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Health Board



<b>Meeting Date</b>	<b>26 November 2020</b>		<b>Agenda Item</b>	<b>3.6</b>
<b>Report Title</b>	<b>Welsh Language Standards Update</b>			
<b>Report Author</b>	Len Cozens – Head of Compliance			
<b>Report Sponsor</b>	Pamela Wenger - Director of Corporate Governance			
<b>Presented by</b>	Pamela Wenger - Director of Corporate Governance			
<b>Freedom of Information</b>	Open			
<b>Purpose of the Report</b>	The purpose of this report is to present to the Board a draft version of the 2019/20 Swansea Bay University Health Board Welsh Language Annual Report, and to provide an update on compliance with the Welsh Language Standards.			
<b>Key Issues</b>	<p>Health Boards and Trusts are required to adhere to the Welsh Language Measure (Wales) 2011 and the Welsh Language Standards (WLS) (No7) Regulations.</p> <p>A report on progress in implementing the Standards during 2019/20, together with proposed actions to further this work, is provided as part of the draft Annual Report at Appendix 2. A summary of key actions during the 2020/21 year to date is described in the body of this report.</p> <p>The Health Board has received outcome notifications from the Welsh Language Commissioner in respect of outstanding challenges which the Health Board made in relation to the Standards. The full compliance notice is provided at Appendix 3.</p> <p>A complaint is currently being investigated by the Welsh Language Commissioner in relation to the Health Board's possible failure to comply with one of the Welsh Language Standards imposed upon it.</p>			
<b>Specific Action Required (please choose one only)</b>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Approval</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Recommendations</b>	<p>Members are asked to:</p> <ul style="list-style-type: none"> <li>• <b>NOTE</b> progress against delivering the Standards as set out in the body of this report and the draft Annual Report.</li> <li>• Receive <b>ASSURANCE</b> that the Final version of the Annual Report will be completed by the revised deadline of 30<sup>th</sup> November 2020.</li> <li>• <b>NOTE</b> the key actions taken during the 2020/21 year to date to further work in this area</li> </ul>			

## WELSH LANGUAGE STANDARDS UPDATE

### 1. INTRODUCTION

The purpose of this report is to present to the Board a draft version of the 2019/20 Swansea Bay University Health Board (SBUHB) Welsh Language Annual Report, and to provide an update on compliance with the Welsh Language Standards.

### 2. BACKGROUND

The Health Board is committed to ensuring that the Welsh and English languages are treated on the basis of equality in the services we provide to the public and other NHS partner organisations in Wales. This is in accordance with the former ABMUHB Welsh Language Scheme, Welsh Language Act 1993, the Welsh Language Measure (Wales) 2011 and the Welsh Language Standards (WLS) (No7) Regulations which were approved by the National Assembly for Wales on the 20 March 2018. The Welsh Language Standards replaced Welsh Language Schemes and set out responsibilities for ensuring that services are offered and delivered through the medium of Welsh in particular circumstances, whether this is in written form (including via the internet/email), in face-to-face interactions or verbally.

### 3. COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

The Welsh Language Measure makes the Welsh language an official language in Wales and provides that the Welsh language is not to be treated less favourably than the English language. Standards applying to different public bodies in Wales were phased in between 2016-2019. These Standards place specific duties on Welsh public bodies. The Standards relevant to the SBUHB, as a health board, is Standards No. 7.

The legislation also enables the Welsh Language Commissioner to issue a 'Compliance Notice' to public bodies to comply with the Standards, and the Health Board was issued with its draft Compliance Notice in July 2018.

Upon receipt of its Compliance Notice, the Health Board exercised its right to lodge an appeal against 11 of the 124 Standards contained therein. The outcome of six of these appeals was reported to the Board as part of the last Welsh Language Update Report in January 2020. The outcome of the final five appeals has now been received and is detailed in the table at **Appendix 1**.

An update on progress in implementing the Standards during 2019/20, together with proposed actions to further this work going forward, is provided as part of the draft Annual Report at **Appendix 2**. Due to the impact of the COVID-19 pandemic, the deadline for completion of the final version of the document has been extended to 30<sup>th</sup> November 2020, and measures are in place to ensure compliance with this revised deadline.

A copy of the Health Board's full Compliance Notice has been included at **Appendix 3**.

#### **4. INDEPENDENT REPORT & POSITION STATEMENT**

At the end of the 2019/20 year, the Health Board commissioned an independent report which provided a position statement and analysis of the progress made in implementing the Standards, together with recommendations for additional action going forward.

Work undertaken during 2020/21 to date has ensured that a number of these recommendations have already been implemented, including:

- Revision of our complaints and feedback documentation and website, to make it clear that members of the public can complain through the medium of Welsh, in person, in writing and by telephone.
- A PowerPoint presentation has been developed to offer awareness training to SBUHB staff, which includes an understanding of the social, historical and political context of the Welsh language.
- Working with a local Welsh Primary School, a series of short, simple Welsh conversational skills videos have been developed, offering support to staff who may wish to develop their everyday 'meet and greet' Welsh language skills (these have been made available via the Intranet)
- A 'Cymraeg Bob Dydd' / 'Every Day Welsh Language' document has also been developed to support Staff who wish to develop their conversational Welsh language skills.
- Further resources have been developed and made available to staff in order to assist them in creating bilingual email signatures and 'out of office' messages, and opening and closing meetings bilingually.
- A number of key Workforce and Organisational Development Policies have also been translated into Welsh in line with the requirements of the Standards.

In addition to the above, a Corporate Signage Guidance document has been created which details the range of issues which must be taken into consideration when designing, printing and installing signage in order to ensure compliance with the Standards. A significant number of Welsh and bilingual signs have also been created and made available via the intranet, including a range of COVID-19 specific signs covering things such as social distancing.

#### **6. WELSH LANGUAGE DELIVERY GROUP (WLDG)**

The Welsh Language Delivery group (WLDG) was introduced with the purpose of supporting the Board in discharging its responsibilities for organisation-wide compliance with the statutory WLS, and to lead and monitor delivery against bilingual service delivery and the supporting improvement plan with the aim of improving service user experience.

The impact of the COVID-19 pandemic on the workings of the Health Board has meant that the WLDG has not yet met during 2020/21. However arrangements have now been put in place to ensure that the Group recommence its cycle of business, and it is intended that regular quarterly meetings will recommence in January 2021.

## **7. WELSH LANGUAGE OFFICER**

The Health Board's Welsh Language Officer (WLO) retired from her position in January 2020 and the impact of the COVID-19 pandemic caused in significant delay in securing a successor to this key role, with the position not being filled until September 2020.

Since her appointment, the new WLO has commenced a detailed review and update of the Health Board's Welsh Language Standards Action Plan, incorporating the outstanding recommendations contained within the independent report referred to above. It is intended that this revised action will now be presented to WLDG, who will monitor its delivery.

## **8. INTERNAL TRANSLATION SERVICE**

The Health Board has invested in our in-house Welsh language translation service to include the appointment of an additional translator on a fixed term basis to meet the increasing demand for Welsh Language translation. This additional investment has meant that the Health Board has been able to meet all of its Welsh language translation needs 'in-house', thus avoiding the cost of outsourcing work to external translation service providers. One of the translation team has also commenced simultaneous translation training.

## **9. GOVERNANCE & RISK**

Every Public Sector organisation in Wales is required to comply with the legislative framework on Welsh Language laid down by the National Assembly for Wales. The organisations that have to comply with the Welsh language Standards are required to comply with specific regulations that are applicable to their areas of service provision. Health Boards and Trusts are required to adhere to the Welsh Language Measure (Wales) 2011 and the Welsh Language Standards (WLS) (No7) Regulations.

The Health Board has put in place a detailed action plan designed to assist in ensuring compliance with the Standards applicable to it. However the organisation's ability to make progress in implementing that plan during the year to date has been significantly compromised by:

- The need to re-focus priorities and recourses as a result of the response to the COVID-19 global pandemic
- The resulting requirement to suspend meetings of the Welsh Language Delivery Group
- The significant delay in the appointment of a replacement Welsh Language Officer.

The newly appointed Welsh Language Officer is benefitting from continued ad-hoc support and guidance from her counterpart in NHS Wales Shared Services Partnership, as well as the wider WLO network across Wales.

Work is currently being undertaken to review, update and prioritise the Health Board's Welsh Language Standards Action Plan in order to ensure that it is relevant and fit for purpose, and to ensure that available resource going forward is appropriately utilised.

