



**PWYLLGOR CYNLLUNIO POBL A SICRWYDD PERFFORMIAD  
PEOPLE PLANNING AND PERFORMANCE ASSURANCE COMMITTEE**

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	17 December 2020
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Update on compliance with the Welsh Language Standards (No.7) 2018 Regulations
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Steve Moore, Chief Executive
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Yvonne Burson, Assistant Director of Communications & Welsh Language

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Sicrwydd/For Assurance

**ADRODDIAD SCAA  
SBAR REPORT**

**Sefyllfa / Situation**

The Welsh Government (WG) is committed to strengthening the provision of Welsh language services to the people of Wales. Hywel Dda University Health Board (HDdUHB) received its Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 on 30<sup>th</sup> November 2018. The compliance notice states which standards within the Welsh Language Standards (No. 7) 2018 Regulations HDdUHB must comply with and by when (see Appendix 1).

The Welsh Language Services Team has recently transferred to the Chief Executive’s Directorate, under the guardianship and line management of the Assistant Director for Communications.

This report focuses on how the organisation is evolving in terms of embedding the spirit of the standards in our culture and what we do, as well as our progress and plans towards achieving compliance with the Standards.

**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. They provide rights of all individuals - staff as well as patients and our communities.

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 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 WG’s 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 Standards are split into three categories:

- **Service Delivery Standards** - how we deal with correspondence, telephone calls, meetings, events and external communication channels.
- **Policy Making Standards** - indicate what standards should be considered in policy development and ensure that we give full consideration to how developing and/or implementing specific policies will affect the availability and accessibility of Welsh-medium services.
- **Operational Standards** - how we operate internally including working bilingually, the Welsh language service that you can expect to receive in the organisation and advice on compliance.

The Welsh Language Commissioner imposes the duties on organisations in order to promote and facilitate the use of the Welsh language. The Commissioner also conducts enquiries and investigations where there is interference with individual's freedom to utilise the Welsh language.

Each public sector organisation has its own Compliance Notice, which details the specific standards relevant to that organisation, and each standard has a timeframe for compliance. HDdUHB's Compliance Notice was published on 30 May 2019 and is included as Appendix 1. The timeframes for compliance vary according to each standard from May 2020 to November 2021. Please note with the COVID-19 pandemic in mind, on 31 March 2020, the Welsh Language Commissioner relieved pressure by pausing all ongoing queries, investigations and monitoring, recognising that some Standards would not be met under the current pressures. However, as of 8 July 2020, the Welsh Language Commissioner advised that he would resume these regulatory practices.

The need for a change in culture and better Welsh language provision is also set out and threaded throughout the Wellbeing and Future Generations Act setting out the need to work towards 'A Wales of vibrant culture and thriving Welsh language'.

## Asesiad / Assessment

### Internal work

A significant amount of proactive activity to promote and embed the Welsh Language into our culture at HDdUHB has been undertaken over recent years. This was under the leadership of the former Director of Strategic Partnerships & Corporate Services with support from the Welsh Language Services Team, and also by enthusiastic members of our own workforce. Since the preparation and subsequent implementation of our Compliance Notice, the Welsh Language Services Team has seen an increase in requests from teams and departments for support in compliance and promotion of the language. The Team has also experienced an increase in requests from the workforce to learn or improve their Welsh language skills, which is encouraging.

Undertakings that assist HDdUHB in meeting and maintaining the standards includes:

- The updating of a Bilingual Skills Strategy.
- Offering additional staff language skills courses.
- Established new support mechanisms and 1:1 sessions to support staff with their language skills.
- Implementation of the 'More Than Just Words' framework to ensure staff implement the 'active offer' to patients.

- Promotion of the expectations of the standards and support mechanisms in place within HDdUHB through corporate induction, bespoke awareness sessions for teams, regular internal communication including a merchandise and a visibility campaign.

The Welsh Language Services Team have identified four standards which present the most significant challenge to HDdUHB. The Team are working proactively with others within the organisation and nationally to address these. The standards are:

**Standard 78** – Publishing a policy to consider and address potential impacts on the Welsh language in regards to the provision of primary care services. The deadline for compliance for this standard was 30/11/2019. However, the Welsh Language Commissioner has recognised this is providing a challenge to the NHS across Wales. Work to support primary care on a national basis is ongoing and a guidance tool is being developed by the Welsh Language Commissioners Office. In the meantime, the Welsh Language Services Team is working proactively with the Primary Care Directorate in HDdUHB to scope and prepare for the guidance tool.

**Standard 90** – Intranet translation

The Communications Team has made progress to translate key corporate pages of the staff Intranet, including the structure and home page and key corporate announcements such as Team Brief, staff bulletins and Hywel’s Voice staff newsletter. Some pages requiring translation in relation to staff complaints, discipline processes and recruitment and appointment, will require significant time to translate and to be uploaded by the Intranet champions responsible for those pages. Prioritisation of other work associated with the COVID-19 pandemic has had a significant impact on the Team’s abilities to address this issue. The Welsh Language Services Team are working with the Workforce & Organisational Development (W&OD) Directorate to address any issues and assist with the uploading of content. All members of staff involved are undertaking substantial work to achieve compliance over the coming months.

**Standard 107A(ch)** - Translation of Job Descriptions

The Standard requires that all job descriptions are published in Welsh and that the Welsh language versions of the documents are treated no less favourably than any English versions. Following discussions between the Welsh Language Services Team and the W&OD Directorate, it became apparent this task would require significant planning and a change to the current system of producing job descriptions. A meeting was arranged with the Welsh Language Commissioner’s Office to express concerns and the potential risk of non-compliance. A positive outcome was achieved following the meeting and the Commissioner has now extended the imposition date to November 2021 (from 30/11/2019) to allow sufficient time to undertake the project.

**Standard 110** –

The Standard requires us to publish, every five years, a plan on our ability and progress to offer clinical consultation through the medium of Welsh. This was due to be compliant by 30/11/2019, however there are significant challenges to all health boards in achieving this standard. Work is ongoing internally and on an all Wales basis in order to address the issue, and are currently awaiting a guidance tool to be developed by the Commissioner’ office.

**Self-assessment**

Whilst teams within HDdUHB have identified the standards above as being the most challenging (and are receiving support to agree a pathway to full compliance); HDdUHB does not currently have a standardised way of self-assessing compliance against the standards in all areas of our organisation. It is each individual and line manager’s duty to ensure they comply with the standards. Although each directorate or team may have their own systems to assess

compliance, there is no process of submitting this for review and oversight, nor a standardised tool.

