work on this standard to ensure that courses are offered in Welsh as and when indicated. |
| 69 | 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 | We are not fully compliant. We acknowledge that a lot more work needs to be done on this standard. | | | Ensure we consider all the effects/impact on the Welsh language when formulating a new Policy or reviewing existing policies. |

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| | (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | | | | |
| 70 | 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. IMPOSITION DAY: 30/05/2019 | We are not fully compliant. We acknowledge that a lot more work needs to be done on this standard. | | | Ensure we consider all the effects/impact on the Welsh language when formulating a new Policy or reviewing existing policies. |
| 71 | 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. IMPOSITION DAY: 30/05/2019 | We are not fully compliant. We acknowledge that a lot more work needs to be done on this standard. | | | Ensure we consider all the effects/impact on the Welsh language when formulating a new Policy or reviewing existing policies. |
| 72 | When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | We are not fully compliant. We acknowledge that a lot more work needs to be done on this standard. | | | Ensure we consider all the effects/impact on the Welsh language when formulating a new Policy or reviewing existing policies. |
| 73 | When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, | We are not fully compliant. We acknowledge that a lot more work needs to be done on this standard. | | | Ensure we consider all the effects/impact on the Welsh language |

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| | <p>how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p> <p>IMPOSITION DAY: 30/05/2019</p> | | | | when formulating a new Policy or reviewing existing policies. |
| 74 | <p>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—</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> <p>IMPOSITION DAY: 30/05/2019</p> | We are not fully compliant. We acknowledge that a lot more work needs to be done on this standard. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | Ensure we consider all the effects/impact on the Welsh language when formulating a new Policy or reviewing existing policies. |
| 75 | <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> <p>IMPOSITION DAY: 30/05/2019</p> | Considered as part of approval. | | Need to ensure that work relating to policy conforms to this. May not know will impact policy at outset of work. | Sponsorship Review Panel/TriTech Management Group/Rll to consider this when approving/comissioning projects |
| 76 | <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 how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh</p> | Considered as part of approval. | | Need to ensure that work relating to policy conforms to this. May not know will impact policy at outset of work. | Sponsorship Review Panel/TriTech Management Group/Rll to consider this when approving/comissioning projects |

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| | language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019 | | | | |
| 79 | 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. IMPOSITION DAY: 30/05/2019 | Centralised. | | | |
| 80 | 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. IMPOSITION DAY: 30/11/2019 | Centralised. | | | |
| 81 | <p>You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh -</p> <p>(a) any paper correspondence that relates to A's employment, and which is addressed to A;</p> <p>(b) any documents that outline A's training needs or requirements;</p> <p>(c) any documents that outline A's performance objectives;</p> <p>(ch) any documents that outline or record A's career plan;</p> <p>(d) any forms that record and authorise annual leave;</p> <p>(dd) any forms that record and authorise absences from work;</p> <p>(e) any forms that record and authorise flexible working hours.</p> <p>You must comply with standard 81 in every circumstance by 30 November 2019, except:</p> | If correspondence is requested in Welsh we would provide this but we don't automatically offer it on each occasion. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh | Ensure all staff members are given the option to receive correspondence in Welsh. |

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| | <p>○ when the activity is carried out through the use of the Electronic Staff Record (ESR).</p> <p>You must comply with standard 81 in every circumstance by 30 November 2020.</p> <p>IMPOSITION DAY: 30/11/2019</p> | | | | |
| 82 | <p>If you publish any of the following, you must publish it in Welsh -</p> <p>(a) a policy relating to behaviour in the workplace;</p> <p>(b) a policy relating to health and well-being at work;</p> <p>(c) a policy relating to salaries or workplace benefits;</p> <p>(ch) a policy relating to performance management;</p> <p>(d) a policy relating to absence from work;</p> <p>(dd) a policy relating to working conditions;</p> <p>(e) a policy relating to work patterns.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Centralised | | | |
| 83 | <p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <p>(a) make a complaint to you in Welsh, and</p> <p>(b) respond to a complaint made about him or about her in Welsh;</p> <p>and you must also inform each member of staff of that right.</p> <p>IMPOSITION DAY: 30/05/2019</p> | Centralised. | | | |
| 84 | <p>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 -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</p> <p>(b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the</p> | If we are asked for a meeting to be conducted in Welsh we would ensure this happens. We need to ensure that we offer this consistently. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh | Ensure that any staff member is aware that they can have a meeting conducted through the Welsh language if they so wish. |

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| | meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English. IMPOSITION DAY: 30/05/2019 | | | | |
| 85 | When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about A, (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. | This happens sometimes. We need to ensure that this is consistent in the Directorate. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh | To ensure that all staff are aware of this standard. |
| 86 | You must - (a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right. IMPOSITION DAY: 30/05/2019 | Centralised. | | | |
| 87 | If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English. IMPOSITION DAY: 30/05/2019 | Staff members are given the option to have the meeting conducted in Welsh if they so wish. The standard letter sent to a staff member is not bilingual. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | Ensure that the standard letter sent to staff members is bilingual. |
| 88 | When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in | Staff members are given the decision in Welsh if this has been asked for. | | None. | |