There is a significant legal and financial risk and potential regulatory action and penalties if the Health Board is non-compliant with the Welsh Language Standards. The actions taken therefore are intended to demonstrate the proactive work that the organisation is taking to comply with the standards.

## 10. FINANCIAL IMPLICATIONS

The impact of the introduction of the Welsh Language Standards has had a significant financial impact on the organisation through the additional translation requirements as well as additional resources to oversee the implementation of and compliance with the Standards. The Health Board has recruited an additional fixed term translator so that as much translation can be undertaken in house as possible, rather than use external translators.

No additional Welsh Government funding has been made available to Health Boards to implement the WLS. The Health Board may be subject to a formal investigation for any areas of non-compliance against the Welsh Language Standards, which could result in financial penalties or possible legal action.

## 11. RECOMMENDATION

Members are asked to:

- **NOTE** progress against delivering the Standards as set out in the body of this report and the draft Annual Report.
- Receive **ASSURANCE** that the Final version of the Annual Report will be completed by the revised deadline of 30<sup>th</sup> November 2020.
- **NOTE** the key actions taken during the 2020/21 year to date to further work in this area

**SBUHB COMPLIANCE NOTICE  
OUTCOME OF APPEALS**

Standard	Reason for Challenge	Outcome
20	<p><u>Extension of Imposition Day to 30/11/2020</u> Any automated telephone systems that you have must provide the complete automated service in Welsh.</p>	No change to the compliance notice. The requirement to comply with the standard is reasonable and proportionate.
78	<p><u>Extension of Imposition Day to 30/05/2020</u> You must publish a policy on providing a primary care service which requires you to take the following into account when you make decisions in relation to providing a primary care service -</p> <ul style="list-style-type: none"> <li>(a) what effects, if any (and whether positive or negative), the decision would have on - <ul style="list-style-type: none"> <li>(i) opportunities for persons to use the Welsh language, and</li> <li>(ii) treating the Welsh language no less favourably than the English language;</li> </ul> </li> <li>(b) how that decision could be taken or implemented so that it would have positive effects, or increased positive effects, on - <ul style="list-style-type: none"> <li>(i) opportunities for persons to use the Welsh language, and</li> <li>(ii) treating the Welsh language no less favourably than the English language; and</li> </ul> </li> <li>(c) how the decision could be taken or implemented so that it would not have adverse effects, or so that it would have decreased adverse effects on - <ul style="list-style-type: none"> <li>(i) opportunities for persons to use the Welsh language, and</li> <li>(ii) treating the Welsh language no less favourably than the English language.</li> </ul> </li> </ul>	No change to the compliance notice. The requirement to comply with the standard is reasonable and proportionate.

Standard	Reason for Challenge	Outcome
106 a (b)	<p><u>Extension of Imposition Day to 30/11/2022</u></p> <p>If you have categorised a post where Welsh language skills are essential, desirable or need to be learnt you must –</p> <ul style="list-style-type: none"> <li>(a) Specify that when advertising the post, and</li> <li>(b) Advertise the post in Welsh</li> </ul>	<p>No change to the compliance notice. The requirement to comply with the standard is reasonable and proportionate.</p>
107 a	<p><u>Extension of Imposition Day to 30/11/2022</u></p> <p>Standard 107A (ch)</p> <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>No change to the compliance notice. The requirement to comply with the standard is reasonable and proportionate.</p>
110	<p><u>Extension of Imposition Day to 30/11/2020</u></p> <p>You must publish a plan for each 5 year period setting out -</p> <ul style="list-style-type: none"> <li>(a) the extent to which you are able to offer to carry out a clinical consultation in Welsh;</li> <li>(b) the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh;</li> <li>(c) a timetable for the actions that you have detailed in (b)</li> </ul>	<p>No change to the compliance notice. The requirement to comply with the standard is reasonable and proportionate.</p>

<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> <i>(please choose)</i>	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
<b>Health and Care Standards</b>		
<i>(please choose)</i>	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input type="checkbox"/>
	Staff and Resources	<input type="checkbox"/>
<b>Quality, Safety and Patient Experience</b>		
Not considering the implications on the Welsh language, would mean non-compliance with the Welsh Language Standards and denying patients of a service through the medium of Welsh.		
<b>Financial Implications</b>		
Non-compliance with the Welsh Language Standards could incur financial penalty.		
<b>Legal Implications (including equality and diversity assessment)</b>		
Non-compliance could leave the Health Board open to complaints and investigations by the Welsh Language Commissioner.		
<b>Staffing Implications</b>		
All Staff should be aware of the requirement to complete an EQIA to consider the impact concerning Welsh language requirements.		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
The Welsh language is a cross-cutting issue and is relevant to all seven well-being objectives of the Well-being of Future Generations Act. It is of particular relevance to Theme 7: A Wales of vibrant culture and thriving Welsh language.		
This report supports compliance with the WBFGA 2015 by demonstrating how SBUHB is contributing towards achieving “A Wales of Vibrant Culture and thriving Welsh Language”, specifically:		
<ul style="list-style-type: none"> <li>• Developing opportunities for people to use Welsh in their everyday lives, whatever the level of their ability.</li> <li>• Using technology to help improve and normalise use of Welsh</li> <li>• Promoting Welsh Language learning opportunities for speakers and learners</li> <li>• Implementing a robust Welsh Language strategy/policy to support strengthening and developing services for the benefit of Welsh speaking patients.</li> </ul>		

<b>Report History</b>	Executive Board – 15 <sup>th</sup> January 2020
<b>Appendices</b>	Appendix 1 – Compliance Notice Outcome Of Appeals Appendix 2 – Draft Welsh Language Annual Report Appendix 3 – Compliance Notice



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# **Welsh Language Annual Report 2019-2020**

**Author: Rhianwen Roberts, Welsh Language Officer**

**Date: November 2020**

# Contents

<b>Background</b>	<b>2</b>
<b>Welsh Language Standards Implementation Summary of Progress</b>	<b>3</b>
<b>Complaints</b>	<b>14</b>
<b>User Feedback</b>	<b>14</b>
<b>Staff Welsh Language Competency</b>	<b>16</b>
<b>Welsh Language in the Community</b>	<b>17</b>
<b>Job Advertisements and the Welsh Language</b>	<b>18</b>
<b>Welsh Language Staff Training</b>	<b>18</b>
<b>Translation Monitoring</b>	<b>18</b>
<b>Conclusion</b>	<b>19</b>

## Background

This report is produced following the duties placed on public bodies in the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards (No. 7) Regulations 2018 (the Standards).

The Welsh Language Measure makes the Welsh language an official language in Wales and provides that the Welsh language is not to be treated less favourably than the English language. Standards applying to different public bodies in Wales were phased in between 2016-2019. These Standards place specific duties on Welsh public bodies. The Standards relevant to the SBUHB, as a health board, is Standards No. 7. The Standards place a duty on public bodies to enable Welsh speakers to use the language when dealing with us. They also place certain duties on us in relation to our internal administration e.g. in relation to HR-related documents. The duties are enforced by the Welsh Language Commissioner, as the regulator.

The legislation also enables the Welsh Language Commissioner to issue a 'Compliance Notice' to public bodies to comply with the Standards. The Compliance Notice issued to us at the SBUHB is available via this link:

<http://www.comisiynyddygyymraeg.cymru/English/Publications%20List/20191119%20DG%20S%20Compliance%20Notice44%20Swansea%20Bay%20University%20Health%20Board.pdf>

The integration of bilingualism and strengthening of our capacity to provide services via the medium of Welsh is a priority for the Health Board, as is ensuring delivery against the Welsh Language Commissioner's Compliance Notice. Achieving this is a constantly evolving programme of strategic planning and delivery, and engagement with various stakeholders, together with monitoring to increase our use of bilingualism within the health board.

The Health Board has formed a Welsh Language Delivery Group (WLDG) in order to support the Board in discharging its responsibility for organisation-wide compliance with the Standards, monitoring bilingual service delivery and improving the service user experience.

The Group, which is chaired by the Executive Medical Director, is made up of a combination of Welsh speaking and non-Welsh speaking staff drawn from across the organisation. Some assume the role of 'Welsh Language Champions' to further assist in contributing to our compliance with the Welsh Language Standards, and helping to promote our policy of bilingualism within the Health Board.

In order to discharge its role, the Group has developed a detailed action plan based on the requirements of the Standards, and receives and scrutinises regular update reports on progress against it.