The W&OD Directorate have, however identified a need for self-assessment due to the large number of standards which apply within their Directorate. They have therefore developed a Readiness Assessment Tool prior to implementation and have now adapted this into a Compliance Assessment Tool, which drives improvement. There is a senior member of the Directorate overseeing the tool and service leads are responsible for ensuring compliance from within their teams.

The Welsh Language Team have tested use of this tool with other teams both large (primary care) and small (communications) and have received good feedback on its ease of use and usefulness. The intention now is to roll-out this template (Appendix 2) to all Directorates and ask them to identify a senior member of staff to co-ordinate input from all team leaders in their service areas. This will provide the advantage of a mechanism and structure for all our directorates which will serve to assist them in articulating their compliance, mitigations if compliance is not achieved and a pathway to improvement. Adopting the Compliance Assessment Tool as our standardised tool will allow us as a large and complex organisation to measure compliance in a consistent way. By bringing each Directorates' Compliance Assessment Tool into one master document, the organisation will be able to identify and prioritise areas of concern that teams may need assistance with. It will also allow for identification of common problems and good practice which could be shared across HDdUHB to support others. It will also provide assurance to the Board that there is a solid reporting mechanism in place and that HDdUHB is improving Welsh language provision for our Welsh speaking population. It is important to note that this work may be delayed to focus upon the current pandemic.

It is our intention to form a Welsh Language Steering Group which would be responsible for receiving and reviewing the Master Compliance Assessment Tool. Membership would include representation from the Welsh Language Services Team and the individuals chosen by each directorate to lead on their directorate compliance tool. It had also been suggested that a Welsh Language Champion from within the Executive Team is designated to work with the Independent Member Champion, Mrs Delyth Raynsford, to support our aspirations and provide leadership to the Steering Group. It has been agreed the Executive Director Champion will be Mr Huw Thomas, Director of Finance.

### **External scrutiny**

Additionally, HDdUHB has previously been subject to external scrutiny in terms of compliance with the Welsh Language Standards.

### **Welsh Language Commissioners' Monitoring Report (See Appendix 3).**

The Welsh Language Commissioner undertakes a series of surveys and monitoring reports annually to consider compliance with the Welsh language standards. The findings assist the Commissioner with understanding the real experiences of Welsh language service users. Between June and November 2019, HDdUHB formed part of the sample of organisations surveyed, covering areas such as correspondence, telephone calls, documents and forms, website information and social media, reception services and recruitment. Very positive results were received in all areas and good benchmarking against other organisation's sampled. Where the surveys identified a risk of non-compliance, an action plan was submitted confirming what steps would be taken to ensure compliance, including our comments, actions and timescales set where appropriate. The Welsh Language Commissioner was satisfied with the proposed action plan (See Appendix 4.)

### Investigation CSG584

Following the implementation of the Standards, HDdUHB has received the first investigation by the Commissioner, as a consequence of a complaint received by a member of the public. The complainant received an English only version appointment letter and questionnaire. This was a clear breach of Standards 5 and 36 and therefore the Commissioner undertook an investigation under section 71 of the Welsh Language Measure. The Commissioner's resulting report included the following three enforcement actions:

1. *The Health Board must conduct a review to check that appointment letters sent from other departments comply with standard 5 and act upon the results of the review.*
2. *The Health Board must conduct a review to check that forms provided to the public by other departments comply with standard 36 and act upon the results of the review.*
3. *Hywel Dda University Health Board must provide sufficient written evidence to satisfy the Welsh Language Commissioner that it has carried out enforcement actions 1-2.*

Between March and October 2020, the Commissioner paused all investigations due to the impact of the COVID-19 pandemic. Following a request by our Welsh Language Services Team, the Welsh Language Commissioner has granted six months (by 19/03/21) instead of the usual three months, to action the enforcements. However, an interim progress update is expected to be submitted by mid December 2020. The Welsh Language Services Team is working with all identified Service Managers to conduct a review of all departmental letters and forms. We will act upon the results of the review and provide sufficient written evidence to satisfy the Welsh Language Commissioner that a thorough review has been undertaken and that there is compliance, or have an agreed pathway and schedule for full compliance, with the relevant Standards.

### Next steps:

- The Welsh Language Services Team to roll out a standardised Welsh Language Standards Compliance Assessment Tool to all directorates in the New Year.
- Directorates to allocate a senior member of the directorate to co-ordinate a directorate self-assessment using the tool and submit to the Welsh Language Service Team by April 2021.
- To form a Welsh Language Steering Group to review organisational progress against self-assessments and foster a supportive environment for the Welsh language to flourish.
- Agree to bring bi-annual progress reports on compliance levels with the Welsh Language Standards to PPPAC.
- Continue to work pro-actively and positively with the Welsh Language Commissioners Office.
- Respond proactively to any internal audit requirements and be prepared to respond to any future request through the actions described above.

### Argymhelliad / Recommendation

For the People, Planning & Performance Assurance Committee (PPPAC) to take assurance on the progress being made within HDdUHB towards full compliance of the Welsh Language Standards.

### **Amcanion: (rhaid cwblhau)**

### **Objectives: (must be completed)**

Committee ToR Reference:  
Cyfeirnod Cylch Gorchwyl y  
Pwyllgor:

5.4 Seek assurances that there is the appropriate culture and arrangements to allow HDdUHB to discharge its statutory and mandatory responsibilities with regard to:

	<ul style="list-style-type: none"> <li>• equality, diversity and human rights (workforce &amp; patient related)</li> <li>• Welsh language provision (workforce &amp; patient related)</li> </ul>
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	No current risk assessment on Datix
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	3.2 Communicating Effectively 3. Effective Care
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS

<b>Gwybodaeth Ychwanegol: Further Information:</b>	
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:	
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Cynllunio Pobl a Sicrwydd Perfformiad: Parties / Committees consulted prior to People Planning and Performance Assurance Committee:	Welsh Language & W&OD sub-group All Wales Welsh Language Officers

<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	HDdUHB staff time to support implementation of the Standards and in some instances to undertake internal training and translation costs. These costs are currently absolved within the Welsh Language Services Team budget and within directorates themselves.
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	Communication is at the heart of everything HDdUHB do 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.

<b>Gweithlu: Workforce:</b>	All staff have a role to play in implementing the statutory Welsh Language Standards.
<b>Risg: Risk:</b>	Our proposed 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.
<b>Cyfreithiol: Legal:</b>	Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 on 30 <sup>th</sup> November 2018
<b>Enw Da: Reputational:</b>	HDdUHB has committed not only to comply with the Welsh Language Standards, but to embrace their spirit.
<b>Gyfrinachedd: Privacy:</b>	Not applicable
<b>Cydraddoldeb: Equality:</b>	The focus of equality between the Welsh and English languages runs throughout the compliance notice.  HDdUHB's Equality Impact Assessment processes will ensure that compliance with the standards are assessed.