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| | Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure. IMPOSITION DAY: 30/05/2019 | | | | |
| 89 | 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). IMPOSITION DAY: 30/05/2019 | A number of staff members have this Software. Not all staff are aware that this software is available. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh | We will ensure that all members of staff are aware that this software is available. |
| 90 | You must ensure that - (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet. You must comply with standard 90 in relation to pages on your intranet that relate to the matters within the following operational standards: <ul style="list-style-type: none"> the use of the Welsh language within your internal administration complaints made by staff disciplining staff developing skills through planning and training the workforce; and recruiting and appointing. IMPOSITION DAY: 30/11/2020 | We acknowledge that more work needs to be done on this standard. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | Work to be done on the intranet to ensure text is available in the welsh language and not treated any less favourably than the English language. |
| 91 | 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 | We acknowledge that more work needs to be done on this standard. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | Work to be done on the intranet to ensure text is available in the Welsh language and |

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| | 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. IMPOSITION DAY: 30/05/2019 | | | | not treated any less favourably than the English language. |
| 93 | 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. IMPOSITION DAY: 30/05/2019 | We acknowledge that more work needs to be done on this standard. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | Work to be done on the intranet to ensure the reader is aware that the page is available in the Welsh language also with a link. |
| 94 | 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. IMPOSITION DAY: 30/05/2019 | We acknowledge that more work needs to be done on this standard. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | Work to be done on the intranet to ensure staff have Support material to promote the Welsh language. |
| 95 | You must provide the interface and menus on your intranet pages in Welsh. You must comply with standard 95 in relation to the following: - any page or homepage on your intranet that is available in Welsh in accordance with standards 90 and/or 91; - any page you designate and maintain on your intranet in accordance with standard 94. IMPOSITION DAY: 30/11/2020 | We acknowledge that more work needs to be done on this standard. | | That Welsh speakers are not aware of the services they can expect to receive in Welsh. | Work to be done on the intranet to provide a Welsh interface and menu. |
| 96 | You must assess the Welsh language skills of your employees. IMPOSITION DAY: 30/05/2019 | Managers do assess the Welsh language skills but not consistently. | | Lack of consistency. | To ensure that all managers are aware that they must assess the skills of the staff at PADR meeting and to log on ESR. |
| 99 | You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers. | We as a Directorate are always supportive of anyone wishing to learn the Welsh language. | | None. | |

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| | IMPOSITION DAY: 30/05/2019 | | | | |
| 100 | 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. IMPOSITION DAY: 30/05/2019 | We as a Directorate are always supportive of anyone wishing to learn the Welsh Language and to further their knowledge. | | None. | |
| 101 | You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills. IMPOSITION DAY: 30/05/2019 | We as a Directorate are always supportive of anyone wishing to learn the Welsh language. | | None. | |
| 103 | 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. IMPOSITION DAY: 30/05/2019 | We do not meet compliance on this standard. | | Lack of clarity to new employees of their duties in relation to the Welsh language. | Going forward will ensure that new employees receive Information on raising their awareness of the Welsh language. |
| 106 | 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. IMPOSITION DAY: 30/05/2019 | This standard is a part of all Health Board recruitment processes. | | None. | |
| 106A | 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 IMPOSITION DAY: 30/11/19 | This standard is a part of all Health Board recruitment processes. | | None. | |
| 107 | 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. | This standard is a part of all Health Board recruitment processes. | | None. | |

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| | IMPOSITION DAY: 30/05/2019 | | | | |
| 107A | <p>If you publish -</p> <ul style="list-style-type: none"> (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; or (ch) job descriptions; <p>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.</p> <p>You must comply with this standard by 30 November 2019 in all circumstances apart from part (ch) job descriptions. You must comply with part (ch) by 30 November 2021 unless you already have a Welsh language version available to publish.</p> <p>IMPOSITION DAY: 30/11/2019</p> | This standard is a part of all Health Board recruitment processes. | | None. | |
| 107B | <p>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 timescale for informing applicants of decisions).</p> <p>IMPOSITION DAY: 30/05/2019</p> | This standard is a part of all Health Board recruitment processes. | | None. | |
| 108 | <p>You must ensure that your application forms for posts provide a space for applicants to indicate that they wish an interview or other method of assessment in Welsh and if an applicant so wishes, you must conduct any interview or other method of assessment in Welsh, or, if necessary, provide a</p> | This standard is a part of all Health Board recruitment processes. | | None. | |