During the year, the Health Board also commissioned an independent report which provided a position statement and analysis of the progress made in implementing the Standards, together with recommendations for additional action going forward. These findings and recommendations will now be built into the Health Board's action plan, and progress against delivery will be monitored by the WLDG.

## Welsh Language Standards Implementation Summary of Progress

The following table summarises the work we have done as a Health Board in order to comply with the Welsh Language Standards applicable to us, and the work which we plan to undertake going forward in order to further develop in this area.

Standards Group	Action taken during the years in question	Action to be taken in the coming years
<p><b>Standards relating to correspondence sent by a body.</b> <b>Standards 1-7</b></p>	<p>Compliance has generally been achieved with the PAS Patient Record holding and sending out bilingual letters to patients.</p>	<p>To continue to raise staff awareness in respect of ad hoc/bespoke correspondence.</p> <p>To explore the opportunity to develop and promote an appropriate standard line for inclusion within email footers.</p>
<p><b>Standards relating to telephone calls made and received by a body.</b> <b>Standards 8-22CH</b></p>	<p>The Welsh language has been integrated into mainstream technology systems by the Digital Services Team, with patient facing systems already bilingual.</p> <p>A Telephony Protocol has been produced for those who answer the telephone on behalf of the Health Board, to ensure that people know that they can use both Welsh and English when dealing with the Health Board.</p> <p>The intranet includes a list of Welsh speakers to transfer calls to.</p>	<p>Continue to raise staff awareness.</p> <p>Ongoing work is taking place with the Organisational Development Team and Learning &amp; Development Team to quantify and map staff Welsh language skills.</p> <p>To promote the free online Welsh language course available.</p> <p>As part of the review and update of the bilingual skills strategy, to seek to identify and recruit to certain key posts, including switchboard operators, on a Welsh language essential basis.</p>
<p><b>Standards relating to in-patients.</b> <b>Standards 23-24</b></p>	<p>The question of whether in-patients want to communicate through the medium of Welsh is addressed upon admission as part of their individual care plan.</p>	<p>Working in conjunction with other Health Boards across Wales, progress the development of a policy on how to establish whether an inpatient wishes to use the Welsh language during their admission if they are unable to communicate that wish.</p>
<p><b>Standards relating to case conferences.</b> <b>Standard 25</b></p>	<p>Arrangements are in place to access face-to-face interpreters via Wales Interpretation and Translation Services (WITS)</p>	<p>To work with Service Groups in order to ensure that case conference invitations contain the appropriate references/offers in respect of the Welsh language.</p> <p>To continue to develop in-house simultaneous translation skills within the translation team.</p>

Standards Group	Action taken during the years in question	Action to be taken in the coming years
<p><b>Standards relating to meetings arranged by a body that are open to the public.</b> <b>Standards 26-30</b></p>	<p>Public meetings, regardless of whether public participation is allowed, are advertised in both English and Welsh.</p> <p>Protocols for arranging and conducting meetings have been produced, which addresses the requirements of the Standard.</p>	<p>To continue to raise awareness within the organisation in respect of these requirements.</p> <p>Update the Translation Guidance document to make specific reference to ensuring that written material is translated for meetings and case conferences where required</p> <p>To review invitations to meetings where public participation is allowed, to ensure standard wording which states that anyone attending is welcome to use the Welsh language, and to ask anyone attending if they wish to do so.</p> <p>To continue to develop in-house simultaneous translation skills within the translation team.</p>
<p><b>Standards relating to public events organised or funded by a body.</b> <b>Standards 31-32</b></p>	<p>A Marketing Materials Protocol has been developed which sets out requirements in respect of compliance with these Standards.</p>	<p>To continue to raise awareness within the organisation in respect of these requirements.</p>
<p><b>Standard relating to a body's publicity and advertising.</b> <b>Standard 33</b></p>	<p>A Marketing Materials Protocol has been developed which sets out requirements in respect of compliance with these Standards.</p>	<p>To continue to raise awareness within the organisation in respect of these requirements.</p>
<p><b>Standards relating to a body displaying material in public.</b> <b>Standards 34-35</b></p>	<p>A Marketing Materials Protocol has been developed which sets out requirements in respect of compliance with these Standards.</p>	<p>To continue to raise awareness within the organisation in respect of these requirements.</p>
<p><b>Standards relating to a body producing and publishing documents and forms.</b> <b>Standards 36-38</b></p>	<p>The Health Board has produced Translation Guidance which addresses the requirements of these Standards</p> <p>Resources within the Welsh Language Translation Team have also been strengthened during the year.</p>	<p>To continue to raise awareness within the organisation in respect of these requirements.</p>

<b>Standards Group</b>	<b>Action taken during the years in question</b>	<b>Action to be taken in the coming years</b>
<b>Standards relating to a body's websites and on-line services. Standards 39-44</b>	<p>The majority of the Health Board's website content is available and fully functioning in both Welsh and English.</p> <p>However the advent of the COVID-19 global pandemic during Q4 of 2019/20 adversely impacted on the resource available to continue this work, particularly in respect of new pages being produced.</p>	<p>The Welsh Language Translation Team will continue to work with colleagues in the Communications Department, and across the Health Board, in the translation of our internet content.</p> <p>A risk-based approach will be taken to prioritise this work, balancing available resources and the response to the COVID-19 pandemic with the need to convey the most key messages in both languages urgently.</p>
<b>Standards relating to a body's use of social media. Standards 45-46</b>	All of the Health Board's main corporate social media accounts, including those relating to the Health Board's charity, are compliant with these Standards	To continue to work with colleagues in the Communications Department to ensure that all Departmental social media accounts comply with the requirements of these Standards.
<b>Standards relating to signs and notices displayed or published by a body. Standards 47-49</b>	<p>This is generally well established</p> <p>A Corporate Signage Guidance has been drafted, which addresses the requirements of these Standards</p>	<p>To continue raising awareness.</p> <p>The Corporate Signage Guidance will continue to be distributed and promoted across the organisation.</p>
<b>Standards relating to a body receiving visitors at its buildings. Standards 50-53</b>	<p>A banner is displayed inviting communication in Welsh in the reception areas of all sites.</p> <p>Welsh speaking staff are provided with badges to identify that they speak Welsh.</p>	<p>As part of the review and update of the bilingual skill strategy, to seek to identify and recruit to certain key posts, including reception area staff, on a Welsh language essential basis.</p> <p>Ongoing work is taking place with the Organisational Development Team and Learning &amp; Development Team to quantify and map staff Welsh language skills.</p> <p>To promote the free online Welsh language course available.</p>
<b>Standards relating to a body awarding grants. Standards 54-56</b>	The Health Board has produced Translation Guidance which addresses the requirements of these Standards	Review and where necessary update (and re-promote) the Translation Guidance in order to ensure that it remains relevant and fit for purpose.

<b>Standards Group</b>	<b>Action taken during the years in question</b>	<b>Action to be taken in the coming years</b>
<b>Standards relating to a body awarding contracts. Standards 57-59</b>	The Health Board has produced Translation Guidance which addresses the requirements of these Standards	Review and where necessary update (and re-promote) the Translation Guidance in order to ensure that it remains relevant and fit for purpose.
<b>Standards for raising awareness about Welsh language services provided by a body. Standards 60-61</b>	The majority of the Health Board's website content, including content relating to the provision of services, is available and fully functioning in both Welsh and English. However the advent of the COVID-19 global pandemic during Q4 of 2019/20 adversely impacted on the resource available to continue this work, particularly in respect of new pages being produced.	The Welsh Language Translation Team will continue to work with colleagues in the Communications Department, and across the Health Board, in the translation of our internet content.  A risk-based approach will be taken to prioritise this work, balancing available resources and the response to the COVID-19 pandemic with the need to convey the most key messages in both languages urgently.
<b>Standard relating to a body's corporate identity. Standards 62</b>	When Swansea Bay University Health Board came into being guidance on corporate branding and template documents were produced in order to ensure compliance with the requirements of this Standard.	To continue to raise awareness within the organisation in respect of these requirements.
<b>Standard relating to courses offered by a body. Standard 63</b>	Elements of Statutory & Mandatory Training are available in Welsh, and NWSSP colleagues are currently working to increase provision in this area on a 'Once for Wales' basis.  Welsh speaking staff have been identified within the Learning and Organisational Development function who are able to delivery certain elements of bespoke training.	The Welsh Language team will continue to work with Workforce & Organisational Development colleagues in order to highlight the need to ensure that appropriate training is delivered through the medium of Welsh as and when required.  As part of the review and update of the bilingual skill strategy, to seek to identify and recruit to certain key posts, including Learning and OD staff, on a Welsh language essential basis.
<b>Standard relating to public address systems used by a body. Standard 64</b>	Automated messaging via public address systems within the Health Board is confined to an affray message within Morriston ED. This is fully bilingual.	To continue to ensure compliance as and when this system is updated.