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

### Hywel Dda University Health Board – Issue Date: 30/11/2018

Standard Number	Class of Standard	Standard	Imposition Day
1	Service Delivery standards	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	30/05/2019
4	Service Delivery standards	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	30/05/2019
5	Service Delivery standards	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	30/05/2019
6	Service Delivery standards	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	30/05/2019
7	Service Delivery standards	You must state - (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you,	30/05/2019



		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.	
8	Service Delivery standards	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	30/05/2019
9	Service Delivery standards	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	30/05/2019
10	Service Delivery standards	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 available to provide a service on that specific subject matter.	30/05/2019
11	Service Delivery standards	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/05/2019
12	Service Delivery standards	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	30/05/2019
13	Service Delivery standards	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	30/05/2019
14	Service Delivery standards	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in	30/05/2019

		Welsh any less favourably than calls made in English.	
15	Service Delivery standards	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	30/05/2019
16	Service Delivery standards	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.	30/05/2019
17	Service Delivery standards	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/05/2019
18	Service Delivery standards	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	30/05/2019
19	Service Delivery standards	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.  <b>You must comply with standard 19 in every circumstance, except:</b>  <ul style="list-style-type: none"> <li>○ where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and</li> </ul>	30/05/2019

		<p>○ where no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p> <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>	
20	Service Delivery standards	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/05/2019
21	Service Delivery standards	<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>	30/05/2019
22	Service Delivery standards	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.	30/05/2019
22A	Service Delivery standards	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	30/05/2019

		meeting.	
22CH	Service Delivery standards	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.	30/05/2019
23	Service Delivery standards	You must ask an in-patient (“A”) on the first day of A’s in-patient admission whether A wishes to use the Welsh language to communicate with you during that in-patient admission.	30/05/2019
23A	Service Delivery standards	If the in-patient (“A”) informs you that A wishes to use the Welsh language to communicate with you during an in-patient admission you must identify to your staff who are likely to communicate with A, that A wishes to use the Welsh language to communicate with you during that in-patient admission.	30/05/2019
24	Service Delivery standards	You must produce and publish a policy on how to establish whether an in-patient (“A”) wishes to use the Welsh language during A’s inpatient admission if A is unable to inform you that A wishes to use the Welsh language to communicate with you during an in-patient admission.	30/05/2019
25	Service Delivery standards	If you invite an individual (“A”), to a case conference which will be held 5 or more working days after the invitation is sent— (a) you must ask A whether A wishes to use the Welsh language at the case conference, and inform A that, you will conduct the conference in Welsh, or if necessary provide a translation service from Welsh to English and from English to Welsh for that purpose, and (b) if A has informed you that A wishes to use the Welsh language at the case conference, you must conduct the conference in Welsh or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English and from English to Welsh.	30/05/2019
26	Service Delivery	If you arrange a meeting that is open to the public and at which public	30/05/2019

	standards	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.	
27	Service Delivery standards	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.	30/05/2019
28	Service Delivery standards	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).	30/05/2019
29	Service Delivery standards	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.	30/05/2019
30	Service Delivery standards	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.	30/05/2019
31	Service Delivery standards	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	30/05/2019

		advertised or publicised).	
32	Service Delivery standards	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).	30/05/2019
33	Service Delivery standards	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.	30/05/2019
34	Service Delivery standards	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.	30/05/2019
36	Service Delivery standards	If you produce a form that is to be completed by an individual, you must produce it in Welsh.	30/05/2019
37	Service Delivery standards	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.	30/05/2019
38	Service Delivery standards	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	30/05/2019

		(c) ensure that the English language version clearly states that the document or form is also available in Welsh.	
39	Service Delivery standards	You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	30/05/2020
40	Service Delivery standards	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.	30/05/2019
41	Service Delivery standards	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.	30/05/2019
42	Service Delivery standards	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.	30/05/2019
43	Service Delivery standards	You must provide the interface and menus on every page of your website in Welsh.	30/05/2020
44	Service Delivery standards	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	30/05/2019



45	Service Delivery standards	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p><b>You must comply with standard 45 in the following circumstances:</b></p> <ul style="list-style-type: none"> <li>○ <b>when using social media on your corporate and departmental accounts.</b></li> </ul>	30/05/2019
46	Service Delivery standards	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/05/2019
47	Service Delivery standards	<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>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.</p>	30/05/2019
48	Service Delivery standards	<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>	30/05/2019
49	Service Delivery standards	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.	30/05/2019
50	Service Delivery standards	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.	30/05/2019
52	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons	30/05/2019

	standards	are welcome to use the Welsh language at the reception.	
53	Service Delivery standards	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	30/05/2019
54	Service Delivery standards	Any documents that you publish which relate to applications for a grant must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	30/05/2019
55	Service Delivery standards	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).	30/05/2019
56	Service Delivery standards	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	30/05/2019
57	Service Delivery standards	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.	30/05/2019
58	Service Delivery standards	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).	30/05/2019

59	Service Delivery standards	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	30/05/2019
60	Service Delivery standards	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/05/2019
61	Service Delivery standards	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	30/05/2019
62	Service Delivery standards	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/05/2019
63	Service Delivery standards	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.	30/11/2019
64	Service Delivery standards	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.	30/05/2019
65	Service Delivery standards	When you know that a primary care provider is willing to provide a primary care service or part of a primary care service through the medium of Welsh, you must designate and maintain a page on your website (in Welsh) containing that information.	30/05/2019
66	Service Delivery standards	You must— (a) provide an English to Welsh translation service for use by a primary care provider to enable it to obtain Welsh language translations of signs or notices displayed in connection with its primary care service, and (b) encourage the use of the translation service provided by you in accordance with this standard.	30/05/2019

67	Service Delivery standards	You must— (a) make available to a primary care provider a badge for it or its staff to wear to convey that they are able to speak Welsh, and (b) promote to a primary care provider the wearing of the badge.	30/05/2019
68	Service Delivery standards	You must provide training courses, information or hold events so that a primary care provider can develop— (a) an awareness of the Welsh language (including awareness of its history and its role in Welsh culture); and (b) an understanding of how the Welsh language can be used in the workplace.	30/05/2019
69	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
70	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
71	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
72	Policy Making	When you publish a consultation document which relates to a policy decision,	30/05/2019

	standards	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.	
73	Policy Making standards	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	30/05/2019
74	Policy Making standards	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
75	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
76	Policy Making standards	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.	30/05/2019

