



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

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	27 April 2021
<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.

The Welsh Language Services Team presented a report to PPPAC at its meeting held on 17<sup>th</sup> December 2020 and it was requested that the following be implemented prior to the April 2021 PPPAC meeting:

- 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 to co-ordinate a directorate self-assessment using the tool and submit to the Welsh Language Service Team by April 2021.

This report focuses on progress made since December 2020 and what further actions are required to be undertaken in the next quarter in order to further embed the spirit of the standards in our culture and what we do, as well as our progress and plans towards achieving compliance in order to provide assurance to PPPAC.

**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. Employees of HDdUHB are 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 initial 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 the language of their need. The Standards form a part of the WG's Cymraeg 2050 strategy, launched in July 2017. It sets out the long-term approach to reach the target of a million Welsh speakers by 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 get in the organisation and advice on compliance.

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 requirement to work towards 'A Wales of vibrant culture and thriving Welsh language'.

## Asesiad / Assessment

### **Self-assessment**

At the PPPAC meeting held on 17<sup>th</sup> December 2020, it was requested that a HDdUHB wide self-assessment be completed against the Standards.

The compliance assessment tool has been sent out to each Directorate, requesting the appointment of a designated lead to complete the assessment on behalf of the team/directorate. As anticipated, the number of completed responses are approximately 60%. The gaps in responses are from directorates that have been at the forefront of NHS care response to the second wave of COVID-19. The scale of the work for some areas is vast in terms of the assessment needed and we suggest more time is needed to complete audits of current resources and working practices in these areas.

A summary of the key risks by broad categories is included below, as well as specific standards which are being prioritised.

### **Service Delivery Standards**

The returned assessments received to date (Appendix 1) have indicated that overall compliance with service delivery standards is good. Where teams are not compliant, steps have been put in place to ensure compliance, e.g. an audit of English only letters to streamline them prior to translation. Teams are also aware of the requirement of the active offer and if it cannot be offered at all times, the necessary processes are in place.

One area identified by HDdUHB as a risk in terms of the service delivery standards is Board papers and minutes. Currently, papers and minutes are not bilingual. When the Standards were consulted on, research indicated that translating papers and minutes would require a substantial investment in terms of translators and that this would not be the best use of resources to improve patient care.

### **Policy Making Standards**

The returned assessments indicate that Policy Making Standards, in terms of how the HDdUHB considers and records how any policy decision would have positive effects, or increased positive effects on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language.

This is not currently being implemented to the best of HDdUHB's ability. The Welsh Language Services Team and the Strategic Partnership and Inclusion Teams are meeting imminently to discuss and strengthen the Welsh Language element within the EqIA (equality impact assessment). Work will require to be undertaken to support the organisation in improving how policy making standards are complied with.

### **Operational Standards**

Whilst as an organisation, operational standards indicate compliance is good, further work is required to be undertaken across HDdUHB to ensure that these are embedded within teams/services in order to be able to truly make a difference.

The Bilingual Skills Policy was launched on St David's Day (1<sup>st</sup> March 2021) and is a significant achievement and progress towards making real cultural change. The developing and cultivating of our workforce to have a range of Welsh-medium skills to provide excellent bilingual services internally and to the public is a long-term process. The first underpinning element of the Policy is recording Welsh language skills. HDdUHB has made significant progress in this area during the past 2 years, and whilst there has been some slippage due to COVID-19 mass recruitment, HDdUHB remains the best placed Health Board on reporting with 92.7% of staff Welsh language skills recorded on ESR (NHS Electronic Staff Record).

All Welsh language training provision has moved online during the COVID-19 pandemic. HDdUHB has recently committed to the latest Work Welsh scheme; a programme designed to strengthen Welsh language skills in the workplace. The scheme is funded by WG, and has been developed by the National Centre for Learning Welsh. The most recent course offered is an online self-study entry level course aimed at beginners.

The new online self-study course, which commenced in November 2020 is available to all staff, including primary care staff. The uptake of the course was extremely positive, whereby 130 members of staff enrolled onto the course, which is due to end mid-April 2021. A further entry level part two course will be available in May 2021 to support those who wish to progress their learning further. This type of course has proved very popular with staff as they are able to learn and complete modules at their own pace and at a time that suits them, whether it be between clinics, between shifts or even at home.

Some teams have already recruited Welsh speaking staff successfully. However, this is not widespread across the organisation and will be required to be focused upon throughout 2021/22. The Welsh Language Services Team and the Workforce & OD Directorate will work collaboratively to support managers to assess any current skills gap and recruit accordingly. This work will take some time to embed and there is no doubt that it will pose some challenges, however there are teams already implementing this way of recruitment and the benefits to service delivery is already evidenced.

The self-assessment thus far has confirmed the four specific standards that pose the most significant challenge to us being able to meet as an organisation and these are detailed below. The Welsh Language Services Team has prioritised supporting teams with this work, with progress and support delivered since the last report presented to PPPAC.

**Standard 78** – Publishing a Policy to consider and address potential impacts on the Welsh language in regards to the provision of primary care services. This work has progressed well since the last report. The Welsh Language Services Team is working proactively with the Primary Care Directorate in HDdUHB and a draft policy has been completed. The next step will be consultation, however no date has been arranged as yet.

**Standard 90** – Intranet translation

We continue to demonstrate continuous progression. Since the previous report, the “Working for Us” pages have been completed. It should be noted that NHS Wales Informatics Service (NWIS) has informed all Health Boards that cascade/intranets will be obsolete by March 2022. Therefore, Welsh language consideration will be taken into account when exploring new solutions to design a replacement service bilingually.

**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. This work has been slower than anticipated due to the COVID-19 situation during the first 3 months of 2021. The Workforce & OD Directorate and the Welsh Language Services Team will review the situation in May 2021 and seek support from the Welsh Language Commissioners office as necessary.