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| | simultaneous or consecutive translation service from Welsh to English for that purpose. IMPOSITION DAY: 30/05/2019 | | | | |
| 109 | When you inform an applicant of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh. IMPOSITION DAY: 30/05/2019 | This standard is a part of all Health Board recruitment processes. | | None. | |
| 111 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs), or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019 | We have a little work to do to be complaint with this standard. | | | We will review all signs across our department/sites and ensure that both the Welsh and English are available. |
| 112 | When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first. IMPOSITION DAY: 30/05/2019 | We have a little work to do to be complaint with this standard. | | | We will review all signs across our department/sites and ensure that both the Welsh and English are available. |
| 113 | You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019 | We have a little work to do to be complaint with this standard. | | | We will review all signs across our department/sites and ensure that both the Welsh and English are available. |
| 115 | You must keep a record, in relation to each financial year, of the number of complaints you | We do not meet this standard currently. | | | We will endeavour to keep a record of |

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| | receive relating to your compliance with standards. IMPOSITION DAY: 30/05/2019 | | | | complaints in relation to our compliance with the standards. |
| 116 | You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 96), 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. IMPOSITION DAY: 30/05/2019 | We do not meet this standard currently. | | | We will set up a spreadsheet of all staff members' Welsh language skills. |
| 117 | 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 106) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary. IMPOSITION DAY: 30/05/2019 | Centralised | | | |
| 118 | You must ensure that a document which records the standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available on your website. IMPOSITION DAY: 30/05/2019 | Centralised | | | |
| 119 | You must— (a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the standards with which you are under a duty to comply, and (b) publish a document that records that procedure on your website. IMPOSITION DAY: 30/05/2019 | Centralised. | | | |
| 120 | (1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way | Centralised. | | | |

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

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| | relates to your compliance with the service delivery standards, the policy making standards or the operational standards with which you are under a duty to comply. IMPOSITION DAY: 30/05/2019 | | | | |
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Bilingual Services Monitoring Scheme

Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| Main (Acute) Hospitals | Community Hospitals | Managed Practices | Centres and Clinics | Mental Health |
|--|---|---|---|---|
| Bronglais Hospital (01970 623131) SY23 1ER | Amman Valley Hospital (01269 822226) SA18 2BQ | Ashgrove surgery (01554 780 900) (SA15 3JH) | Elizabeth Williams Clinic (01267 248674) SA15 3SE | Adult Services and Elderly Mentally Ill at Prince Phillip Hospital (01554 745752) |
| Glangwili Hospital (01267 235151) SA31 2AF | Llandovery Hospital (01550 722200) SA20 0LA | Minafon surgery (01554 890234) SA17 4UL | Pond Street Clinic (01267 248674) SA31 1RT | Bro Myrddin (01267 233 740) |
| Prince Phillip Hospital (01554 756567) SA14 8QF | Tregaron Hospital (01974 298203) SY25 6JP | Sarn surgery (01269 860348) SA15 5TR | Aberaeron Integrated Care Centre (01545 900100) SA46 0DY | Brynmair (01554 772 768) |
| Withybush Hospital (01437 764545) SA61 2PZ | South Pembrokeshire Hospital (01646 682114) SA72 6SY | Tenby surgery (01834 840868) SA70 8AG | Cardigan Integrated Care Centre (01239 801560) SA43 1JX | Canolfan Gwenog (includes Canolfan Gwenog EMI) and Llys Myddfai (includes Tŷ Glyndwr – EEG) (01267 235 151) |
| | Tenby Hospital (01834 845400) | | North Road Clinic (01970 636200) SY23 2 | Carmarthen Community Team Learning Disabilities (CTLD) (01267 236 899) |

Bilingual Services Monitoring Scheme

Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| | | | | |
|--|--|--|--|--|
| | | | Bro Preseli Resource Centre (01239 831234) SA41 3SJ | Cwm Seren, Tudor House and Tŷ Bryn (01267 235 151) |
| | | | Fishguard Health Centre (01348 430207) SA65 9BT | Llanelli Community Team Learning Disabilities (CTLD) (01554 775 916) |
| | | | Haverfordwest Health Centre (01437 767801) SA61 1RN | Sŵn-y-Gwynt Day Hospital (01269 595 473) |
| | | | Manchester Square Health Centre (01646 690690) SA73 2JW | Towy Valley Community Mental Health Team (CMHT) (01550 777 771) |
| | | | Milford Haven Health Centre (01646 697000) SA73 2LL | Enlli Ward (01970 623 131) |
| | | | Narberth Health Centre (01834 860237) SA67 7AA | Ceredigion CTLD (01545 572735) |
| | | | Neyland Health Centre (01646 600268) SA73 1SH | Gorwelion Day Hospital (01970 615 448) |
| | | | Pembroke Dock Health Centre | Hafan Hedd Resource Centre (01559 364 160) |

Appendix C



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Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| | | | | |
|--|--|--|----------------------------|---|
| | | | (01646 624643) SA72 6DW | |
| | | | | Llys Steffan (01570 422 577) |
| | | | | Bro Cerwyn, St Brynach Day Hospital and Child, Adolescent and Family Unity (01437 773157) |
| | | | | Haven Way Day Hospital (01437 774042) |

Bilingual Services Monitoring Scheme

Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

This round of surveys were conducted between **1/7/2021 – 10/8/2021**, and focused on the provision of face-to-face (main reception) services, telephone services and signage. The findings are noted in the tables below.