77	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	30/05/2019
78	Policy Making standards	You must publish a policy on providing a primary care service which requires you to take the following into account when you make decisions in relation to providing a primary care service— (a) what effects, if any (and whether positive or negative), the decision would have on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (b) how that decision could be taken or implemented so that it would have positive effects, or increased positive effects, on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; and (c) how the decision could be taken or implemented so that it would not have adverse effects, or so that it would have decreased adverse effects on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.	30/11/2019
78A	Policy Making standards	On the expiry of 5 years after publishing the policy in accordance with standard 78 (whether or not revisions have been made to that policy) and on the expiry of each subsequent period of 5 years you must — (a) assess to what extent you have complied with the policy; and (b) publish that assessment on your website within 6 months of the end of the period.	30/11/2019

79	Operational standards	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	30/05/2019
80	Operational standards	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	30/11/2019
81	Operational standards	<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><b>You must comply with standard 81 in every circumstance by 30 November 2019, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>when the activity is carried out through the use of the Electronic Staff Record (ESR).</b></li> </ul> <p><b>You must comply with standard 81 in every circumstance by 30 November 2020.</b></p>	30/11/2019
82	Operational standards	<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>	30/05/2019



		<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>	
83	Operational standards	<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>	30/05/2019
84	Operational standards	<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>	30/05/2019
85	Operational standards	<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>	30/05/2019
86	Operational standards	<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</p>	30/05/2019

		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.	
87	Operational standards	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.	30/05/2019
88	Operational standards	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.	30/05/2019
89	Operational standards	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	30/05/2019
90	Operational standards	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.  <b>You must comply with standard 90 in relation to pages on your intranet that relate to the matters within the following operational standards:</b>	30/11/2020

		<ul style="list-style-type: none"> <li>○ the use of the Welsh language within your internal administration</li> <li>○ complaints made by staff</li> <li>○ disciplining staff</li> <li>○ developing skills through planning and training the workforce; and</li> <li>○ recruiting and appointing.</li> </ul>	
91	Operational standards	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.	30/05/2019
93	Operational standards	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	30/05/2019
94	Operational standards	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	30/05/2019
95	Operational standards	You must provide the interface and menus on your intranet pages in Welsh.  <b>You must comply with standard 95 in relation to the following:</b> - 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.	30/11/2020
96	Operational standards	You must assess the Welsh language skills of your employees.	30/05/2019

97	Operational standards	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.	30/11/2019
98	Operational standards	You must provide opportunities for training in Welsh on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	30/05/2019
99	Operational standards	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	30/05/2019
100	Operational standards	You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.	30/05/2019
101	Operational standards	You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills.	30/05/2019
102	Operational standards	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	30/05/2019

		workplace.	
103	Operational standards	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	30/05/2019
104	Operational standards	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.	30/05/2019
105	Operational standards	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.	30/05/2019
106	Operational standards	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/05/2019
106A	Operational standards	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh	30/11/2019
107	Operational	When you advertise a post, you must state that applications may be submitted	30/05/2019

	standards	in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	
107A	Operational standards	<p>If you publish -</p> <ul style="list-style-type: none"> <li>(a) application forms for posts;</li> <li>(b) material that explains your procedure for applying for posts;</li> <li>(c) information about your interview process, or about other assessment methods when applying for posts; or</li> <li>(ch) job descriptions;</li> </ul> <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><b>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.</b></p>	30/11/2019
107B	Operational standards	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).	30/05/2019
108	Operational standards	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.	30/05/2019
109	Operational standards	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.	30/05/2019

110	Operational standards	You must publish a plan for each 5 year period setting out - (a) the extent to which you are able to offer to carry out a clinical consultation in Welsh; (b) the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh; (c) a timetable for the actions that you have detailed in (b).	30/11/2019
110A	Operational standards	Three years after publishing a plan in accordance with standard 110, and at the end of a plan's 5 year period you must - (a) assess the extent to which you have complied with the plan; and (b) publish that assessment within 6 months.	30/11/2019
111	Operational standards	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.	30/05/2019
112	Operational standards	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.	30/05/2019
113	Operational standards	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.	30/05/2019
114	Operational	When you make a recorded announcement in the workplace using audio	30/05/2019



	standards	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.	
115	Record keeping standards	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	30/05/2019
116	Record keeping standards	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.	30/05/2019
117	Record keeping standards	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.	30/05/2019
118	Standards which deal with Supplementary Matters	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.	30/05/2019
119	Standards which deal with Supplementary Matters	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.	30/05/2019
120	Standards which deal with	(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with	30/05/2019

	Supplementary Matters	<p>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>	
121	Standards which deal with Supplementary Matters	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.	30/05/2019

*Meri Huws*

**Meri Huws**  
Welsh Language Commissioner

Date: 30/11/2018

Varied on 01/10/2020

**XXX 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.

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 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				
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				
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				
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				

	<p>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>				
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>				
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>				
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>				
10	<p>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—</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>				

	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				
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				
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				
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				
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				
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				

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>				
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>				
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><b>You must comply with standard 19 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and</li> <li>○ where no Welsh speaking member of staff is available to provide a service on that specific subject matter.</li> </ul> <p><b>The requirement under standard 19 to ask A whether A wishes to receive telephone calls</b></p>				



	<p><b>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");</b></p> <p><b>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.</b></p> <p>IMPOSITION DAY: 30/05/2019</p>				
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>				
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>				
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>				
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</p>				

	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				
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				
23	You must ask an in-patient (“A”) on the first day of A’s in-patient admission whether A wishes to use the Welsh language to communicate with you during that in-patient admission. IMPOSITION DAY: 30/05/2019				
23A	If the in-patient (“A”) informs you that A wishes to use the Welsh language to communicate with you during an in-patient admission you must identify to your staff who are likely to communicate with A, that A wishes to use the Welsh language to communicate with you during that in-patient admission. IMPOSITION DAY: 30/06/2019				
24	You must produce and publish a policy on how to establish whether an inpatient (“A”) wishes to use the Welsh language during A’s inpatient admission if A is unable to inform you that A wishes to use the Welsh language to communicate with you during an in-patient admission. IMPOSITION DAY: 30/05/2019				
25	If you invite an individual (“A”), to a case conference which will be held 5 or more working days after the invitation is sent— (a) you must ask A whether A wishes to use the Welsh language at the case conference, and inform A that, you will conduct the conference in Welsh, or if necessary provide a translation				

	<p>service from Welsh to English and from English to Welsh for that purpose, and (b) if A has informed you that A wishes to use the Welsh language at the case conference, you must conduct the conference in Welsh or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English and from English to Welsh. IMPOSITION DAY: 30/05/2019</p>				
26	<p>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</p>				
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. IMPOSITION DAY: 30/05/2019</p>				
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— (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</p>				
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</p>				

	<p>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>				
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>				
31	<p>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).</p> <p>IMPOSITION DAY: 30/05/2019</p>				
32	<p>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).</p> <p>IMPOSITION DAY: 30/05/2019</p>				
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>				