**Standard 110** – This Standard requires HDdUHB to publish every 5 years, a plan on our ability and progress to offer clinical consultation through the medium of Welsh. This was expected for compliance by 30/11/2019, however there are significant challenges to all Health Boards in achieving this standard. Work is ongoing internally and throughout Wales in order to address this issue, and a guidance tool developed by the Commissioner’ office is currently awaited. Since the last report, the Commissioner’s Office has commissioned an independent company to develop the guidance tool and HDdUHB has met with the company to provide information. All Health Boards are awaiting a draft copy of the guidance tool.

Forming a Welsh Language Steering Group to review organisational progress against our self-assessments and foster a supportive environment for the Welsh language to flourish will now be implemented, as there is information available to enable HDdUHB to inform the work moving forward.

**Investigation CSG584**

PPPAC was updated on its first investigation by the Commissioner at the meeting held on 17<sup>th</sup> December 2020. The Welsh Language Services Team has worked with identified Service Managers to conduct a review of all departmental letters and forms. Understandably the response from some directorates has been minimal. Due to COVID-19 and a cyber-attack at the Welsh Language Commissioner’s Office, the Commissioner’s Team is considering how it will deal with the response HDdUHB has been able to provide thus far, i.e. considering whether to wait for a more detailed return or deal with the response in two parts. We can however evidence, through monitoring and evaluation of the Translation Team’s work log, that there is a significant increase in requests for translation support, which indicates that HDdUHB is operating and communicating more bilingually.

Since the last report, further proactive activity has also been undertaken to promote and embed the Welsh language into our culture at HDdUHB. This has been led by the Welsh Language Services Team, and also by enthusiastic members of our own workforce. Significant pieces of work during the last quarter have included launching the Bilingual Skills Policy and also ‘Caring in Welsh....Give it a go’ flashcards.

**Next steps:**

- Welsh Language Services Team to re-send the standardised Welsh Language Standards Compliance Assessment Tool to the directorates that have not reported and ensure a timely response is received.
- Agree to bring bi-annual progress reports on compliance levels with the Welsh Language Standards to PPPAC.
- Continue to work positively with the Welsh Language Commissioners Office.
- Form a Welsh Language Steering Group.

**Argymhelliad / Recommendation**

PPPAC is requested to gain 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:	3.4 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:	Corporate register (Risk ID: 43)
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

**Gwybodaeth Ychwanegol:****Further Information:**

Ar sail tystiolaeth: Evidence Base:	Welsh Language Standards (No. 7) Regulations 2018 Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011
Rhestr Termiau: Glossary of Terms:	Contained within the body of the report

Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Cynllunio Pobl a Sicrwydd Perfformiad: Parties / Committees consulted prior to People Planning and Performance Assurance Committee:	Welsh Language & Workforce & OD Sub-Group All Wales Welsh Language Officers
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<b>Effaith: (rhaid cwblhau)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>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:</b> <b>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:</b> <b>Workforce:</b>	All staff have a role to play in implementing the statutory Welsh Language Standards.
<b>Risg:</b> <b>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:</b> <b>Legal:</b>	Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 on 30 <sup>th</sup> November 2018
<b>Enw Da:</b> <b>Reputational:</b>	HDdUHB has committed not only to comply with the Welsh Language Standards, but to embrace their spirit.
<b>Gyfrinachedd:</b> <b>Privacy:</b>	Not applicable
<b>Cydraddoldeb:</b> <b>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.

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

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

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

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

A RAG rating has been applied to assess compliance.

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	Yes this is done as standard	GREEN		
4	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version. IMPOSITION DAY: 30/05/2019	Yes this is done as standard	GREEN		
5	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence. IMPOSITION DAY: 30/05/2019	Yes this is done as standard	GREEN		
6	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the	Yes	GREEN		

	English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way). IMPOSITION DAY: 30/05/2019				
7	You must state - (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay. IMPOSITION DAY: 30/05/2019	Need to investigate whether this can be included as a statement in header/footer			
8	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh. IMPOSITION DAY: 30/05/2019	Yes			
9	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available. IMPOSITION DAY: 30/05/2019	No, working towards more automated Solutions and welsh language options similar to the contact centre solution that we implemented.			
10	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	If someone available this is done			



	IMPOSITION DAY: 30/05/2019			
11	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language. IMPOSITION DAY: 30/05/2019	All advertised equally		
12	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service. IMPOSITION DAY: 30/05/2019	Same number		
13	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh. IMPOSITION DAY: 30/05/2019	Will look to include this on the website		
14	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English. IMPOSITION DAY: 30/05/2019	All calls are treated equally		
15	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh. IMPOSITION DAY: 30/05/2019	Bilingual service desk Switchboard is 24/7		
16	When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available. IMPOSITION DAY: 30/05/2019	Looking to work towards this		

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>	<p>We will transfer calls to a Welsh speaker when possible</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>	<p>The calls are answered equally</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>	<p>Yes</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>	<p>This is done as standard</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.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>Complete</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>	<p>Support other services/teams to produce forms. Reminded to be bilingual</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>	<p>Yes we would</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>	<p>Carbon copy in welsh</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 website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website. IMPOSITION DAY: 30/05/20</p>	<p>complete</p>			

41	<p>You must ensure that when you publish a new page on your website or amend a page—</p> <p>(a) the text of that page is available in Welsh,</p> <p>(b) any Welsh language version of that page is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to that page.</p> <p>IMPOSITION DAY: 30/05/2019</p>	complete			
42	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.</p> <p>IMPOSITION DAY: 30/05/2019</p>	complete			
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>	Complete			
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>	Yes			
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</p>	Yes			

	in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019			
48	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first. IMPOSITION DAY: 30/05/2019	Yes		
49	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019	Yes		
60	You must promote any Welsh language service that you provide, and advertise that service in Welsh. IMPOSITION DAY: 30/05/2019	Compliant		
61	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh. IMPOSITION DAY: 30/05/2019	Compliant		
63	If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh. IMPOSITION DAY: 30/11/2019	Offered in Welsh		
69	When you formulate a new policy, or review or revise an existing policy, you must consider	Part of Equality Impact Assessment process		