1. Face-to-face Services (main Reception)

| | Greeting and response to enquiry | | | | | | Visual prompts: desktop signs, posters, badges and lanyards | | |
|------------------------------|---|---|---|---|---|---|---|---|--|
| | Did the receptionist greet you in Welsh (or bilingually)? | Did the receptionist try to respond to your enquiry in Welsh? | Did you receive a full Welsh-medium response from the receptionist? | Did the receptionist politely explain that he / she couldn't speak Welsh? | Could any of the reception staff speak Welsh? | Did the receptionist offer to pass your enquiry over to a Welsh-speaking member of reception staff? | Was there a 'Use your Welsh here' desktop sign on the reception? | Were there any 'Use your Welsh whenever you see this sign' posters on display in the reception area? | Were the Welsh-speaking reception staff wearing 'Working Welsh' badges or lanyards ? |
| Community Hospitals | | | | | | | | | |
| Tregaron Hospital | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| South Pembrokeshire Hospital | x | x | x | x | x | x | x | x | x |

Bilingual Services Monitoring Scheme

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| Managed Practices | | | | | | | | | |
|------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Minafon | x | x | x | x | x | x | x | x | ✓ |
| Ashgrove | x | x | x | ✓ | x | x | x | x | x |
| Sarn | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | x | x | x |
| Main (Acute) Hospitals | | | | | | | | | |
| GGH | x | x | x | x | x | x | x | x | x |
| PPH | x | x | x | x | x | x | x | x | x |
| BGH | x | ✓ | ✓ | N/A | ✓ | N/A | x | x | x |
| WGH | x | x | x | x | x | x | x | x | x |
| Clinics and Centres | | | | | | | | | |
| Pond Street | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Elizabeth Williams | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| North Road Clinic | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |

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| | | | | | | | | | |
|----------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | | | | | | | | | |
| Narberth Health Centre | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Pembroke Dock Health Centre | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Manchester Square Health Centre | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Fishguard Health Centre | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Aberaeron Integrated Care Centre | N/A | ✓ | ✓ | N/A | ✓ | N/A | ✗ | ✗ | ✗ |

Bilingual Services Monitoring Scheme
Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

2. Telephone services

Key: **B** – Bilingually; **W** – in Welsh; **E** – in English; **N** – Neutral greeting (e.g. 'Hello' or silence);
W/E – The greeting was partially in Welsh and partially in English, but was not fully bilingual.
✓Tr. – A Welsh-medium service was provided, by transferring the call to another staff member.
✓CB – A Welsh-medium service was provided, by arranging for another staff member to return the call.

| | When your call was answered, how were you greeted? | | | Did the operator try to respond to your enquiry in Welsh? | | | Did the operator provide you with a full Welsh-medium response? | | | Did the operator politely explain that he / she couldn't speak Welsh? | | | Did the operator offer to transfer your call to a Welsh-speaking member of staff? | | | If the operator arranged for a Welsh-speaking member of staff to return your call at a later time / date, did this happen? | | | Was your enquiry dealt with through the medium of Welsh? | | |
|------------------------------|--|---|---|---|---|---|---|---|---|---|---|---|---|---|---|--|---|---|--|---|---|
| | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 2 | 3 |
| Community Hospitals | | | | | | | | | | | | | | | | | | | | | |
| Llandovery Hospital | W | | | x | | | x | | | ✓ | | | x | | | x | | | x | | |
| Tregaron Hospital | E | | | x | | | x | | | x | | | x | | | x | | | x | | |
| Tenby Hospital | E | | | x | | | x | | | x | | | x | | | x | | | x | | |
| South Pembrokeshire Hospital | E | | | x | | | x | | | ✓ | | | x | | | x | | | x | | |
| Amman Valley Hospital | B | | | ✓ | | | ✓ | | | N/A | | | N/A | | | N/A | | | ✓ | | |

Bilingual Services Monitoring Scheme

Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| Managed Practices | | | | | | | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|--|--|---|--|--|--|---|---|
| Sarn Surgery | E | | | x | | | x | | | ✓ | | | x | | | | x | |
| Minafon Surgery | E | | | x | | | x | | | ✓ | | | x | | | | x | |
| Tenby Surgery | E | | | x | | | x | | | ✓ | | | x | | | | x | |
| Ashgrove Surgery (on hold on Welsh option for 7mins) | | | | | | | | | | | | | | | | | | |
| Main (Acute) Hospitals | | | | | | | | | | | | | | | | | | |
| WGH | E | E | N | x | ✓ | ✓ | x | ✓ | ✓ | x | | | x | | | | x | ✓ |
| GGHI (switchboard) | W | | | x | | | x | | | ✓ | | | x | | | | x | x |
| GGH (outpatients contact centre) | W | | | ✓ | | | ✓ | | | | | | | | | | ✓ | |
| BGH | B | | | ✓ | | | ✓ | | | | | | | | | | ✓ | |
| PPH | W | | | x | | | x | | | ✓ | | | | | | | x | |
| Clinics and Centres | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | |