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 the material less favourably than the English language version.                      IMPOSITION DAY: 30/05/2019</p>				
36	<p>If you produce a form that is to be completed by an individual, you must produce it in Welsh.                      IMPOSITION DAY: 30/05/2019</p>				
37	<p>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</p>				
38	<p>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</p>				
39	<p>You must ensure that—                      (a) the text of each page of your website is available in Welsh,                      (b) every Welsh language page on your</p>				

	<p>website is fully functional, and                      (c) the Welsh language is not treated less favourably than the English language on your website.  <b>IMPOSITION DAY: 30/05/20</b></p>				
40	<p>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.  <b>IMPOSITION DAY: 30/05/2019</b></p>				
41	<p>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.  <b>IMPOSITION DAY: 30/05/2019</b></p>				
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.  <b>IMPOSITION DAY: 30/05/2019</b></p>				
43	<p>You must provide the interface and menus on every page of your website in Welsh.  <b>IMPOSITION DAY: 30/05/2020</b></p>				
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>				

	IMPOSITION DAY: 30/05/2019				
45	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p><b>You must comply with standard 45 in the following circumstances:</b></p> <ul style="list-style-type: none"> <li>○ <b>when using social media on your corporate and departmental accounts.</b></li> </ul> <p>IMPOSITION DAY: 30/05/2019</p>				
46	<p>If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).</p> <p>IMPOSITION DAY: 30/05/2019</p>				
47	<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>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.</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>				
49	<p>You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.</p>				

	IMPOSITION DAY: 30/05/2019				
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				
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				
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				
54	Any documents that you publish which relate to applications for a grant must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version. IMPOSITION DAY: 30/05/2019				
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				
56	When you inform an applicant of your decision in relation to an application for a grant, you				



	<p>must do so in Welsh if the application was submitted in Welsh. IMPOSITION DAY: 30/05/2019</p>				
57	<p>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</p>				
58	<p>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</p>				
59	<p>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</p>				
60	<p>You must promote any Welsh language service that you provide, and advertise that service in Welsh. IMPOSITION DAY: 30/05/2019</p>				
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. IMPOSITION DAY: 30/05/2019</p>				
62	<p>When you form, revise or present your corporate identity, you must not treat the Welsh</p>				

	language less favourably than the English language IMPOSITION DAY: 30/05/2019				
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				
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				
65	When you know that a primary care provider is willing to provide a primary care service or part of a primary care service through the medium of Welsh, you must designate and maintain a page on your website (in Welsh) containing that information. 30/05/2019				
66	You must— (a) provide an English to Welsh translation service for use by a primary care provider to enable it to obtain Welsh language translations of signs or notices displayed in connection with its primary care service, and (b) encourage the use of the translation service provided by you in accordance with this standard. IMPOSITION DAY: 30/05/2019				
67	You must— (a) make available to a primary care provider a badge for it or its staff to wear to convey that they are able to speak Welsh, and (b) promote to a primary care provider the wearing of the badge. IMPOSITION DAY: 30/05/2019				
68	You must provide training courses, information or hold events so that a primary care provider				

	<p>can develop— (a) an awareness of the Welsh language (including awareness of its history and its role in Welsh culture); and (b) an understanding of how the Welsh language can be used in the workplace.                      IMPOSITION DAY: 30/05/2019</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—                      (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</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—                      (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</p>				
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—                      (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</p>				
72	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on,</p>				

	<p>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>				
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>				
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>				
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>				

	(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				
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				
78	You must publish a policy on providing a primary care service which requires you to take the following into account when you make decisions in relation to providing a primary care service— (a) what effects, if any (and whether positive or negative), the decision would have on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (b) how that decision could be taken or implemented so that it would have positive effects, or increased positive effects, on— (i) opportunities for persons to use the Welsh				

	<p>language, and (ii) treating the Welsh language no less favourably than the English language; and (c) how the decision could be taken or implemented so that it would not have adverse effects, or so that it would have decreased adverse effects on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/11/2019</p>				
78A	<p>On the expiry of 5 years after publishing the policy in accordance with standard 78 (whether or not revisions have been made to that policy) and on the expiry of each subsequent period of 5 years you must — (a) assess to what extent you have complied with the policy; and (b) publish that assessment on your website within 6 months of the end of the period.</p> <p>IMPOSITION DAY: 30/11/2019</p>				
79	<p>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.</p> <p>IMPOSITION DAY: 30/05/2019</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>				
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> <ul style="list-style-type: none"> <li>(a) any paper correspondence that relates to A's employment, and which is addressed to A;</li> <li>(b) any documents that outline A's training needs or requirements;</li> <li>(c) any documents that outline A's performance objectives;</li> <li>(ch) any documents that outline or record A's</li> </ul>				

	<p>career plan;                  (d) any forms that record and authorise annual leave;                  (dd) any forms that record and authorise absences from work;                  (e) any forms that record and authorise flexible working hours.</p> <p><b>You must comply with standard 81 in every circumstance by 30 November 2019, except:</b></p> <ul style="list-style-type: none"> <li><b>○ when the activity is carried out through the use of the Electronic Staff Record (ESR).</b></li> </ul> <p><b>You must comply with standard 81 in every circumstance by 30 November 2020.</b>                  IMPOSITION DAY: 30/11/2019</p>				
82	<p>If you publish any of the following, you must publish it in Welsh -</p> <ul style="list-style-type: none"> <li>(a) a policy relating to behaviour in the workplace;</li> <li>(b) a policy relating to health and well-being at work;</li> <li>(c) a policy relating to salaries or workplace benefits;</li> <li>(ch) a policy relating to performance management;</li> <li>(d) a policy relating to absence from work;</li> <li>(dd) a policy relating to working conditions;</li> <li>(e) a policy relating to work patterns.</li> </ul> <p>IMPOSITION DAY: 30/05/2019</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> <ul style="list-style-type: none"> <li>(a) make a complaint to you in Welsh, and</li> <li>(b) respond to a complaint made about him or about her in Welsh;</li> </ul> <p>and you must also inform each member of staff of that right.                  IMPOSITION DAY: 30/05/2019</p>				

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> <ul style="list-style-type: none"> <li>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</li> <li>(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.</li> </ul> <p>IMPOSITION DAY: 30/05/2019</p>				
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> <ul style="list-style-type: none"> <li>(a) made the complaint in Welsh,</li> <li>(b) responded in Welsh to a complaint about A,</li> <li>(c) asked for a meeting about the complaint to be conducted in Welsh, or</li> <li>(ch) asked to use the Welsh language at a meeting about the complaint.</li> </ul>				
86	<p>You must -</p> <ul style="list-style-type: none"> <li>(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</li> <li>(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.</li> </ul> <p>IMPOSITION DAY: 30/05/2019</p>				
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> <ul style="list-style-type: none"> <li>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</li> <li>(b) if the member of staff wishes for the</li> </ul>				