Standards Group	Action taken during the years in question	Action to be taken in the coming years
<p><b>Standards relating to primary care. Standards 65-68</b></p>	<p>A translation service in respect of items such as signage and basic leaflets for primary care contractors is provided by the Health Board in-house Team. For larger or more complex pieces of translation, practices are signposted to the Abertawe and Castell-Nedd Port Talbot 'Helo Blod' translation service.</p> <p>Posters, badges and lanyards have been provided to Welsh speaking primary care staff.</p>	<p>To work with colleagues in the Primary &amp; Community Services Group in order to identify primary care contractors who are able and willing to provide services in Welsh, and ensure that this is recorded on the Health Board's website.</p> <p>To actively promote the translation services and resources available to primary care contractors.</p>
<p><b>Standards relating to considering the effects of a body's policy decisions on the Welsh language. Standards 69-78A</b></p>	<p>All policies are subject to an Equality Impact Assessment (EQUIA) which includes consideration of Welsh language requirements.</p> <p>The Health Board's Policy on Policies has been reviewed and updated to reflect the fact that relevant requirements of the Welsh Language Measure and Standard must be considered when a policy is being formulated or revised. The Document Approval Form/Checklist and Equality Impact Assessment Tool have also been updated to facilitate this.</p>	<p>Continue awareness raising.</p> <p>Working in conjunction with other health bodies across Wales, progress the development of a policy on the provision of primary care services which takes account of the requirements of the Measure and Standard.</p>

Standards Group	Action taken during the years in question	Action to be taken in the coming years
<p><b>Standards relating to the use of the Welsh language within a body's internal administration. Standards 79-82</b></p>	<p>A number of Welsh Language Protocols have been produced during the year, covering areas such as marketing and telephony services. Work has also commenced on the production of an overarching Welsh Language Policy</p> <p>Employment Contracts are bilingual.</p> <p>Welsh language versions of the following key policies have been made available:</p> <ul style="list-style-type: none"> <li>- Disciplinary</li> <li>- Capability</li> <li>- Special Leave</li> <li>- Complaints</li> <li>- Reserved Forces (Training &amp; Service)</li> <li>- Organisational Change</li> <li>- Secondment</li> <li>- Managing Attendance at Work</li> <li>- Dignity at Work</li> </ul> <p>The Welsh Language Team has commenced working with Workforce and OD colleagues on the identification and translation of other key documents relating to areas such as sickness absence, performance development reviews, declarations of interest and staff wellbeing.</p>	<p>NHS Shared Services Bilingual Skills Strategy expected to be published in 2021.</p> <p>To continue to work with Workforce and OD colleagues on the identification and translation of key documents.</p>

Standards Group	Action taken during the years in question	Action to be taken in the coming years
<p><b>Standards relating to complaints made by a member of a body's staff. Standards 83-85</b></p>	<p>A Welsh language version of the Health Board's Complaints Policy has been produced.</p> <p>The 'Complaints' page on the Health Board's internet page states that complaints may be made through the medium of Welsh, and this will not be treated less favourably than one made in English.</p> <p>A link is also provided to the Welsh Language audio version of the 'Putting Things Right' Policy.</p> <p>A paragraph has also been added to the health board's Complaints and Feedback webpage and intranet to include the Welsh Language Commissioner's role and contact details.</p>	<p>To review and where necessary update (and re-promote) documentation relating to complaints processes in order to ensure that it remains relevant and fit for purpose in this regard</p>
<p><b>Standards relating to a body disciplining staff. Standards 86-88</b></p>	<p>A Welsh language version of the Health Board's Disciplinary Policy has been produced.</p> <p>Arrangements are in place to deal with correspondence received in Welsh, and provide outcome letters in Welsh if required.</p>	<p>Working with Workforce &amp; OD colleagues, to review and where necessary update (and re-promote) the Disciplinary Policy and Procedure and standard documentation, in order to ensure that it remains relevant and fit for purpose in this regard.</p> <p>To continue to develop in-house simultaneous translation skills within the translation team.</p>

Standards Group	Action taken during the years in question	Action to be taken in the coming years
<p><b>Standards relating to a body's information technology and about support material provided by a body, and relating to the intranet. Standards 89-95</b></p>	<p>The Welsh Language Translation Team uses Déjà Vu.</p> <p>In addition, the Health Board also promotes the use of the following useful resources via the intranet:</p> <ul style="list-style-type: none"> <li>• Ap Geiriaduron</li> <li>• Treiglo</li> <li>• Gofalu Trwy'r Gymraeg</li> <li>• Say Something in Welsh</li> <li>• Duolingo</li> <li>• Cysgeir and Cysill</li> </ul> <p>The Welsh language page on the intranet is regularly updated e.g. with new Welsh language resources.</p> <p>The Health Board policies on complaints and disciplining staff are available in Welsh.</p>	<p>Continue awareness raising.</p> <p>Working with Communications Department colleagues explore the possibility of producing the Chief Executive's blog in Welsh as well as English.</p>

Standards Group	Action taken during the years in question	Action to be taken in the coming years
<p><b>Standards relating to a body developing Welsh language skills through planning and training its workforce. Standards 96-105</b></p>	<p>Staff Welsh language skills data is captured and reported on via the ESR system. In order to further simplify the process for staff, an online bilingual skills survey has been developed during the year for staff to complete. It is intended that the data gathered from this survey will then be bulk uploaded to the ESR system.</p> <p>Resources in terms of a written leaflet and video have been developed to support basic Welsh language skills for meetings.</p> <p>Conversational Welsh pieces have been filmed with local school children, and made available via the intranet. The Health Board also promotes the Work Welsh training programme to staff</p> <p>Material has been added to the Welsh language site of the intranet to support staff to include e-signatures and out of office messages in their email messages.</p> <p>Iaith Gwaith Lanyards and badges are provided to Welsh language staff. We have a library of commonly used job titles translated into Welsh on our intranet site, and bespoke email signatures are provided in Welsh by the Translation Team on request.</p>	<p>The Welsh Language Team will continue to work with the Communications Team in order to promote completion of the bilingual skills survey amongst staff on an ongoing basis.</p> <p>The Welsh Language team will continue to work with Workforce &amp; Organisational Development colleagues in order to highlight the need to ensure that appropriate training is delivered through the medium of Welsh as and when required.</p> <p>The Welsh Language Team will work with the Communications Team to re-focus publicity for the free online Welsh language training course for staff.</p> <p>To review and update Welsh Language materials included in the staff handbook, which is provided to all staff on commencement</p>

<b>Standards Group</b>	<b>Action taken during the years in question</b>	<b>Action to be taken in the coming years</b>
<p><b>Standards relating to a body recruiting and appointing. Standards 106-109</b></p>	<p>New/vacant posts are assessed for their Welsh language skills requirements and specified in the advertisement.</p> <p>Messages regarding the acceptance and equal treatment of Welsh language job applications are conveyed via NHS Jobs and TRAC recruitment.</p> <p>A number of job descriptions for new posts have been translated in Welsh</p>	<p>To continue to work with colleagues within Workforce &amp; Organisational Development and NWSSP in order to ensure that the Welsh language skills for all new posts are recorded appropriately within the job description and stated as part of the job advertisement.</p> <p>To work with NWSSP colleagues to explore the possibility of translating 'generic' job descriptions on a Once For Wales basis.</p> <p>To work with colleagues within Workforce &amp; Organisational Development to translate job descriptions for all new posts, prioritising those where Welsh language ability is considered essential or desirable.</p>
<p><b>Standards relating to a plan dealing with offering to carry out clinical consultations in Welsh Standards 110-110A</b></p>	<p>There was no requirement for the Health Board to comply with these Standards during the reporting period.</p>	<p>Working in conjunction with corporate Medical and Nursing Teams, Workforce &amp; OD colleagues, and other health bodies across Wales, continue to progress the development of a policy on the provision of clinical consultations in Welsh, which takes account of the requirements of the Measure and Standard.</p>
<p><b>Standards relating to signs and notices displayed or published in a body's workplace. Standards 111-113</b></p>	<p>Bilingual signage is generally well established.</p> <p>Corporate Signage Guidance has been drafted, which addresses the requirements of these Standards</p>	<p>The Corporate Signage Guidance will continue to be distributed and promoted across the organisation.</p>
<p><b>Standard relating to audio announcements and messages in a body's workplace. Standard 114</b></p>	<p>Recorded announcements within the Health Board are confined to an affray message within Morryston ED. This is fully bilingual.</p>	<p>To continue to ensure compliance as and when this system is updated.</p>