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Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| | | | | | | | | | | | | | | | | | | | | | |
|---|---|--|--|---|--|--|---|--|--|-----|--|--|-----|--|--|---|--|--|---|--|--|
| Bro Preseli Resource Centre (Crymych Surgery) | W | | | ✓ | | | ✓ | | | | | | N/A | | | | | | ✓ | | |
| Pond Street Clinic | E | | | x | | | x | | | | | | x | | | | | | x | | |
| Cardigan Integrated Care Centre | W | | | ✓ | | | ✓ | | | N/A | | | N/A | | | | | | ✓ | | |
| Aberaeron Integrated Care Centre | W | | | x | | | x | | | ✓ | | | | | | | | | x | | |
| Haverfordwest Care Centre | E | | | x | | | x | | | ✓ | | | | | | | | | x | | |
| Neyland Health Centre | E | | | x | | | x | | | x | | | x | | | | | | x | | |
| Fishguard Health Centre | E | | | x | | | x | | | ✓ | | | x | | | | | | x | | |
| Milford Haven Health Centre | E | | | x | | | x | | | x | | | x | | | | | | x | | |
| Narberth Health Centre | E | | | x | | | x | | | ✓ | | | ✓ | | | x | | | x | | |
| North Road Clinic | E | | | x | | | x | | | ✓ | | | x | | | | | | x | | |
| Elizabeth Williams Clinic | E | | | ✓ | | | x | | | ✓ | | | x | | | | | | x | | |
| Manchester Square Health Centre | E | | | x | | | x | | | x | | | x | | | | | | x | | |
| Pembroke Dock Health Centre | E | | | x | | | x | | | x | | | x | | | | | | x | | |

Bilingual Services Monitoring Scheme
Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| Mental Health | | | | | | | | | | | | | | | | | | | | |
|---------------|---|--|--|---|--|--|---|--|--|----|--|--|---|--|--|--|--|--|---|--|
| Bro Myrddin | E | | | x | | | x | | | ✓W | | | x | | | | | | x | |

3. Signage

| Permanent Signage <i>Note: The percentages noted in this table are merely estimates.</i> | Every sign complies with this requirement. | Most signs are compliant, but with a few exceptions. | Around half of the signs comply with this requirement. | Most of the signs don't comply with this requirement. | None (or very few) of the signs comply with this requirement. |
|---|--|--|--|---|---|
| | 100% | 75% - 99% | 40% - 74% | 20% - 39% | 0% - 19% |
| Glangwili General Hospital | | ✓ | | | |
| Prince Phillip General Hospital | | ✓ | | | |

Bilingual Services Monitoring Scheme
Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| | | | | | |
|---------------------|--|---|---|--|--|
| Sarn Surgery | | ✓ | | | |
| Pond Street Surgery | | | ✓ | | |
| Minafon Surgery | | ✓ | | | |
| Ashgrove Surgery | | ✓ | | | |
| Bronglais Hospital | | ✓ | | | |

Appendix C



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Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| | | | | | |
|------------------------------|--|---|--|---|--|
| Tregaron Hospital | | ✓ | | | |
| North Road Clinic | | | | ✓ | |
| Narberth Health Centre | | | | ✓ | |
| South Pembrokeshire Hospital | | | | ✓ | |
| Pembroke Dock Health Centre | | | | ✓ | |

Bilingual Services Monitoring Scheme
Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| | | | | | |
|---------------------------------|--|--|---|---|---|
| Withybush Hospital | | | ✓ | | |
| Manchester Square Health Centre | | | | | ✓ |
| Fishguard Health Centre | | | | ✓ | |

- The majority of permanently erected signs erected by Estates department are fully bilingual.
- Majority of signs in question are signs produced by the hospital – eg directions, out of order signs etc – majority of these are English only.



Bilingual Services Monitoring Scheme

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| Temporary Signage <i>Note: The percentages noted in this table are merely estimates.</i> | Every sign complies with this requirement. | Most signs are compliant, but with a few exceptions. | Around half of the signs comply with this requirement. | Most of the signs don't comply with this requirement. | None (or very few) of the signs comply with this requirement. |
|--|--|--|--|---|---|
| | 100% | 75% - 99% | 40% - 74% | 20% - 39% | 0% - 19% |
| PPH | | | | | ✓ |
| GGH | | | | | ✓ |
| Pond Street Clinic | | ✓ | | | |
| Minafon Surgery | | ✓ | | | |

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| | | | | | |
|---------------------------|--|---|---|---|---|
| Ashgrove Surgery | | ✓ | | | |
| Elizabeth Williams Clinic | | | | | ✓ |
| Bronglais Hospital | | | ✓ | | |
| Tregaron Hospital | | | | ✓ | |
| North Road Clinic | | | | ✓ | |