	<p>what effects, if any (whether positive or adverse), the policy decision would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>				
70	<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	Part of Equality Impact Assessment process			
71	<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	Part of Equality Impact Assessment process			
72	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	Part of Equality Impact Assessment process			

73	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>Part of Equality Impact Assessment process</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>	<p>Part of Equality Impact Assessment process</p>			
80	<p>When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual’s wish you must provide the contract in Welsh.</p> <p>IMPOSITION DAY: 30/11/2019</p>	<p>These are dealt with corporately</p> <p>We remind managers regularly of their duties</p>			
81	<p>You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh -</p> <p>(a) any paper correspondence that relates to A’s employment, and which is addressed to A;</p> <p>(b) any documents that outline A’s training needs or requirements;</p> <p>(c) any documents that outline A’s performance</p>	<p>These are dealt with corporately</p> <p>We remind managers regularly of their duties</p>			

	<p>objectives;                      (ch) any documents that outline or record A's career plan;                      (d) any forms that record and authorise annual leave;                      (dd) any forms that record and authorise absences from work;                      (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>	<p>These are dealt with corporately</p> <p>We remind managers regularly of their duties</p>			
83	<p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <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.</p>	<p>These are dealt with corporately</p> <p>We remind managers regularly of their duties</p>			



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

	<p>Welsh to English for that purpose; and                  (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English.                  IMPOSITION DAY: 30/05/2019</p>				
88	<p>When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A -                  (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</p>	<p>These are dealt with corporately                   We remind managers regularly of their duties</p>			
89	<p>You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).                  IMPOSITION DAY: 30/05/2019</p>	<p>This is available to staff, they will need to contact IT.                   Will develop Communications to go out to all staff to make them aware of the availability</p>			
96	<p>You must assess the Welsh language skills of your employees.                  IMPOSITION DAY: 30/05/2019</p>	<p>All staff are recorded on ESR.                   Managers need to remind staff to update the Skills following any Welsh Language training courses attended</p>			
99	<p>You must provide opportunities during working hours -                  (a) for your employees to receive basic Welsh language lessons, and                  (b) for employees who manage others to receive training on using the Welsh language in their role as managers.                  IMPOSITION DAY: 30/05/2019</p>	<p>Managers need to be aware that staff can attend Welsh language lessons in work time</p>			

100	You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills. IMPOSITION DAY: 30/05/2019	Managers need to be aware that staff can attend Welsh language lessons in work time			
101	You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills. IMPOSITION DAY: 30/05/2019	Managers need to be aware that staff can attend Welsh language lessons in work time			
102	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; and (c) an understanding of how the Welsh language can be used in the workplace. IMPOSITION DAY: 30/05/2019	Remind staff			
103	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language. IMPOSITION DAY: 30/05/2019	New Members to be reminded that we are a bilingual organisation			
104	You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. IMPOSITION DAY: 30/05/2019	Standard Digital template developed for staff to use			

105	<p>You must -</p> <p>(a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and</p> <p>(b) promote the wearing of the badge to members of staff.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>Monthly newsletter includes reminder of availability of Welsh badges and lanyards</p>			
106	<p>When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply -</p> <p>(a) Welsh language skills are essential;</p> <p>(b) Welsh language skills need to be learnt when appointed to the post;</p> <p>(c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>Managers need to be aware of assessing team mix etc</p> <p>Requirement question on TRAC</p>			
106A	<p>If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must -</p> <p>(a) specify that when advertising the post, and</p> <p>(b) advertise the post in Welsh</p> <p>IMPOSITION DAY: 30/11/19</p>	<p>Managers need to be aware of assessing team mix etc</p> <p>Requirement question on TRAC</p>			
107	<p>When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>On TRAC</p>			
107A	<p>If you publish -</p> <p>(a) application forms for posts;</p> <p>(b) material that explains your procedure for applying for posts;</p> <p>(c) information about your interview process, or about other assessment methods when applying for posts; or</p> <p>(ch) job descriptions;</p> <p>you must publish them in Welsh; and you must</p>	<p>ON TRAC</p>			

	<p>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> <p>IMPOSITION DAY: 30/11/2019</p>			
107B	<p>You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing applicants of decisions).</p> <p>IMPOSITION DAY: 30/05/2019</p>	Translation service used if needed		
108	<p>You must ensure that your application forms for posts provide a space for applicants to indicate that they wish an interview or other method of assessment in Welsh and if an applicant so wishes, you must conduct any interview or other method of assessment in Welsh, or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English for that purpose.</p> <p>IMPOSITION DAY: 30/05/2019</p>	TRAC		
109	<p>When you inform an applicant of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p>	This would be done routinely		
111	<p>When you - (a) erect a new sign or renew a sign in your</p>	Compliant		

	<p>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>	Compliant			
113	<p>You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.                  IMPOSITION DAY: 30/05/2019</p>	Compliant			
116	<p>You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 96), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.                  IMPOSITION DAY: 30/05/2019</p>	Corporate - but we encourage staff to complete or to update if Welsh Language skills have improved.			

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

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

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

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

A RAG rating has been applied to assess compliance.