Standards Group	Action taken during the years in question	Action to be taken in the coming years
<b>Standards relating to a body keeping records.</b> <b>Standards 115-117</b>	Complaints made by someone in relation to the Welsh language: <b>1</b> Complaints made by or on behalf of someone who wished to communicate in Welsh: <b>2</b>  Staff Welsh language skills are recorded via the ESR system.	The Welsh Language Team will continue to work with relevant colleagues to refine policies and processes to capture detailed data in relation to this standard.
<b>A body publicising Standards.</b> <b>Standard 118</b>	The Welsh Language Commissioner's Compliance Notice to the health board is uploaded on the health board internet and is available via the following link: <a href="https://sbuhb.nhs.wales/about-us/key-documents-folder/welsh-language/">https://sbuhb.nhs.wales/about-us/key-documents-folder/welsh-language/</a>	To continue to display the Welsh Language Commissioner's Compliance Notice via the internet
<b>A body publishing a complaints procedure.</b> <b>Standard 119</b>	The health board's complaints procedure is available via the following link: <a href="https://sbuhb.nhs.wales/about-us/complaints-feedback/complaints/">https://sbuhb.nhs.wales/about-us/complaints-feedback/complaints/</a>	To continue to make the Health Board's complaints procedure available via the internet
<b>A body producing an Annual Report regarding Standards.</b> <b>Standard 120</b>	This Annual Report includes the following requirements for the reporting period: 1) The number of complaints received in relation to compliance with the Standards; 2) Staff Welsh language skills, as far as the board is able to measure at this moment in time; 3) The number of new/vacant posts advertised, categorised according to their Welsh language skills requirements.  A copy of this report will be uploaded on the board's website.	To continue to produce annual reports which comply with the requirements of the Standards and Office of the Welsh Language Commissioner.
<b>A body providing information to the Welsh Language Commissioner.</b> <b>Standard 121</b>	The Health Board provides any and all information requested by the Welsh Language Commissioner in respect of compliance with the Standards, as and when required.	To continue to provide information as and when required.

## Complaints

The SBUHB complaints procedure, including details of how to complain to the Welsh Language Commissioner in the event of a failure on the part of the health board to provide a bilingual service, is detailed on our website at: <https://sbuhb.nhs.wales/about-us/complaints-feedback/complaints/>

<b>Complaints received by the Welsh Language Commissioner regarding SBUHB</b>	<b>1</b>
<b>Complaints made by someone in relation to the Welsh language</b>	<b>1</b>
<b>Complaints made by or on behalf of someone who wished to communicate in Welsh</b>	<b>2</b>

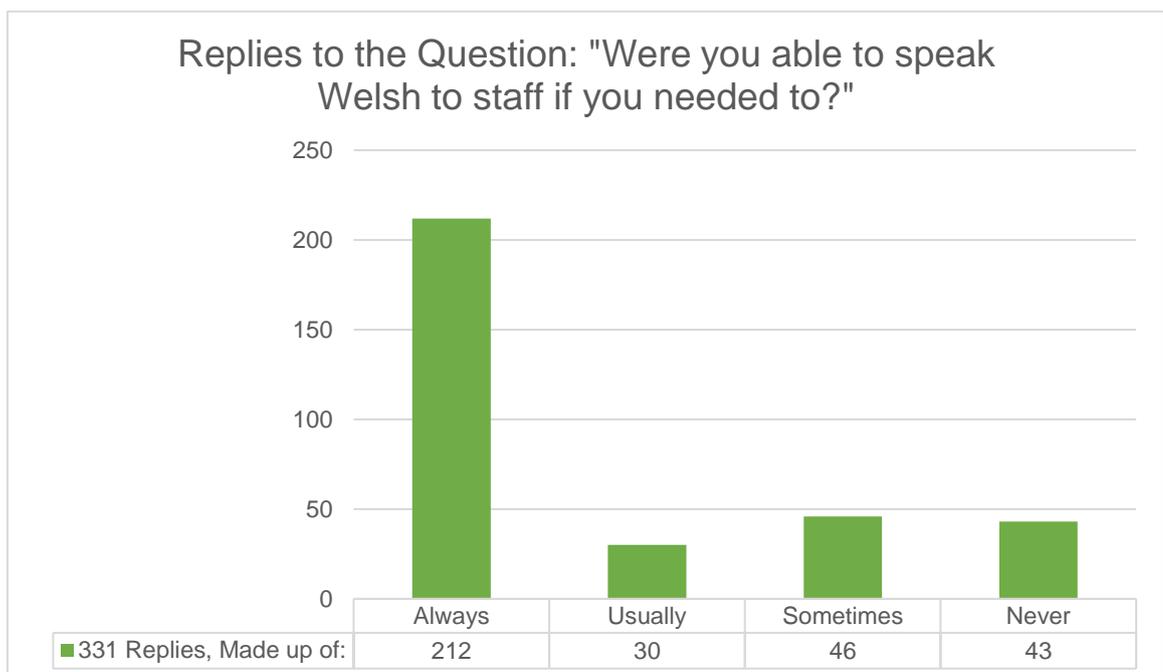
Data for: 1 April 2019 – 31 March 2020

Steps are taken to ensure that any complaint received regarding compliance with the Standards, or in relation to the provision of our services through the medium of Welsh, are thoroughly reviewed in order to address the issues highlighted and identify areas for improvement.

## User feedback

### The All Wales Survey

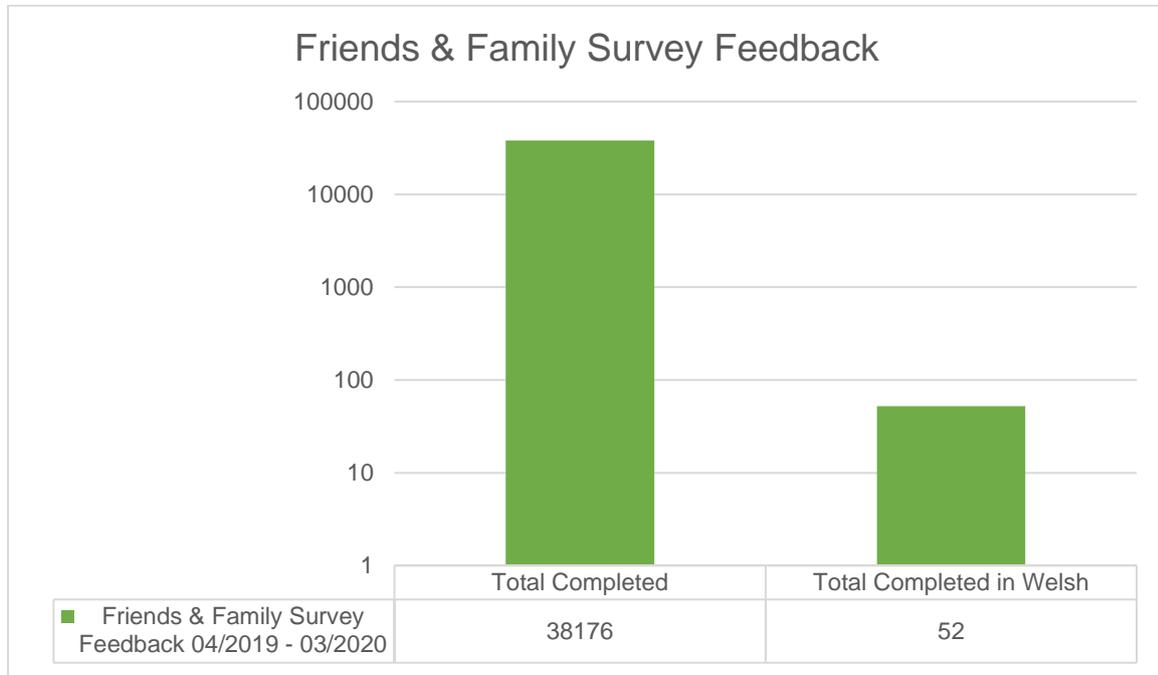
The All Wales Survey is a patient/service user experience survey. The questions are based on the things that that patients have said matter most. The questions mostly have 4 options and patients/service users are asked to tick the answer that they feel best describes how they feel.