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| | | | | | |
|---------------------------------|--|--|--|---|---|
| Narberth Health Centre | | | | ✓ | |
| South Pembrokeshire Hospital | | | | | ✓ |
| Pembroke Dock Health Centre | | | | ✓ | |
| Withybush Hospital | | | | ✓ | |
| Manchester Square Health Centre | | | | ✓ | |

Bilingual Services Monitoring Scheme
Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| | | | | | |
|-------------------------|--|--|--|---|--|
| Fishguard Health Centre | | | | ✓ | |
|-------------------------|--|--|--|---|--|

- Majority of temporary signs produced by hospital staff are displayed English only eg Visitor notices, directions, out of order signs etc.

4. Email Correspondence

| | Greeting and response to enquiry | | | | | Visual prompts: straplines, logos, statements | |
|--|--|--|--|--|--|---|---|
| | Did you receive a bilingual email signature? | Did the recipient try to respond to your enquiry in Welsh? | Did you receive a full Welsh-medium response from the recipient? | Did the recipient politely explain that he / she couldn't speak Welsh? | Did the recipient offer to pass your enquiry over to a Welsh-speaking member of staff? | Was there a strapline welcoming correspondence in Welsh visible in the email? | Did Welsh speaking staff display a 'Working Welsh' logo to indicate their Welsh language proficiency? |
| Covidenquiries.hdd@wales.nhs.uk | ✗ | ✓ | ✓ | N/A | N/A | ✗ | ✗ |
| HDHB.Patientsupportservices@wales.nhs.uk | ✓ | ✓ | ✓ | N/A | N/A | ✗ | ✗ |

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| | | | | | | | |
|--|---|---|---|-----|-----|---|---|
| Workexperience.hdd@wales.nhs.uk | ✓ | ✗ | ✗ | ✓ | ✗ | ✗ | ✗ |
| Apprenticeship.academy@wales.nhs.uk | ✓ | ✓ | ✓ | N/A | N/A | ✗ | ✗ |
| Hyweldda.Engagement@wales.nhs.uk | ✗ | ✓ | ✓ | N/A | N/A | ✗ | ✗ |
| MediaOffice.Hyweldda@wales.nhs.uk | ✗ | ✓ | ✓ | N/A | N/A | ✗ | ✗ |
| NWSSP.PayrollH DUHB@wales.nhs.uk | ✗ | ✓ | ✓ | N/A | N/A | ✗ | ✗ |
| Fundraising.HywelDda@wales.nhs.uk | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| transformation.mailbox@wales.nhs.uk | | | | | | | |
| Audiology.hyweldda@wales.nhs.uk | ✗ | ✗ | ✗ | ✓ | ✓ | ✗ | ✗ |
| Euryl.howells2@wales.nhs.uk | ✓ | ✓ | ✓ | N/A | N/A | ✓ | ✗ |
| Epp.hdd@wales.nhs.uk | ✓ | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| hdd.volunteerforhealth@wales.nhs.uk | ✓ | ✓ | ✓ | N/A | N/A | ✗ | ✗ |

Bilingual Services Monitoring Scheme

Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| | Mystery shopper notes / overall observations |
|-------------------------------|--|
| Main (Acute) Hospitals | |
| Bronglais Hospital | <p>No Welsh greeting received however received a Welsh response after starting the conversation in Welsh.</p> <p>No Welsh signage or lanyards at reception.</p> <p>Canteen area – very little Welsh signage</p> |
| Withybush Hospital | No 'Speak Welsh signs' displayed. Displayed bilingual NHS Wales temporary signage where possible. Internal hospital produced signs in English only. |
| Glangwili General Hospital | Some Welsh signage in reception (Covid temporary signage was bilingual). However information boards were not bilingual eg. Ambulance + Macmillan information boards were in English only. Other English only signage / displays included direction posters, out of order signs and visitor information. |
| Community Hospitals | |
| Tenby Hospital | "Are you speaking Welsh?" – response received via telephone |
| Tregaron Hospital | Unable to access reception area due to Covid-19 restrictions |
| South Pembrokeshire Hospital | English only signage, especially all temporary signs – no bilingual posters |

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| Managed Practices | |
|-----------------------------|---|
| Ashgrove Surgery | <p>Dialled through to Welsh option, left on hold for 7 mins</p> <p>Tried phoning 3 times on the Welsh phone line – but no answer each time</p> |
| Centres and Clinics | |
| Neyland Health Centre | "Are you speaking Welsh" – response received from member of staff via telephone call |
| Fishguard Health Centre | Automated telephone response in Welsh – gave option to continue in Welsh but the person which answered the phone did not speak Welsh |
| Milford Haven Health Centre | Telephone call – member of staff apologised for not speaking Welsh but noted that she "didn't see a point in answering the phone in Welsh or learning the language because there aren't many Welsh speakers in the area". |
| Pond Street Clinic | No reception services/desk, Sexual health clinic closed. Some signage available bilingually. |
| Elizabeth Williams Clinic | <p>No entry without appointment.</p> <p>(on the phone – explained that she could speak a little bit of Welsh – did make an effort to say goodbye in Welsh but didn't initially answer the phone in Welsh)</p> |