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

	in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019				
48	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first. IMPOSITION DAY: 30/05/2019			One team member has basic reading, writing and speaking Welsh skills and would be happy to try to help but it is likely professional advice would be needed from internal translation.	
49	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019			One team member has basic reading, writing and speaking Welsh skills and would be happy to try to help but it is likely professional advice would be needed from internal translation.	
69	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019			Need to be mindful of this moving forward, particularly when reviewing the Performance Management Assurance Framework	
70	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019			Need to be mindful of this moving forward, particularly when reviewing the Performance Management Assurance Framework	
71	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the			Need to be mindful of this moving forward, particularly when reviewing the Performance Management Assurance Framework	



	<p>policy decision would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>			
80	<p>When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.</p> <p>IMPOSITION DAY: 30/11/2019</p>			<p>This is organised centrally by recruitment but the Performance Manager and Deputy need to be mindful</p>
81	<p>You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh -</p> <p>(a) any paper correspondence that relates to A's employment, and which is addressed to A;</p> <p>(b) any documents that outline A's training needs or requirements;</p> <p>(c) any documents that outline A's performance objectives;</p> <p>(ch) any documents that outline or record A's career plan;</p> <p>(d) any forms that record and authorise annual leave;</p> <p>(dd) any forms that record and authorise absences from work;</p> <p>(e) any forms that record and authorise flexible working hours.</p> <p><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> <p>IMPOSITION DAY: 30/11/2019</p>			<p>This is organised centrally by recruitment but the Performance Manager and Deputy need to be mindful</p>

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

	(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right. IMPOSITION DAY: 30/05/2019				
87	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English. IMPOSITION DAY: 30/05/2019			This is organised centrally by Workforce but the Performance Manager and Deputy need to be mindful of this	
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			This is organised centrally by Workforce but the Performance Manager and Deputy need to be mindful of this	
89	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists). IMPOSITION DAY: 30/05/2019			This is organised centrally by IT but all staff need to be aware of this	
96	You must assess the Welsh language skills of your employees. IMPOSITION DAY: 30/05/2019	100% compliant			
97	You must provide opportunities for training in Welsh in the following areas, if you provide such training in English -			<ul style="list-style-type: none"> <li>This is organised centrally but staff need to be aware of this</li> </ul>	

	(a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety. IMPOSITION DAY: 30/11/2019			<ul style="list-style-type: none"> <li>Performance Manager should advise staff during their PADR that options are available to receive training in Welsh and/or learn Welsh</li> </ul>	
103	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language. IMPOSITION DAY: 30/05/2019			During induction, all new staff should be made aware we are a bilingual organisation and the options open to them e.g. correspondence / training in Welsh	
104	You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. IMPOSITION DAY: 30/05/2019			The team are in the process or setting up bilingual email footers. This will be resolved by 5 <sup>th</sup> March 2021.	
105	You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff. IMPOSITION DAY: 30/05/2019			<p>One team member has basic reading, writing and speaking Welsh skills.</p> <p>The Performance Manager needs to be mindful of this for new staff members or if existing team members learn Welsh</p>	
106	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt			Every time a vacancy arises, the Performance Manager should assess the need for Welsh Language needs within the team	

	<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>				
107B	<p>You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing applicants of decisions).                  IMPOSITION DAY: 30/05/2019</p>			<p>Performance Manager and Deputy need to be mindful that Welsh and English job applications must be treated equally</p>	

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

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

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

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

A RAG rating has been applied to assess compliance.

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AMBER
RED

Standard Number	Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020	Compliance Statement as at 01/03/2021	RAG rating of compliance	Risk(s) identified	Further action to be taken
1	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh. IMPOSITION DAY: 30/05/2019	Correspondence received in Welsh is responded to in Welsh. If required support is sought from the Welsh Language Team.	GREEN		
4	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version. IMPOSITION DAY: 30/05/2019	Not currently.	RED		An audit of standard letters is currently being undertaken which will then be sent for translation.
5	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence. IMPOSITION DAY: 30/05/2019	Not currently.	RED		An audit of standard letters is currently being undertaken which will then be sent for translation.
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	Any material currently produced in Welsh is treated in the same way as the English version.	GREEN		

	English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way). IMPOSITION DAY: 30/05/2019			
7	You must state - (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay. IMPOSITION DAY: 30/05/2019	Not currently.	RED	To be included on letter templates.
17	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter. IMPOSITION DAY: 30/05/2019	There are several Welsh speaking staff within the department who could deal with most issues in Welsh if required. If no Welsh speakers are available who can deal with the matter the call will then be transferred and dealt with in English.	GREEN	
18	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language. IMPOSITION DAY: 30/05/2019	Staff are asked to answer phones with a bi-lingual greeting. If the caller wishes to continue the conversation in Welsh and the individual is unable to do so they will offer to divert to another member of the team who is able to deal with the matter if available or arrange a call back. If there is no one able to deal with the matter in Welsh, then the call will proceed in English.	AMBER	Issue reminder to staff.

20	Any automated telephone systems that you have must provide the complete automated service in Welsh. IMPOSITION DAY: 30/05/2019	Partial	AMBER	Will ask staff to set any answer phone messages bilingually.
33	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version. IMPOSITION DAY: 30/05/2019	Already in place eg CF newsletter	GREEN	
34	Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version. IMPOSITION DAY: 30/05/2019	Partial	AMBER	Review of any materials to be undertaken
36	If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DAY: 30/05/2019	Not currently compliant	RED	Audit of forms currently taking place and will be sent for translation
47	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019	Partial	AMBER	Audit currently being undertaken and signs updated as required.
48	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; which conveys the same information in Welsh	All new signage will comply	AMBER	



	and in English, the Welsh language text must be positioned so that it is likely to be read first. IMPOSITION DAY: 30/05/2019				
49	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019	Yes, this is done for existing Welsh language signs and notices.	GREEN		
50	Any reception service you make available in English at your reception must also be available in Welsh, and any person who requires a Welsh language reception service at your reception must not be treated less favourably than a person who requires an English language reception service. IMPOSITION DAY: 30/05/2019	There is no reception service available in the main Finance office. We do provide General Office facilities on the PPH and GGH sites. Some staff can speak Welsh, if not they will offer to contact someone available in the main finance office to speak with the individual or continue in English if not available.	GREEN		
52	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception. IMPOSITION DAY: 30/05/2019	No reception in main Finance office but bilingual signs as to how to contact officers within the building. For General Office we will erect signs.	AMBER		Signs to be put up in General Office.
53	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that. IMPOSITION DAY: 30/05/2019	No reception in main Finance office. For General Office staff badges have been ordered.	AMBER		Badges to be worn by General Office staff as applicable.
69	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019	Equality Impact Assessment (EQIA) undertaken for all policies	GREEN		
70	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on—	Equality Impact Assessment (EQIA) undertaken for all policies	GREEN		