Data period: 1 April 2019 – 31 March 2020

## The NHS Friends and Family Survey

The NHS Friends and Family survey was created to help service providers and commissioners understand whether patients are happy with the service provided, or whether improvements are needed. It is a quick and anonymous way to provide views after receiving NHS care or treatment.



**Data period:** 1 April 2019 – 31 March 2020

## Staff Welsh Language Competency

The table below shows the staff Welsh language competency skills entered on our Electronic Staff Record (ESR) for the reporting period.

<b>Total staff headcount at 31 March 2020:</b>	<b>12,986</b>
<b>Total staff with at least one competence recorded</b>	<b>3,234</b>
<b>Total staff with at least one competence recorded (%)</b>	<b>24.9%</b>

### Welsh Language Competence

Competence	Speaking/Listening/Oral	Reading	Writing
Level 5	157	138	124
Level 4	115	128	89
Level 3	113	60	71
Level 2	105	85	106
Level 1	363	230	172
Level 0	2375	2328	2399
Not recorded	6	265	273

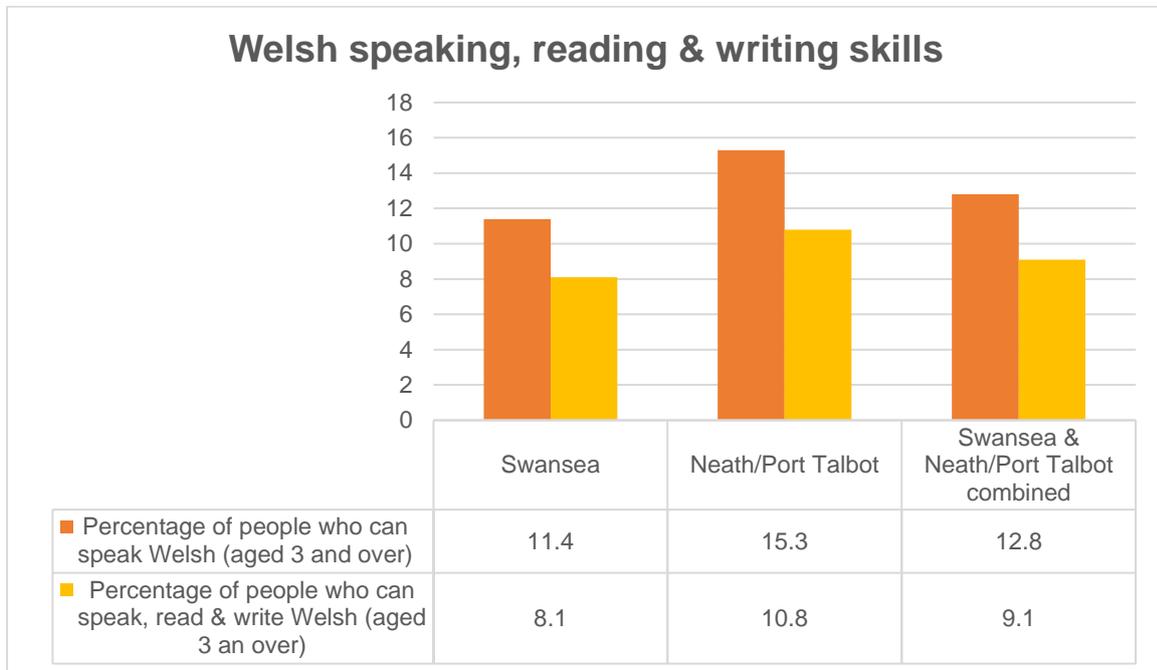
### Welsh Language Competence (%)

Competence	Speaking/Listening/Oral	Reading	Writing
Level 5	4.9	4.2	3.8
Level 4	3.6	3.9	2.8
Level 3	3.5	1.9	2.2
Level 2	3.2	2.6	3.3
Level 1	11.2	7.1	5.3
Level 0	73.4	72.0	74.2
Not recorded	0.2	8.2	8.4

These figures do not represent the Welsh language competency skills of our workforce as a whole, but rather of those members of staff for whom we currently hold data. The Health Board recognises that challenges remain with regard the completeness of the information which we are currently able to gather in this area, in part due to the way in which the Electronic Staff Record (ESR) system is structured. In order to address this issue and simplify the process for staff to record their Welsh language abilities, work has been undertaken during the year to produce an online bilingual skills survey. This will be rolled out and promoted across the Health Board during 2020/21 and beyond.

## Welsh Language in the Community

The number of people who are able to speak, read and write in Welsh is captured as part of the national census. The most recent census data (2011) showed the following for the Swansea and Neath Port Talbot area

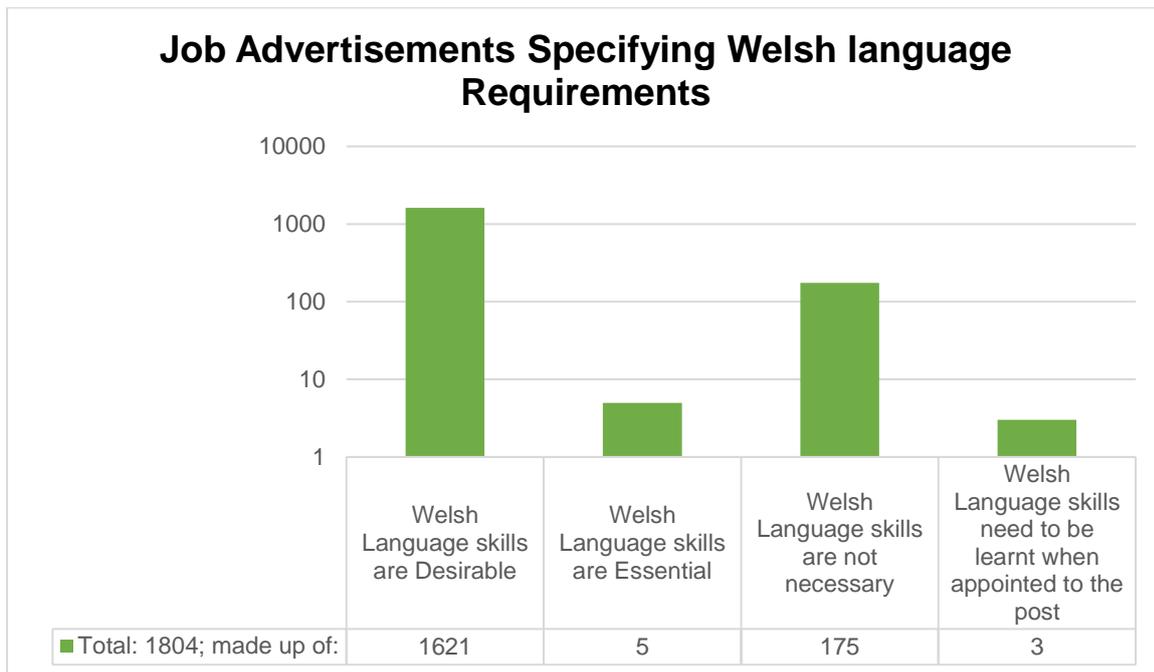


### Office of National Statistics (ONS) data

By comparing the ONS data relating to the local population with Welsh language speaking, reading and writing skills, with the Health Board's data relating to Welsh language competence, it is possible to develop a better understanding of how the local Welsh language population is reflected within the Health Board workforce.

## Job Advertisements and the Welsh Language

The following table sets out the Welsh language skills specified within job descriptions for posts advertised during the reporting year. Whilst we are pleased with the progress made in this area, with the vast majority of our jobs being advertised on the basis that Welsh language skills are desirable, we recognise that there is more we would like to achieve. As such, as part of the proposed review and update of our Bilingual Skills Strategy, we will seek to identify and recruit to more key posts on a Welsh language essential basis.



**Data period:** 1 April 2019 – 31 March 2020

## Welsh Language Staff Training

We offer staff the free, 10-hour online course in basic Welsh language, provided by the National Centre for Learning Welsh. The course can be followed at a time to suit staff and accessed from electronic devices at work or at home.

## Translation Monitoring

During the course of the reporting year, the Health Board has increased resources within our in-house Welsh Language Translation Team by one full-time Translator. During the reporting period, the Health Board has also introduced systems which allow us to record and report on the volume of translation work which is being undertaken in-house. Between 1 January 2020 and 31 March 2020, a total of 129,059 words were translated. All translation took place in-house.