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Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

| | |
|--|---|
| Narberth Health Centre | Option for Welsh – dialled through, but no answer twice. When visiting, no one available at the reception after waiting several minutes. Internal signage by Narberth Surgery English only. |
| North Road Clinic | As we entered the clinic, there was no entry to reception, key pad locking system. Appointments only. Covid restrictions. |
| Manchester Square Health Centre | Outgoing message in English only. Went through as Robert Street Surgery. English only reply, giggling as she asked “are you speaking Welsh?”. Two surgeries (independent) situated in centre. All signage mostly in English. Literature such a leaflets English only. |
| Narberth Health Centre | Telephone – member of staff asked if I wished to be transferred to a Welsh speaker, but nobody was available. |
| Pembroke Dock Health Centre | No Walk ins, could not enter without appointment |
| Fishguard Health Centre | Surgery housed in centre. |
| Emails | |
| Covidenquiries.hdd@wales.nhs.uk | Received two replies from the email address both in Welsh. The email address didn't have a bilingual signature or strapline welcoming Welsh language correspondence. |
| HDHB.Patientsupportservices@wales.nhs.uk | Received a bilingual automatic reply, and then received a full reply in Welsh. The email address had a bilingual email signature but no strapline |

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| | |
|--|---|
| | welcoming Welsh correspondence. Also CC'd Dentistry in the email for more information, which replied again in Welsh |
| Hyweldda.Engagement@wales.nhs.uk | Asked for information regarding the New Hospital, received a Welsh reply with Welsh summary documents. The email address did not have a bilingual signature or strapline. |
| MediaOffice.Hyweldda@wales.nhs.uk | Emailed to ask if they used external companies for filming work. Received a Welsh reply but without a bilingual signature or strapline. |
| transformation.mailbox@wales.nhs.uk | Asked for more information regarding the new hospital and if they had any information/strategy documents available, but haven't received a reply. They did however have a bilingual automatic email reply set up. |
| NWSSP.PayrollH DUHB@wales.nhs.uk | Received a Welsh reply with a bilingual signature. They didn't have a Welsh correspondence strapline on the email. |
| Fundraising.HywelDda@wales.nhs.uk | Asked for more information regarding the '60 in September challenge'. Received a reply in Welsh to say 'thank you for your email' however the supporting information within the email was English only, yet there was some information in the email signature available bilingually. Then received another email from the address, which was in English only asking If I decided to take part in the challenge. |
| Epp.hdd@wales.nhs.uk | Emailed asking for more information on the education programme for patients. Received an English only reply. The email had a bilingual signature. |
| Euryl.howells2@wales.nhs.uk | Emailed to ask if there were chaplaincy services available in more hospital than listed on the Website. Received a bilingual automatic email reply, and |

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| | |
|--|---|
| | a full reply in Welsh. The email had a bilingual email signature and had the 'welcome welsh correspondence on signature. |
| Audiology.hyweldda@wales.nhs.uk | Emailed regarding batteries for hearing aids. Did receive a reply in English, apologised that they weren't a fluent Welsh speaker and did ask if I would prefer to be transferred to a Welsh speaker, or if I'd be happy to continue the correspondence in English. |
| hdd.volunteerforhealth@wales.nhs.uk | Emailed to ask about volunteering opportunities available at the time. Received a Welsh reply from the email address and they also had a bilingual signature but didn't have 'welcome welsh correspondence' on signature. |

Bilingual Services Monitoring Scheme

Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

Summary of Mystery Shopper exercise

Background / Purpose

The Mystery Shopper Scheme is a means to internally audit health board compliance against the Welsh language Standards. The scheme enables us to assess the extent in which a Welsh language service is provided by departments across the health board. This exercise was conducted by the health board's Welsh Language Services Team from 1/7/2021 to 10/8/2021. The results of the Mystery Shopper exercise will be analysed accordingly and a plan of action will be devised for areas lacking a bilingual service and needing further support. This exercise mainly concentrates on customer service areas such as reception and telephone handling services; services in which Welsh speaking patients would access on a regular basis.

The main purpose of the Mystery Shopper exercise is to assess if health board services are operating bilingually and are actively offering a Welsh service to our local population in accordance with legislative requirements ie Welsh Language Standards. An internal audit of this nature enables us to identify areas of non-compliance and to work with such teams to improve services.

General comments

The above report contains the results of the Mystery Shopper exercise from a sample of acute hospital sites, centres, clinics and individual departments whom have been contacted via telephone, via email or visited face to face over the past couple of months. It is important to note that face to face exercises were of course limited due to Covid-19 restrictions within the sites, particularly for Mental Health services and clinics. We will hopefully be in a position to concentrate on these areas during the next Mystery Shopper exercise.