	(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019			
71	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019	Equality Impact Assessment (EQIA) undertaken for all policies	GREEN	
72	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019	Equality Impact Assessment (EQIA) undertaken for all policies	GREEN	
73	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language IMPOSITION DAY: 30/05/2019	Equality Impact Assessment (EQIA) undertaken for all policies	GREEN	

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>	Equality Impact Assessment (EQIA) undertaken for all policies	GREEN		
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>	Done centrally via Workforce	GREEN		Need to remind appointing managers that information is available bilingually
81	<p>You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh -</p> <p>(a) any paper correspondence that relates to A's employment, and which is addressed to A;</p> <p>(b) any documents that outline A's training needs or requirements;</p> <p>(c) any documents that outline A's performance objectives;</p> <p>(ch) any documents that outline or record A's career plan;</p> <p>(d) any forms that record and authorise annual leave;</p> <p>(dd) any forms that record and authorise absences from work;</p> <p>(e) any forms that record and authorise flexible working hours.</p> <p><b>You must comply with standard 81 in every circumstance by 30 November 2019, except:</b></p>	Done centrally via Workforce	GREEN		Need to remind appointing managers that information is available bilingually

	<p><b>○ when the activity is carried out through the use of the Electronic Staff Record (ESR).</b></p> <p><b>You must comply with standard 81 in every circumstance by 30 November 2020.</b></p> <p>IMPOSITION DAY: 30/11/2019</p>				
82	<p>If you publish any of the following, you must publish it in Welsh -</p> <p>(a) a policy relating to behaviour in the workplace;</p> <p>(b) a policy relating to health and well-being at work;</p> <p>(c) a policy relating to salaries or workplace benefits;</p> <p>(ch) a policy relating to performance management;</p> <p>(d) a policy relating to absence from work;</p> <p>(dd) a policy relating to working conditions;</p> <p>(e) a policy relating to work patterns.</p> <p>IMPOSITION DAY: 30/05/2019</p>	Centrally produced via Workforce – not directly applicable			Need to remind appointing managers that information is available bilingually
83	<p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <p>(a) make a complaint to you in Welsh, and</p> <p>(b) respond to a complaint made about him or about her in Welsh;</p> <p>and you must also inform each member of staff of that right.</p> <p>IMPOSITION DAY: 30/05/2019</p>	As above			Need to remind managers that information is available bilingually
84	<p>If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</p> <p>(b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the</p>	Processes in place to facilitate via central Workforce support			Need to remind managers

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

	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	Available	GREEN		Ask staff to contact IT if not installed
96	You must assess the Welsh language skills of your employees. IMPOSITION DAY: 30/05/2019	Welsh Language skills recorded on ESR.	GREEN		Issue reminder to staff to update for improving learners.
99	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers. IMPOSITION DAY: 30/05/2019	Continuously assessed via PADR	GREEN		
100	You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills. IMPOSITION DAY: 30/05/2019	As above	GREEN		
104	You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or 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	Regularly encourage staff to use templates setting out their details in Welsh and English.	AMBER		Remind staff of templates available

	messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. IMPOSITION DAY: 30/05/2019			
105	You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff. IMPOSITION DAY: 30/05/2019	Used and available	GREEN	
106	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary. IMPOSITION DAY: 30/05/2019	Compliant.	GREEN	
111	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs),or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019	Partial	AMBER	Audit currently being undertaken and signs updated as required
112	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or	All new signage will comply	AMBER	

	(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				
113	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019	Yes, this is done for existing Welsh language signs and notices.	GREEN		



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

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

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

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

A RAG rating has been applied to assess compliance.

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 18/03/2021	RAG rating of compliance	Risk(s) identified	Further action to be taken
1	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh. IMPOSITION DAY: 30/05/2019	<b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021.</b>			
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	<b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021.</b>			
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	<b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021.</b>			
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	<b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021.</b>			

	<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>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021.</b></p>			
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>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021.</b></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>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021.</b></p>			

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

	<p>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>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b></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>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b></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 available at the meeting, and you must orally inform those present in Welsh— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available. IMPOSITION DAY: 30/05/2019</p>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b></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</p>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b></p>			

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

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-</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b></p>			
38	<p>If you produce a document or a form in Welsh and in English you must—</p> <p>(a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not);</p> <p>(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</p> <p>(c) ensure that the English language version clearly states that the document or form is also available in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b></p>			
39	<p>You must ensure that—</p> <p>(a) the text of each page of your website is available in Welsh,</p> <p>(b) every Welsh language page on your website is fully functional, and</p> <p>(c) the Welsh language is not treated less favourably than the English language on your website.</p> <p>IMPOSITION DAY: 30/05/20</p>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</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</p>	<p>Not applicable to the Transformation Programme Office</p>			

	Welsh page on the corresponding English page. IMPOSITION DAY: 30/05/2019				
47	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019	<b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b>			
48	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first. IMPOSITION DAY: 30/05/2019	<b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b>			
49	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019	<b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b>			
69	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019	<b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b>			
70	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an	<b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b>			

	<p>existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>				
71	<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b></p>			
72	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p><b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b></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>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b></p>			