	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				
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				
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				
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.  <b>You must comply with standard 90 in relation to pages on your intranet that relate to the matters within the following operational standards:</b>  <ul style="list-style-type: none"> <li>○ the use of the Welsh language within your internal administration</li> <li>○ complaints made by staff</li> <li>○ disciplining staff</li> </ul>				

	<ul style="list-style-type: none"> <li>○ <b>developing skills through planning and training the workforce; and</b></li> <li>○ <b>recruiting and appointing.</b></li> </ul> <p>IMPOSITION DAY: 30/11/2020</p>				
91	<p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p>				
93	<p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p>				
94	<p>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.</p> <p>IMPOSITION DAY: 30/05/2019</p>				
95	<p>You must provide the interface and menus on your intranet pages in Welsh.</p> <p><b>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.</b></p> <p>IMPOSITION DAY: 30/11/2020</p>				
96	<p>You must assess the Welsh language skills of your employees.</p> <p>IMPOSITION DAY: 30/05/2019</p>				

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"> <li>(a) recruitment and interviewing;</li> <li>(b) performance management;</li> <li>(c) complaints and disciplinary procedures;</li> <li>(ch) induction;</li> <li>(d) dealing with the public; and</li> <li>(dd) health and safety.</li> </ul> <p>IMPOSITION DAY: 30/11/2019</p>				
98	<p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <ul style="list-style-type: none"> <li>(a) meetings;</li> <li>(b) interviews; and</li> <li>(c) complaints and disciplinary procedures.</li> </ul> <p>IMPOSITION DAY: 30/05/2019</p>				
99	<p>You must provide opportunities during working hours -</p> <ul style="list-style-type: none"> <li>(a) for your employees to receive basic Welsh language lessons, and</li> <li>(b) for employees who manage others to receive training on using the Welsh language in their role as managers.</li> </ul> <p>IMPOSITION DAY: 30/05/2019</p>				
100	<p>You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.</p> <p>IMPOSITION DAY: 30/05/2019</p>				
101	<p>You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills.</p> <p>IMPOSITION DAY: 30/05/2019</p>				
102	<p>You must provide training courses so that your employees can develop -</p> <ul style="list-style-type: none"> <li>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh</li> </ul>				

	<p>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</p>				
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.                  IMPOSITION DAY: 30/05/2019</p>				
104	<p>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</p>				
105	<p>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>				
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 -                  (a) Welsh language skills are essential;                  (b) Welsh language skills need to be learnt</p>				

	<p>when appointed to the post;                  (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.                  IMPOSITION DAY: 30/05/2019</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 -                  (a) specify that when advertising the post, and                  (b) advertise the post in Welsh                  IMPOSITION DAY: 30/11/19</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.                  IMPOSITION DAY: 30/05/2019</p>				
107A	<p>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.</p> <p><b>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.</b>                  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>				
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>				
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>				
110	<p>You must publish a plan for each 5 year period setting out - (a) the extent to which you are able to offer to carry out a clinical consultation in Welsh; (b) the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh; (c) a timetable for the actions that you have detailed in (b).</p> <p>IMPOSITION DAY: 30/11/2019</p>				
110A	<p>Three years after publishing a plan in accordance with standard 110, and at the end of a plan's 5 year period you must - (a) assess the extent to which you have complied with the plan; and (b) publish that assessment within 6 months.</p> <p>IMPOSITION DAY: 30/11/2019</p>				

111	<p>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</p>				
112	<p>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</p>				
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.                      IMPOSITION DAY: 30/05/2019</p>				
114	<p>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</p>				
115	<p>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</p>				

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				
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				
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				
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				
120	(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year. (2) The annual report must include the				



	<p>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 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>				

	IMPOSITION DAY: 30/05/2019				
--	----------------------------	--	--	--	--

## Welsh Language Commissioner's 2019-20 monitoring results

### Hywel Dda University Health Board

The organisation's performance	Average performance of the sample of organisations
<p><b>Correspondence</b></p> <ul style="list-style-type: none"> <li>○ Three e-mails were sent to <a href="mailto:HDHB.Patientsupportservices@wales.nhs.uk">HDHB.Patientsupportservices@wales.nhs.uk</a> between June and November 2019.</li> <li>○ A response was received in Welsh to the three Welsh e-mails and the responses answered the enquiries fully.</li> <li>○ The three responses to the Welsh correspondence did not include a statement welcoming Welsh correspondence and that it would not lead to a delay.</li> <li>○ None of the three English responses to the three English enquiries sent included a statement welcoming Welsh correspondence and that it would not lead to a delay.</li> </ul>	<ul style="list-style-type: none"> <li>○ 73% of Welsh correspondence received a response (in any language).</li> <li>○ 92% of responses to Welsh correspondence were in Welsh.</li> <li>○ Additional material was provided with the responses to Welsh correspondence in 49% of cases.</li> <li>○ 36% of responses to Welsh and English correspondence included a statement welcoming Welsh correspondence.</li> </ul>
<p><b>Telephone calls</b></p> <ul style="list-style-type: none"> <li>○ Three telephone calls were made to i <b>01970 623131</b> (Bronglais Hospital's main telephone number) between June 2019 and January 2020.</li> <li>○ No automatic options were available as part of the service.</li> <li>○ A proactive offer of a Welsh language service was made at the start of one of the three calls.</li> <li>○ The organisation was able to deal successfully in Welsh with two of the three calls and provided a full response to the enquiries.</li> </ul>	<ul style="list-style-type: none"> <li>○ 90% of automatic telephone options were in Welsh.</li> <li>○ There was a proactive offer of a Welsh language service at the start of the call in 67% of cases.</li> <li>○ 55% of calls were dealt with successfully in Welsh.</li> </ul>