Following the results of this first mystery shopper exercise, it is apparent that many staff may not be aware of their responsibilities to comply with the Welsh language Standards and the need to provide a bilingual service to patients and general public. Our findings indicate a lack of compliance with the Standards and an overall poor result in terms of bilingual provision.

Bilingual Services Monitoring Scheme

Results of mystery shopper surveys conducted during 01/07/2021 – 10/08/2021

3/9 sites actively offered a Welsh language face to face service.

6/28 offered a Welsh or bilingual telephone service.

8/13 provided Welsh responses to various enquiries via email.

The overall finding is that not all sites, departments and services are fully compliant with the Welsh Language Standards.

Face to face Reception Services

An overall disappointing result with only three sites offering a Welsh service. The majority of reception areas were manned by non-Welsh speakers thus unable to provide a Welsh service. There was also a lack of visual prompts such as posters, desktop signs, lanyards and badges.

Telephone calls

A bilingual greeting is expected as a minimum when answering the phone, however, the mystery shopper exercise found that only a small minority of staff were putting this requirement into practise. It is therefore apparent that staff are not following the bilingual telephone handling protocol indicating that this is most definitely an area to target and improve on. The mystery shopper was not only greeted in English only but also received a negative response from a couple of departments; responses such as “Are you speaking Welsh?” and “I don’t see the point in speaking or learning the language, nobody speaks Welsh around here”. Comments such as these could be insulting to a patient or member of the public, whom have a right to receive a service in their language of choice.

Email

A number of generic email addresses were contacted through the medium of Welsh with various enquiries. We were pleased to find that, on the whole, the majority of departments responded to the enquiries in Welsh. The responses received did not, however, include a strapline ‘Welcoming correspondence in Welsh’ and many email signatures were not bilingual – this is therefore an area for improvement. Departments will be contacted to include the strapline on their emails.

Signage

All signage in reception areas and public waiting areas were observed during the mystery shopper exercise. Our findings show that the majority of permanent signage erected officially by the Estates department are all bilingual; signage such as exit signs, ward names and hospital maps

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etc. In terms of temporary signage, our findings show that the majority of Welsh Government or NHS Wales produced literature is displayed bilingually however a large amount of hospital or health board own literature on display in English only. This includes posters, leaflets, notice boards, direction signage and Covid-19 signage. Reception areas will need to be contacted by Welsh Language Services and appropriate translation provided. Staff will kindly be reminded that all visual materials need to be bilingual.

Proposed Actions

1. Increase staff awareness of WL requirements, patient needs and public rights to receive Welsh Language Services.
Use of Communication platforms:
 - Global email promoting the WL Standards / Active Offer / Welsh Language Services.
 - Maintain designated WL pages on intranet and widely promote.
 - Explore new promotional tools such as the use of Animations to increase awareness of staff responsibilities.
 - Continue to promote the WL Standards and staff responsibilities through platforms such as Hywel's Voice newsletter.
 - Promote in-house translation service – via Global email.
2. Distribute a questionnaire / checklist / order form to all reception areas across the health board. This will enable reception staff to measure their compliance with the WL Standards and note areas for improvement. Reception staff will be able to place an order for WL merchandise such as lanyards and badges as well as other helpful merchandise.
3. A follow up email to be sent to Managers containing results of Mystery shopper exercise. Signpost Managers to relevant information about the WL Standards and offer support to team.
4. Bilingual telephone greeting cards / 'Use your Welsh' posters, lanyards and badges to be sent to all front of house areas across the health board. The recent mystery shopper exercise revealed that a very small proportion of staff actively wear their lanyards and badges.

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5. Contact Estates team to rectify any non-bilingual signage displayed. Also work with reception areas to provide translation for any English only posters and displays within their areas.
6. Correspondence – Use communication platforms such as Global to remind staff to include bilingual signatures on their emails and to also include the 'Welcome correspondence in Welsh' strapline. Note that there's a translation service available to assist with this e.g translating emails, translating replies and assisting with Welsh email signature.
7. WL Services team to offer and deliver departmental language awareness sessions – advertise via Global email. This will hopefully increase staff awareness of the Welsh Language Standards and what is required to provide a bilingual service.
8. Offer specific language awareness sessions for Switchboard and Reception staff. Contact Managers to arrange sessions – an opportunity to practise basic telephone greetings, and understand what is required to operate a bilingual reception service.

Forward Vision

- Increased staff awareness of the Welsh language Standards by next Mystery Shopper exercise.
- A more positive result during the next Mystery Shopper exercise – closer to achieving full compliance.
- Less complaints from members of the public regarding English only communication with health board staff and English only visual materials.
- More staff implementing the Active Offer – offering a Welsh service without the individual having to ask for it.
- More Welsh speaking staff in post to deliver a Welsh language service in reception areas and switchboard in particular.