	(b) treating the Welsh language no less favourably than the English language IMPOSITION DAY: 30/05/2019				
74	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019	<b>Reminder to continue adhering to this Standard sent to the Transformation Programme Office by Head of TPO via email on 18/03/2021</b>			
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	<b>Email sent from Head of TPO on 18/03/2021 reminding staff that this is available</b>			
96	You must assess the Welsh language skills of your employees. IMPOSITION DAY: 30/05/2019	Not applicable to the Transformation Programme Office  <b>However, email sent from Head of TPO on 18/03/2021 reminding managers of this duty</b>			
97	You must provide opportunities for training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety. IMPOSITION DAY: 30/11/2019	<b>Email sent from Head of TPO on 18/03/2021 reminding staff that this is available</b>			
98	You must provide opportunities for training in Welsh on using Welsh effectively in - (a) meetings;	<b>Email sent from Head of TPO on 18/03/2021 reminding staff that this is available</b>			

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

	(b) promote the wearing of the badge to members of staff. IMPOSITION DAY: 30/05/2019			
106	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary. IMPOSITION DAY: 30/05/2019	<b>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</b>		
106A	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh IMPOSITION DAY: 30/11/19	<b>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</b>		
107	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English. IMPOSITION DAY: 30/05/2019	<b>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</b>		
107A	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; or (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	<b>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</b>		

	<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> <p>IMPOSITION DAY: 30/11/2019</p>				
107B	<p>You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing applicants of decisions).</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p><b>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</b></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>	<p><b>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</b></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>	<p><b>Email sent from Head of TPO on 18/03/2021 reminding managers of this duty</b></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</p>	<p><b>Email sent from Head of TPO on 18/03/2021 reminding team of this duty</b></p>			

	<p>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>	<p><b>Email sent from Head of TPO on 18/03/2021 reminding team of this duty</b></p>			

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

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

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

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

A RAG rating has been applied to assess compliance.

GREEN
AMBER
RED

Standard Number	Standard 4 x Imposition dates:- 30/05/2019 30/11/2019 30/05/2020 30/11/2020	Compliance Statement as at 8th March, 2021	RAG rating of compliance	Risk(s) identified	Further action to be taken
1	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh. IMPOSITION DAY: 30/05/2019	Fully Compliant	GREEN		
4	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version. IMPOSITION DAY: 30/05/2019	Fully Compliant	GREEN		
5	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence. IMPOSITION DAY: 30/05/2019	Fully Compliant	GREEN		
6	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the	Fully Compliant	GREEN		

	English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way). IMPOSITION DAY: 30/05/2019				
7	You must state - (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay. IMPOSITION DAY: 30/05/2019	Fully Compliant			
8	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh. IMPOSITION DAY: 30/05/2019	Fully Compliant			
9	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available. IMPOSITION DAY: 30/05/2019	Fully Compliant			
10	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	Fully Compliant			

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



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>	Fully Compliant			
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 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>	Fully Compliant			

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

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

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>	Fully Compliant			
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>	Fully Compliant			
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>	Fully Compliant			
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>	Fully Compliant			
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.</p> <p>IMPOSITION DAY: 30/05/2019</p>	Fully Compliant			

36	If you produce a form that is to be completed by an individual, you must produce it in Welsh. IMPOSITION DAY: 30/05/2019	Fully Compliant			
37	If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh. IMPOSITION DAY: 30/05/2019	Fully Compliant			
38	If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and (c) ensure that the English language version clearly states that the document or form is also available in Welsh. IMPOSITION DAY: 30/05/2019	Fully Compliant			
39	You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website. IMPOSITION DAY: 30/05/20	Fully Compliant			

40	<p>You must ensure that—</p> <p>(a) the text of the homepage of your website is available in Welsh,</p> <p>(b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website.</p> <p>IMPOSITION DAY: 30/05/2019</p>	Fully Compliant			
41	<p>You must ensure that when you publish a new page on your website or amend a page—</p> <p>(a) the text of that page is available in Welsh,</p> <p>(b) any Welsh language version of that page is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to that page.</p> <p>IMPOSITION DAY: 30/05/2019</p>	Fully Compliant			
42	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.</p> <p>IMPOSITION DAY: 30/05/2019</p>	Fully Compliant			
43	<p>You must provide the interface and menus on every page of your website in Welsh.</p> <p><b>IMPOSITION DAY: 30/05/2020</b></p>	Fully Compliant			
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</p>	Fully Compliant			

	language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019			
49	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression. IMPOSITION DAY: 30/05/2019	Fully Compliant		
57	Any invitations to tender for a contract that you publish must be published in Welsh if the subject matter of the contract suggests that it should be produced in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. IMPOSITION DAY: 30/05/2019	Fully Compliant		
58	When you publish invitations to tender for a contract, you must— (a) state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and (b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions). IMPOSITION DAY: 30/05/2019	Fully Compliant		
59	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh. IMPOSITION DAY: 30/05/2019	Fully Compliant		
60	You must promote any Welsh language service that you provide, and advertise that service in Welsh. IMPOSITION DAY: 30/05/2019	Fully Compliant		
61	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state	Fully Compliant		

	that a corresponding service is available in Welsh. IMPOSITION DAY: 30/05/2019				
62	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language IMPOSITION DAY: 30/05/2019	Fully Compliant			
63	If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh. IMPOSITION DAY: 30/11/2019	Partly compliant		Note for Anna and Helen, do we offer eg the E&D Courses in English and Welsh?	
64	When you announce a recorded message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first. IMPOSITION DAY: 30/05/2019	Fully Compliant			
69	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019	Fully Compliant			
70	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and	Fully Compliant			



	(b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019			
71	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019	Fully Compliant		
72	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019	Fully Compliant		
73	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language IMPOSITION DAY: 30/05/2019	Fully Compliant		
74	When you publish a consultation document which relates to a policy decision the document	Fully Compliant		

	<p>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> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	Fully Compliant			
76	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	Fully Compliant			
77	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p>	Fully Compliant			