<p><b>Forms</b></p> <ul style="list-style-type: none"> <li>○ Three forms were subject to the survey: Ffurflen Hunangyfeirio Ffisiotherapi Caerfyrddin; Ffurflen gais Fferyllfa Caerfyrddin a Ffurflen Arolwg Cydraddoldeb.</li> <li>○ The three forms were available in Welsh.</li> <li>○ The English version of the forms did not state that the forms were also available in Welsh.</li> </ul>	<ul style="list-style-type: none"> <li>○ 78% of the forms subject to the survey were available fully in Welsh.</li> <li>○ 19% of the forms subject to the survey stated that the document was also available in Welsh.</li> </ul>
<p><b>Brochure / pamphlet / leaflet / card</b></p> <ul style="list-style-type: none"> <li>○ Three examples were surveyed: Llyfryn Profedigaeth; Llyfryn Gwybodaeth i Gleifion a Llyfryn Gwybodaeth Ysbyty Cyffredinol Llwynhelyg.</li> <li>○ The three examples were available in Welsh.</li> <li>○ The English versions of the three examples did not state that the document was also available in Welsh.</li> </ul>	<ul style="list-style-type: none"> <li>○ 68% of the examples subject to the survey were available in Welsh.</li> <li>○ 7% of the examples subject to the survey stated that the document was also available in Welsh.</li> </ul>
<p><b>Corporate identity</b></p> <ul style="list-style-type: none"> <li>○ Three examples of corporate identity was surveyed</li> <li>○ The three examples appeared in Welsh.</li> </ul>	<ul style="list-style-type: none"> <li>○ 88% of the corporate identity examples surveyed appeared in Welsh.</li> </ul>
<p><b>Website</b></p> <ul style="list-style-type: none"> <li>○ 30 of the organisation's website pages were surveyed.</li> <li>○ The text of the 30 pages was available fully in Welsh.</li> <li>○ 16 pages operated fully in Welsh.</li> </ul>	<ul style="list-style-type: none"> <li>○ 81% of the website pages that were subject to the survey were available fully in Welsh.</li> </ul>
<p><b>Facebook and Twitter</b></p> <ul style="list-style-type: none"> <li>○ 15 messages on the organisation's Facebook page were surveyed.</li> <li>○ 13 of the messages were available fully in Welsh.</li> <li>○ 15 tweets on the organisation's Twitter account were surveyed.</li> <li>○ 15 of the <i>tweets</i> were available in Welsh.</li> </ul>	<ul style="list-style-type: none"> <li>○ 74% of the Facebook messages that were subject to the survey were available in Welsh.</li> <li>○ 70% of the tweets subject to the survey were available in Welsh.</li> </ul>

<p><b>Vacant posts</b></p> <ul style="list-style-type: none"> <li>○ 30 jobs were included in the survey.</li> <li>○ 27 of the jobs noted a Welsh language skills category.</li> <li>○ Welsh language skills were desirable for 25 posts.</li> <li>○ 9 of the job advertisements were available fully in Welsh and 18 partially available.</li> <li>○ An application form and job description was fully available in Welsh for 13 posts, 18 partially available.</li> <li>○ application forms included a space to note language choice for assessment.</li> </ul>	<ul style="list-style-type: none"> <li>○ 82% of the job advertisements subject to the survey included a Welsh language skills category.</li> <li>○ The Welsh language was considered 'essential' for 17% of the jobs subject to the survey.</li> <li>○ 47% of job advertisements were available in Welsh.</li> </ul>
<p><b>Receptions</b></p> <ul style="list-style-type: none"> <li>○ Two visits were made to the health board's headquarters in Bronllys Hospital between October and November 2019</li> <li>○ A greeting in Welsh was received during one of the two visits.</li> <li>○ The enquiry made at the reception was successfully dealt with in Welsh during the two visits.</li> <li>○ There was a sign stating that visitors were welcome to use the Welsh language displayed during the two visits.</li> <li>○ All Welsh speaking reception staff were not wearing a badge to show that they could speak Welsh.</li> </ul>	<ul style="list-style-type: none"> <li>○ Visitors were greeted in Welsh or bilingually during 37% of visits.</li> <li>○ 46% of visits were successfully dealt with in Welsh.</li> <li>○ There was a sign stating that visitors were welcome to use the Welsh language in 51% of cases.</li> <li>○ All Welsh speaking reception staff wore a badge showcasing this ability in 36% of cases.</li> </ul>
<p><b>Signage</b></p> <ul style="list-style-type: none"> <li>○ Six signs were surveyed during two visits to the Ystwyth building, St David's Park, Carmarthen between October and November 2019</li> <li>○ The text of the six signs was available in Welsh.</li> <li>○ The Welsh text on the six signs was placed so that it could be read first and was correct in meaning and expression</li> </ul>	<ul style="list-style-type: none"> <li>○ 89% of the signs subject to the survey had all the text in Welsh.</li> <li>○ The text of 84% of signs is set so that Welsh is likely to be read first.</li> <li>○ 90% of signs included text that was correct in meaning and expression.</li> </ul>

Welsh Language Commissioner's 2019-20 monitoring results

Hywel Dda University Health Board

The organisation’s performance – Commissioner’s findings	Comment	Action	Timescale
<p><b>Correspondence</b></p> <ul style="list-style-type: none"> <li>• Three e-mails were sent to HDHB.Patientsupportservices@wales.nhs.uk between June and November 2019.</li> <li>• A response was received in Welsh to the three Welsh e-mails and the responses answered the enquiries fully.</li> <li>• The three responses to the Welsh correspondence did not include a statement welcoming Welsh correspondence and that it would not lead to a delay.</li> <li>• None of the three English responses to the three English enquiries sent included a statement welcoming Welsh correspondence and that it would not lead to a delay.</li> </ul>	<p>Pleased to find that responses were received in Welsh and answered fully.</p>	<p>Contact Patient Support Services to discuss and provide a statement to be included on all Welsh &amp; English correspondence.</p> <p>Welsh language services to perform mystery shopper exercises biannually.</p>	<p>With immediate effect - This will be acted upon without delay.</p> <p>Mystery shopper exercise biannually</p>
<p><b>Telephone calls</b></p> <ul style="list-style-type: none"> <li>• Three telephone calls were made to 01970 623131 (Bronglais Hospital’s main telephone number) between June 2019 and January 2020.</li> <li>• No automatic options were available as part of the service.</li> <li>• A proactive offer of a Welsh language service was made at the start of one of the three calls.</li> <li>• The organisation was able to deal successfully in Welsh with</li> </ul>	<p>All reception staff are expected to make a proactive offer at the start of every call. We are disappointed that only 33% performed this action.</p> <p>Such a low percentage is unacceptable to the health board.</p> <p>We have been made aware of a quick turnaround of staff in these public facing roles who would</p>	<p>Welsh language services to contact Switchboard Manager to discuss survey results and way forward.</p> <p>Provide further information and literature to help with telephone greetings.</p> <p>Offer refresher course to all receptionists / telephonists.</p>	<p>Within 3 months.</p> <p>(No exact date yet for the proposed central contact centre).</p>