## Conclusions

This report sets out the progress made by the Health Board in implementing the requirements of the Welsh Language Standards during 2019/20 and, whilst good progress has been made in a number of areas, we recognise that there is more work to do.

In common with all other health bodies, the onset of the COVID-19 global pandemic during the latter part of the reporting year, and the response which was required, had a significant impact across the organisation, placing unprecedented demands on our staff and resources.

Whilst it is clear that these demands will continue through 2020/21 and beyond, the Health Board is committed to an ongoing programme of work which will:

- Raise awareness and promote the Welsh Language and culture across our organisation and beyond
- Encourage the use of the language in our everyday work
- Further implement and embed the requirements of the Standards in our systems and processes
- Develop the provision of our services through the medium of Welsh.



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

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

Swansea Bay University Health Board – Issue Date: 30/11/2018

Standard Number	Class of Standard	Standard	Imposition Day
1	Service Delivery standards	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	30/05/2019
4	Service Delivery standards	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.  <b>You must comply with standard 4 in every circumstance, except:</b> <ul style="list-style-type: none"><li>○ when you send the same correspondence to several persons, and all of those persons have informed you that they do not wish to receive correspondence in Welsh.</li></ul>	30/05/2019
5	Service Delivery standards	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	30/05/2019
6	Service Delivery standards	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the	30/05/2019

		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).	
7	Service Delivery standards	You must state - (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, 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.	30/05/2019
8	Service Delivery standards	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	30/05/2019
9	Service Delivery standards	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	30/11/2019
10	Service Delivery standards	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/11/2019
11	Service Delivery standards	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less	30/05/2019

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

18	Service Delivery standards	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	30/05/2019
19	Service Delivery standards	<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</b></p>	30/11/2019

		<b>every call which involves the matter in hand.</b>	
20	Service Delivery standards	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/11/2019
21	Service Delivery standards	<p>If you invite one person only (“P”) to a meeting—</p> <p>(a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and</p> <p>(b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p><b>You must comply with standard 21 in relation to persons that are individuals by 30 May 2019.</b></p> <p><b>You must comply with standard 21 in relation to every other person by 30 November 2019.</b></p>	30/05/2019
22	Service Delivery standards	<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><b>You must comply with standard 22 in relation to persons that are individuals by 30 May 2019.</b></p> <p><b>You must comply with standard 22 in relation to every other person by 30 November 2019.</b></p>	30/05/2019
22A	Service Delivery standards	If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.	30/05/2019

		<p><b>You must comply with standard 22A in relation to persons that are individuals by 30 May 2019.</b></p> <p><b>You must comply with standard 22A in relation to every other person by 30 November 2019.</b></p>	
22CH	Service Delivery standards	<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.</p> <p><b>You must comply with standard 22CH in relation to persons that are individuals by 30 May 2019.</b></p> <p><b>You must comply with standard 22CH in relation to every other person by 30 November 2019.</b></p>	30/05/2019
23	Service Delivery standards	You must ask an in-patient (“A”) on the first day of A’s in-patient admission whether A wishes to use the Welsh language to communicate with you during that in-patient admission.	30/05/2019
23A	Service Delivery standards	If the in-patient (“A”) informs you that A wishes to use the Welsh language to communicate with you during an in-patient admission you must identify to your staff who are likely to communicate with A, that A wishes to use the Welsh language to communicate with you during that in-patient admission.	30/05/2019
24	Service Delivery standards	You must produce and publish a policy on how to establish whether an in-patient (“A”) wishes to use the Welsh language during A’s inpatient admission if A is unable to inform you that A wishes to use the Welsh language to communicate with you during an in-patient admission.	30/05/2019
25	Service Delivery	If you invite an individual (“A”), to a case conference which will be	30/05/2019

	standards	held 5 or more working days after the invitation is sent— (a) you must ask A whether A wishes to use the Welsh language at the case conference, and inform A that, you will conduct the conference in Welsh, or if necessary provide a translation service from Welsh to English and from English to Welsh for that purpose, and (b) if A has informed you that A wishes to use the Welsh language at the case conference, you must conduct the conference in Welsh or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English and from English to Welsh.	
26	Service Delivery standards	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.	30/05/2019
27	Service Delivery standards	When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh.	30/05/2019
28	Service Delivery standards	If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	30/05/2019
29	Service Delivery	If you arrange a meeting that is open to the public and at which public	30/05/2019

	standards	<p>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><b>You must comply with standard 29 in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>where an invitation or material advertising a meeting has asked the public to inform you whether they wish to use the Welsh language, and none of them have informed you that they wish to use the Welsh language at the meeting.</b></li> </ul>	
30	Service Delivery standards	If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	30/05/2019
31	Service Delivery standards	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	30/05/2019
32	Service Delivery standards	<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><b>You must comply with standard 32 in every circumstance, except in relation to face to face services offered at the event.</b></p>	30/05/2019

		<p><b>In relation to face to face services offered at the event, you must comply in every circumstance, except:</b></p> <ul style="list-style-type: none"> <li>○ <b>where it is necessary for a representative who does not speak Welsh to provide a service on a specific subject matter; and</b></li> <li>○ <b>where no Welsh speaking representative is available to provide a service on that specific subject matter.</b></li> </ul>	
33	Service Delivery standards	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	30/05/2019
34	Service Delivery standards	Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	30/05/2019
36	Service Delivery standards	If you produce a form that is to be completed by an individual, you must produce it in Welsh.	30/05/2019
37	Service Delivery standards	If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	30/11/2019
38	Service Delivery standards	If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or	30/05/2019

		<p>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>	
39	Service Delivery standards	<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>	30/05/2020
40	Service Delivery standards	<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>	30/05/2019
41	Service Delivery standards	<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>	30/05/2019
42	Service Delivery standards	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English</p>	30/05/2019

		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.	
43	Service Delivery standards	You must provide the interface and menus on every page of your website in Welsh.	30/05/2020
44	Service Delivery standards	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	30/05/2019
45	Service Delivery standards	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>  <ul style="list-style-type: none"> <li>○ <b>when using social media on your corporate and departmental accounts.</b></li> </ul>	30/05/2019
46	Service Delivery standards	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/05/2019
47	Service Delivery standards	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.	30/05/2019
48	Service Delivery standards	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice;	30/05/2019

		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.	
49	Service Delivery standards	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.	30/05/2019
50	Service Delivery standards	<p>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.</p> <p><b>You must comply with standard 50 in relation to the following by 30 May 2019:</b></p> <ul style="list-style-type: none"> <li>○ the body's main reception services.</li> </ul> <p><b>You must comply with standard 50 in relation to the following by 30 November 2019:</b></p> <ul style="list-style-type: none"> <li>○ every other reception service.</li> </ul>	30/05/2019
52	Service Delivery standards	<p>You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.</p> <p><b>You must comply with standard 52 in relation to the following by 30 May 2019:</b></p> <ul style="list-style-type: none"> <li>○ the body's main reception services.</li> </ul> <p><b>You must comply with standard 52 in relation to the following by 30 November 2019:</b></p> <ul style="list-style-type: none"> <li>○ every other reception service.</li> </ul>	30/05/2019
53	Service Delivery	You must ensure that staff at the reception who are able to provide a	30/05/2019

	standards	Welsh language reception service wear a badge to convey that.	
54	Service Delivery standards	Any documents that you publish which relate to applications for a grant must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	30/05/2019
55	Service Delivery standards	When you invite applications for a grant, you must— (a) state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English; and (b) not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the timescale for informing applicants of decisions).	30/05/2019
56	Service Delivery standards	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	30/05/2019
57	Service Delivery standards	Any invitations to tender for a contract that you publish must be published in Welsh if the subject matter of the contract suggests that it should be produced in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.	30/05/2019
58	Service Delivery standards	When you publish invitations to tender for a contract, you must— (a) state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and (b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and	30/05/2019

		in relation to the timescale for informing tenderers of decisions).	
59	Service Delivery standards	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	30/05/2019
60	Service Delivery standards	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/05/2019
61	Service Delivery standards	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	30/05/2019
62	Service Delivery standards	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/05/2019
63	Service Delivery standards	If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh.	30/11/2019
64	Service Delivery standards	When you announce a recorded message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/05/2019
65	Service Delivery standards	When you know that a primary care provider is willing to provide a primary care service or part of a primary care service through the medium of Welsh, you must designate and maintain a page on your website (in Welsh) containing that information.	30/05/2019
66	Service Delivery	You must—	30/05/2019

	standards	(a) provide an English to Welsh translation service for use by a primary care provider to enable it to obtain Welsh language translations of signs or notices displayed in connection with its primary care service, and (b) encourage the use of the translation service provided by you in accordance with this standard.	
67	Service Delivery standards	You must— (a) make available to a primary care provider a badge for it or its staff to wear to convey that they are able to speak Welsh, and (b) promote to a primary care provider the wearing of the badge.	30/05/2019
68	Service Delivery standards	You must provide training courses, information or hold events so that a primary care provider can develop— (a) an awareness of the Welsh language (including awareness of its history and its role in Welsh culture); and (b) an understanding of how the Welsh language can be used in the workplace.	30/05/2019
69	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
70	Policy Making standards	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English	30/05/2019