	(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language IMPOSITION DAY: 30/05/2019				
104	You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. IMPOSITION DAY: 30/05/2019	Fully Compliant			
105	You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff. IMPOSITION DAY: 30/05/2019	Fully Compliant			
106	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary. IMPOSITION DAY: 30/05/2019	Fully Compliant			
106A	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must -	Fully Compliant			

	(a) specify that when advertising the post, and (b) advertise the post in Welsh IMPOSITION DAY: 30/11/19			
107	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English. IMPOSITION DAY: 30/05/2019	Fully Compliant		
107A	<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> <p>IMPOSITION DAY: 30/11/2019</p>	Fully Compliant		

107B	<p>You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing applicants of decisions). IMPOSITION DAY: 30/05/2019</p>	Fully Compliant			
108	<p>You must ensure that your application forms for posts provide a space for applicants to indicate that they wish an interview or other method of assessment in Welsh and if an applicant so wishes, you must conduct any interview or other method of assessment in Welsh, or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English for that purpose. IMPOSITION DAY: 30/05/2019</p>	Fully Compliant			
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. IMPOSITION DAY: 30/05/2019</p>	Fully Compliant			
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>	Fully Compliant			

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>	Fully Compliant			
113	<p>You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.                  IMPOSITION DAY: 30/05/2019</p>	Fully Compliant			
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>	Fully Compliant			

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

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

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

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



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

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

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

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

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

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

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

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

A RAG rating has been applied to assess compliance.

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		Green		

4	<p>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</p>		Green		
5	<p>If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence. IMPOSITION DAY: 30/05/2019</p>		Green		
6	<p>If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way). IMPOSITION DAY: 30/05/2019</p>		Green		
7	<p>You must state - (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay. IMPOSITION DAY: 30/05/2019</p>		Green		
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>		Green		

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

48	<p>When you—                      (a) erect a new sign or renew a sign (including temporary signs); or                      (b) publish or display a notice;                      which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.                      IMPOSITION DAY: 30/05/2019</p>		Green		
49	<p>You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.                      IMPOSITION DAY: 30/05/2019</p>		Green		



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

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

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

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

A RAG rating has been applied to assess compliance.

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		Green		
4	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version. IMPOSITION DAY: 30/05/2019		Green		
5	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence. IMPOSITION DAY: 30/05/2019		Green		
6	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the		Green		

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

18	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language. IMPOSITION DAY: 30/05/2019		Green	
22	If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019		Green	
22A	If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019		Green	
22CH	If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. IMPOSITION DAY: 30/05/2019		Green	
26	If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting. IMPOSITION DAY: 30/05/2019		Green	

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>		Green		
28	<p>If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (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>		Green		
29	<p>If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available. IMPOSITION DAY: 30/05/2019</p>		Green		
30	<p>If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text. IMPOSITION DAY: 30/05/2019</p>		Green		

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

	<p>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>		Green	
45	<p>When you use social media you must not treat the Welsh language less favourably than the English language.  <b>You must comply with standard 45 in the following circumstances:</b></p> <ul style="list-style-type: none"> <li>○ when using social media on your corporate and departmental accounts.</li> </ul> <p>IMPOSITION DAY: 30/05/2019</p>		Green	
46	<p>If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).                      IMPOSITION DAY: 30/05/2019</p>		Green	
47	<p>When you—                      (a) erect a new sign or renew a sign (including temporary signs); or                      (b) publish or display a notice;</p>		Green	

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

72	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>Whilst the team isn't responsible for any topic/subject for consultation, the team is responsible for advising services of their legal requirements when producing consultation documents.</p>	Green		
73	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>Whilst the team isn't responsible for any topic/subject for consultation, the team is responsible for advising services of their legal requirements when producing consultation documents.</p>	Green		
74	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>Whilst the team isn't responsible for any topic/subject for consultation, the team is responsible for advising services of their legal requirements when producing consultation documents.</p>	Green		



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

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

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

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

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

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

		<p>- If there are no Welsh speaking colleagues available, the staff member will offer to get a Welsh speaker to call them back</p> <p>- If there is no Welsh speaking member of staff available to provide a service on that specific subject matter the call will continue in English.</p>			with a call in Welsh. If there are concerns further action may need to be taken to revisit this Standard.
19	<p>When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.</p> <p><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>The requirement under standard 19 to ask A whether A wishes to receive telephone calls from you in Welsh and to keep a record of A's wish applies each time a telephone call is made to A for the first time in relation to the specific matter of the call ("the matter in hand");</p> <p>The requirement under standard 19 to conduct telephone calls made to A from then onwards in Welsh applies in relation to every call which involves the matter in hand.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>Teams have confirmed that they will deal with telephone calls in Welsh if that is the caller's wish. This will be done by:</p> <ul style="list-style-type: none"> <li>- answering the phone with a bilingual greeting;</li> <li>- should the caller wish to conduct the telephone call in Welsh, but the staff member is unable to do so, the call will be transferred to a Welsh speaking colleague;</li> <li>- If there are no Welsh speaking colleagues available, the staff member will offer to get a Welsh speaker to call them back</li> <li>- If there is no Welsh speaking member of staff available to provide a service on that specific subject matter the call will continue in English.</li> </ul> <p>The language choice of the caller will be noted for any future communication about the matter in hand.</p>	Green	Low risk. The Directorate has a number of staff who can handle communication in Welsh. We will review demand and instances of non-compliance with this Standard.	Compliance with this Standard will be reviewed at the Senior Workforce Team Meeting on a regular basis to assess the frequency we have been unable to deal with a call in Welsh. If there are concerns further action may need to be taken to revisit this Standard.
20	<p>Any automated telephone systems that you have must provide the complete automated service in Welsh.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>Teams have confirmed that all helpline or telephone answering services have been updated to include a bilingual message and state that messages can be left in Welsh.</p>	Green	Low risk. The Directorate has a number of staff who can handle communication in Welsh if a message has been left in Welsh. In the event that a Team are unable to translate a message from Welsh to English advice will be	None