<p>two of the three calls and provided a full response to the enquiries.</p>	<p>therefore benefit from a refresher course.</p>	<p>Ensure every newly recruited member of staff receives a telephone greetings guide, designed by the Welsh language services team.</p> <p>Make sure reception staff are aware that they can expect a mystery shopper call.</p> <p>The organisation, with its learning from the command centre and single point of access for all enquiries during the covid-19 period now plans to move towards a single call handling centre which would have a single number and enable us to provide a bilingual response in a very professional manner as well as moving to a new appointment booking service that will be able to ensure both languages are treated equally at every stage of the process.</p>	
<p><b>Forms</b></p> <ul style="list-style-type: none"> <li>• Three forms were subject to the survey: Ffurflen Hunangyfeirio Ffisiotherapi Caerfyrddin; Ffurflen gais Fferyllfa Caerfyrddin a Ffurflen Arolwg Cydraddoldeb.</li> <li>• The three forms were available in Welsh.</li> </ul>	<p>Very pleased to hear that the examples surveyed were available in Welsh. There has been an extra push on the translation of forms over recent months due to the current investigation.</p>	<p>Welsh language services to prepare and send a Global email to remind all staff to include statement on all new English forms.</p>	<p>Global to be sent effective immediately.</p> <p>Spot check every quarter.</p>

<ul style="list-style-type: none"> <li>The English version of the forms did not state that the forms were also available in Welsh.</li> </ul>	<p>Our Welsh Translation team are also able to play a significant role to ensure forms include statement that a Welsh form is available – the translators are able to spot and inform individuals that a statement is required on all English forms as the work comes into the department.</p>	<p>Welsh language services to conduct regular spot checks to ensure compliance.</p>	<p>Translation of forms will be ongoing as new forms are produced.</p>
<p><b>Brochure / pamphlet / leaflet / card</b></p> <ul style="list-style-type: none"> <li>Three examples were surveyed: Llyfryn Profedigaeth; Llyfryn Gwybodaeth i Gleifion a Llyfryn Gwybodaeth Ysbyty Cyffredinol Llwynhelyg.</li> <li>The three examples were available in Welsh.</li> <li>The English versions of the three examples did not state that the document was also available in Welsh.</li> </ul>	<p>Very pleased to hear that the examples surveyed were all available in Welsh.</p> <p>Again, our Welsh Translation team are able to play a significant role in ensuring all English literature state that a Welsh version is available – the translators are able to spot and inform individuals that a statement is required on all English forms as the work comes into the department.</p> <p>Work has already started to ensure all new documents include the statement however more work is required to amend old literature.</p>	<p>Welsh language services to prepare and send a Global email to remind all staff to include statement on all new English forms.</p> <p>Welsh language services to conduct regular spot checks to ensure compliance.</p>	<p>Global email to be sent effective immediately.</p> <p>Spot check every quarter.</p> <p>Translation of documents will be ongoing as new forms are produced.</p>
<p><b>Corporate identity</b></p> <ul style="list-style-type: none"> <li>Three examples of corporate identity was surveyed</li> <li>The three examples appeared in Welsh.</li> </ul>	<p>Pleased to find that all three examples of corporate identity surveyed appeared in Welsh.</p>		



<p><b>Website</b></p> <ul style="list-style-type: none"> <li>• 30 of the organisation’s website pages were surveyed.</li> <li>• The text of the 30 pages was available fully in Welsh.</li> <li>• 16 pages operated fully in Welsh.</li> </ul>	<p>It is important to note that the new health board website operates fully in Welsh at all times.</p> <p>We are operating on both websites at the moment whilst in the process of moving all content to the new website.</p> <p>A member of staff within the Communications team has a specific role to ensure the website content complies with the Standards. This member of staff actively reminds staff that manage their own pages of the Welsh language requirements.</p>	<p>Continue to work closely with the Communications team to translate all new content.</p> <p>Check that all hyperlinks are functioning and are directed to correct Welsh pages.</p>	<p>This work will be ongoing</p>
<p><b>Facebook and Twitter</b></p> <ul style="list-style-type: none"> <li>• 15 messages on the organisation’s Facebook page were surveyed.</li> <li>• 13 of the messages were available fully in Welsh.</li> <li>• 15 tweets on the organisation’s Twitter account were surveyed.</li> <li>• 15 of the tweets were available in Welsh.</li> </ul>	<p>Every message is translated and published bilingually.</p> <p>On occasions there may be a technical glitch resulting in the delay of a post.</p>	<p>The Communications team have recently appointed a new member of staff - Welsh language Services will ensure new member is aware of Welsh language requirements in order to maintain the fantastic standard of service that’s always provided.</p>	<p>With immediate effect</p>
<p><b>Vacant posts</b></p> <ul style="list-style-type: none"> <li>• 30 jobs were included in the survey.</li> <li>• 27 of the jobs noted a Welsh language skills category.</li> <li>• Welsh language skills were desirable for 25 posts.</li> <li>• 9 of the job advertisements were available fully in Welsh and 18 partially available.</li> </ul>	<p>Since the survey was conducted, we can confirm that <b>all job adverts</b> are fully available and published in Welsh.</p>	<p>Further action following discussion with the Welsh Language Commissioner.</p>	<p>Ongoing</p>

<ul style="list-style-type: none"> <li>• An application form and job description was fully available in Welsh for 13 posts, 18 partially available.</li> <li>• application forms included a space to note language choice for assessment.</li> </ul>	<p>Translation service will continue to translate as many Job Descriptions as possible.</p> <p>Awaiting meeting with Welsh Language Commissioner to discuss further.</p>		
<p><b>Receptions</b></p> <ul style="list-style-type: none"> <li>• Two visits were made to the health board’s headquarters in Bronllys Hospital between October and November 2019</li> <li>• A greeting in Welsh was received during one of the two visits.</li> <li>• The enquiry made at the reception was successfully dealt with in Welsh during the two visits.</li> <li>• There was a sign stating that visitors were welcome to use the Welsh language displayed during the two visits.</li> <li>• All Welsh speaking reception staff were not wearing a badge to show that they could speak Welsh.</li> </ul>	<p>Our headquarters are not Bronllys Hospital and therefore we do not deem this to be applicable to us. Also, this column did not appear on the Welsh table. Therefore we’ve disregarded this column in the English version.</p>		
<p><b>Signage</b></p> <ul style="list-style-type: none"> <li>• Six signs were surveyed during two visits to the Ystwyth building, St David’s Park, Carmarthen between October and November 2019</li> <li>• The text of the six signs was available in Welsh.</li> <li>• The Welsh text on the six signs was placed so that it could be read first and was correct in meaning and expression</li> </ul>	<p>Great working relationship with the Estates department</p> <p>Welsh language services team have direct contact with the external private signage company which most definitely eases the process. The company tends to contact the service for translation as well as providing latest proofs before proceeding with the print run.</p>	<p>Continue to work closely with Estates department and external signage companies.</p>	<p>Ongoing</p>