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

		(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
75	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
76	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
77	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	30/05/2019
78	Policy Making standards	You must publish a policy on providing a primary care service which requires you to take the following into account when you make	30/11/2019

		<p>decisions in relation to providing a primary care service—</p> <p>(a) what effects, if any (and whether positive or negative), the decision would have on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(b) how that decision could be taken or implemented so that it would have positive effects, or increased positive effects, on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language; and</p> <p>(c) how the decision could be taken or implemented so that it would not have adverse effects, or so that it would have decreased adverse effects on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p>	
78A	Policy Making standards	<p>On the expiry of 5 years after publishing the policy in accordance with standard 78 (whether or not revisions have been made to that policy) and on the expiry of each subsequent period of 5 years you must —</p> <p>(a) assess to what extent you have complied with the policy; and</p> <p>(b) publish that assessment on your website within 6 months of the end of the period.</p>	30/11/2019
79	Operational standards	<p>You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.</p>	30/05/2019
80	Operational standards	<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</p>	30/11/2019

		contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	
81	Operational standards	<p>You must ask each employee ("A") whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh -</p> <p>(a) any paper correspondence that relates to A's employment, and which is addressed to A;</p> <p>(b) any documents that outline A's training needs or requirements;</p> <p>(c) any documents that outline A's performance objectives;</p> <p>(ch) any documents that outline or record A's career plan;</p> <p>(d) any forms that record and authorise annual leave;</p> <p>(dd) any forms that record and authorise absences from work;</p> <p>(e) any forms that record and authorise flexible working hours.</p> <p><b>You must comply with standard 81 in every circumstance by 30 November 2019, except:</b></p> <ul style="list-style-type: none"> <li>○ when the activity is carried out through the use of the Electronic Staff Record (ESR).</li> </ul> <p><b>You must comply with standard 81 in every circumstance by 30 November 2020.</b></p>	30/11/2019
82	Operational standards	<p>If you publish any of the following, you must publish it in Welsh -</p> <p>(a) a policy relating to behaviour in the workplace;</p> <p>(b) a policy relating to health and well-being at work;</p> <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>	30/11/2019

83	Operational standards	<p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <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>	30/05/2019
84	Operational standards	<p>If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must -</p> <ul style="list-style-type: none"> <li>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</li> <li>(b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.</li> </ul>	30/11/2019
85	Operational standards	<p>When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A -</p> <ul style="list-style-type: none"> <li>(a) made the complaint in Welsh,</li> <li>(b) responded in Welsh to a complaint about A,</li> <li>(c) asked for a meeting about the complaint to be conducted in Welsh, or</li> <li>(ch) asked to use the Welsh language at a meeting about the complaint.</li> </ul>	30/05/2019
86	Operational standards	<p>You must -</p> <ul style="list-style-type: none"> <li>(a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her,</li> </ul>	30/05/2019

		and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	
87	Operational standards	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English.	30/11/2019
88	Operational standards	When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.	30/05/2019
89	Operational standards	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	30/05/2019
90	Operational standards	You must ensure that - (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet.	30/05/2020

		<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>○ <b>the use of the Welsh language within your internal administration;</b></li> <li>○ <b>complaints made by staff;</b></li> <li>○ <b>disciplining staff;</b></li> <li>○ <b>developing skills through planning and training the workforce; and</b></li> <li>○ <b>recruiting and appointing.</b></li> </ul>	
91	Operational standards	<p>You must ensure that -</p> <p>(a) the text of the homepage of your intranet is available in Welsh,</p> <p>(b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet 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 intranet.</p>	30/05/2019
93	Operational standards	<p>If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.</p>	30/05/2019
94	Operational standards	<p>You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.</p>	30/05/2019
95	Operational standards	<p>You must provide the interface and menus on your intranet pages in Welsh.</p>	30/05/2020

		<p><b>You must comply with standard 95 in relation to the following:</b></p> <ul style="list-style-type: none"> <li>○ any page or homepage on your intranet that is available in Welsh in accordance with standards 90 and/or 91;</li> <li>○ any page you designate and maintain on your intranet in accordance with standard 94.</li> </ul>	
96	Operational standards	You must assess the Welsh language skills of your employees.	30/05/2019
97	Operational standards	<p>You must provide opportunities for training in Welsh in the following areas, if you provide such training in English -</p> <ul style="list-style-type: none"> <li>(a) recruitment and interviewing;</li> <li>(b) performance management;</li> <li>(c) complaints and disciplinary procedures;</li> <li>(ch) induction;</li> <li>(d) dealing with the public; and</li> <li>(dd) health and safety.</li> </ul>	30/11/2019
98	Operational standards	<p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <ul style="list-style-type: none"> <li>(a) meetings;</li> <li>(b) interviews; and</li> <li>(c) complaints and disciplinary procedures.</li> </ul>	30/11/2019
99	Operational standards	<p>You must provide opportunities during working hours -</p> <ul style="list-style-type: none"> <li>(a) for your employees to receive basic Welsh language lessons, and</li> <li>(b) for employees who manage others to receive training on using the Welsh language in their role as managers.</li> </ul>	30/05/2019
100	Operational standards	You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.	30/05/2019
101	Operational standards	You must provide opportunities for employees to receive training,	30/05/2019

		free of charge, to improve their Welsh language skills.	
102	Operational standards	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; and (c) an understanding of how the Welsh language can be used in the workplace.	30/05/2019
103	Operational standards	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	30/05/2019
104	Operational standards	You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages.	30/05/2019
105	Operational standards	You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff.	30/05/2019
106	Operational standards	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply -	30/05/2019

		(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.	
106A	Operational standards	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh	30/11/2019
107	Operational standards	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	30/05/2019
107A	Operational standards	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.	30/11/2019
107B	Operational standards	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing applicants of decisions).	30/05/2019
108	Operational standards	You must ensure that your application forms for posts provide a	30/05/2019

		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.	
109	Operational standards	When you inform an applicant of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.	30/05/2019
110	Operational standards	You must publish a plan for each 5 year period setting out - (a) the extent to which you are able to offer to carry out a clinical consultation in Welsh; (b) the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh; (c) a timetable for the actions that you have detailed in (b).	30/11/2019
110A	Operational standards	Three years after publishing a plan in accordance with standard 110, and at the end of a plan's 5 year period you must - (a) assess the extent to which you have complied with the plan; and (b) publish that assessment within 6 months.	30/11/2019
111	Operational standards	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs), or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/05/2019
112	Operational standards	When you -	30/05/2019

		(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.	
113	Operational standards	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.	30/05/2019
114	Operational standards	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.	30/05/2019
115	Record keeping standards	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	30/05/2019
116	Record keeping standards	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 96), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	30/05/2019
117	Record keeping standards	You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with standard 106) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or	30/05/2019

		(ch) Welsh language skills are not necessary.	
118	Standards which deal with Supplementary Matters	You must ensure that a document which records the standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available on your website.	30/05/2019
119	Standards which deal with Supplementary Matters	You must— (a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the standards with which you are under a duty to comply, and (b) publish a document that records that procedure on your website.	30/05/2019
120	Standards which deal with Supplementary Matters	(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year. (2) The annual report must include the 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 standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where— (i) Welsh language skills were essential;	30/05/2019

		<p>(ii) Welsh language skills needed to be learnt when appointed to the post;</p> <p>(iii) Welsh language skills were desirable; or</p> <p>(iv) Welsh language skills were not necessary.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must ensure that a current copy of your annual report is available on your website.</p>	
121	Standards which deal with Supplementary Matters	You must provide the Welsh Language Commissioner (if requested by the Commissioner) with any information which relates to your compliance with the service delivery standards, the policy making standards or the operational standards with which you are under a duty to comply.	30/05/2019

*Meri Huws*

**Meri Huws**  
Welsh Language Commissioner

Date: 30/11/2018 (varied on 19/11/2019)