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

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



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

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

	expectations, suggests that the document should be produced in Welsh. IMPOSITION DAY: 30/05/2019				
38	If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and (c) ensure that the English language version clearly states that the document or form is also available in Welsh. IMPOSITION DAY: 30/05/2019	Teams have confirmed that they understand the requirement of this Standard and will apply the principles to the production of any document or form.	Green	None	None
39	You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website. <b>IMPOSITION DAY: 30/05/20</b>	A review of all material on the HBs website is being undertaken centrally.  Teams have confirmed that they understand that any new material which needs to be made available on the Website must be bilingual.	Green	None	None
40	You must ensure that— (a) the text of the homepage of your website is available in Welsh, (b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website. IMPOSITION DAY: 30/05/2019	A review of all material on the HBs website is being undertaken centrally.  Teams have confirmed that they understand that any new material which needs to be made available on the Website must be bilingual.	Green	None	None

41	<p>You must ensure that when you publish a new page on your website or amend a page—</p> <p>(a) the text of that page is available in Welsh,</p> <p>(b) any Welsh language version of that page is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to that page.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>A review of all material on the HBs website is being undertaken centrally.</p> <p>Teams have confirmed that they understand that any new material which needs to be made available on the Website must be bilingual.</p>	Green	None	None
42	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>A review of all material on the HBs website is being undertaken centrally.</p> <p>Teams have confirmed that they understand that any new material which needs to be made available on the Website must be bilingual.</p>	Green	None	None
43	<p>You must provide the interface and menus on every page of your website in Welsh.</p> <p><b>IMPOSITION DAY: 30/05/2020</b></p>	<p>A review of all material on the HBs website is being undertaken centrally.</p> <p>Teams have confirmed that they understand that any new material which needs to be made available on the Website must be bilingual.</p>	Green	None	None
44	<p>All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>Currently, there are no apps in use within the Directorate. Teams are aware of the requirement in the event that any may be utilised in the future.</p>	Green	Nurse Bank and Medical Bank are heading in the direction of using Apps. This is being raised with the providers of services.	N/A
45	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p><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>	<p>Welsh Language Services Manager confirmed on 14.5.19 that this Standard applies to Corporate and Departmental social media accounts.</p> <p>Teams have confirmed that any comment made in Welsh on social media needs the response to be in Welsh if a response is necessary.</p>	Green	None	None

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

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

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>	<p>Teams have confirmed that we will offer a bilingual service subject to the exception criteria which applies to certain circumstances.</p>	Green	None	None
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>	<p>All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard.</p>	Green	None	None
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>	<p>All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard.</p>	Green	None	None
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>	<p>All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard.</p>	Green	None	None

72	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>The requirements set out in this Standard will be applied when the Directorate publishes a consultation document which relates to a policy decision.</p> <p>All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard.</p>	Green	None	None
73	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>The requirements set out in this Standard will be applied when the Directorate publishes a consultation document which relates to a policy decision.</p> <p>All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard.</p>	Green	None	None
74	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> <p>IMPOSITION DAY: 30/05/2019</p>	<p>The requirements set out in this Standard will be applied when the Directorate publishes a consultation document which relates to a policy decision.</p> <p>All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard.</p>	Green	None	None
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>The requirements set out in this Standard will be applied if the Directorate commissions or undertakes research that is intended to assist us to make a policy decision.</p>	Green	None	None



	(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019				
76	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. IMPOSITION DAY: 30/05/2019	The requirements set out in this Standard will be applied if the Directorate commissions or undertakes research that is intended to assist us to make a policy decision.  All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard	Green	None	None
77	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language IMPOSITION DAY: 30/05/2019	The requirements set out in this Standard will be applied if the Directorate commissions or undertakes research that is intended to assist us to make a policy decision.  All policies in operation within the Directorate will be impact assessed which will include provision for the specific requirements of this Standard	Green	None	None
80	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh. IMPOSITION DAY: 30/05/2019	Teams have confirmed that they will check whether a person wishes to receive the contract of employment or contract for services to be provided in Welsh and provide it in Welsh if this is the preference of the candidate.  NWSSP updated their guidance.  Contracts will be issued bilingually as functionality is on Trac.	Green	None	

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

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

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

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

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

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

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



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

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

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

	<p>(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.                  IMPOSITION DAY: 30/05/2019</p>			<p>speaking applicants. This may be the case for many hard to fill vacancies where the recruitment pool is outside Wales and the UK.</p>	
107B	<p>You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing applicants of decisions).                  IMPOSITION DAY: 30/05/2019</p>	<p>Teams have confirmed that this Standard will be applied during the Recruitment process</p>	Green	<p>Closing dates and interview dates are set at time of advert. Shortlisting welsh apps will require welsh speakers on shortlisting panel/or available to support. If no Welsh speakers available, applications will have to be translated to English for shortlisted which will have a negative effect on Time to Hire (shortlisting). Also all correspondence to/from the candidate would need to be translated, which is highly likely to have a negative effect on Time to Hire KPIs.</p>	<p>Monitor performance against KPIs</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.                  IMPOSITION DAY: 30/05/2019</p>	<p>The option for applicants to apply in Welsh is already available.</p> <p>Applicants can set their preferred language on their application account and managers can see this at shortlisting under the heading (Lang)</p> <p>Candidates are asked 'Would you like your interview or assessment to be held in Welsh' on NHS Jobs, but this question is not asked on Trac</p> <p>The above question and answer is displayed at the bottom of the application form when presented to Appointing Managers.</p>	Green	<p>Likely to have a negative effect on Time to Hire KPIs.</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.                  IMPOSITION DAY: 30/05/2019</p>	<p>Teams have confirmed that this Standard will be applied during the Recruitment process.</p> <p>At shortlisting stage – the regret at shortlisting template on Trac which is sent when interviews are</p>	Green		

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

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

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