

WELSH STATUTORY INSTRUMENTS

2015 No. (W.)

WELSH LANGUAGE, WALES

Welsh Language Standards (Welsh Ministers, County and County Borough Councils, and National Park Authorities) Regulations 2015

EXPLANATORY NOTES

(These notes do not form part of the Regulations)

5 The Welsh Language (Wales) Measure 2011 (nawm.1) makes provision for the specification of standards of conduct in relation to the Welsh language (“standards”). These replace the Welsh language schemes provided for by the Welsh Language Act 1993 (c.38).

10 Section 26 of the 2011 Measure enables the Welsh Ministers to specify standards, and section 39 enables them to provide that a standard is specifically applicable to a person by authorising the Welsh Language Commissioner to give a notice to that person requiring compliance with the standard (a “compliance notice”).

15 These Regulations specify standards in relation to the conduct of the Welsh Ministers, county and county borough councils and National Park authorities (which are referred to in the Regulations as “bodies”). The Regulations also authorise (subject to certain exceptions) the Commissioner to give a compliance notice, in relation to standards specified by the Regulations, to those bodies.

20 In accordance with section 44 of the 2011 Measure, the Commissioner may (by way of a compliance notice) require a body to comply with one or more standards that are specifically applicable to it. In consequence, the standards specified by the Regulations are expressed in the second person narrative, meaning that they are in “you must” form (where “you” means the relevant body in each case).

Using the flexibility provided for by section 44 of the 2011 Measure the Commissioner may (if it is reasonable and proportionate, and the Commissioner wishes to do so) require a body to comply with one standard in some circumstances and another standard in other circumstances. For example if a standard is specifically applicable to a body the Commissioner may require the body to comply with the standard in some circumstances but not others, or require it to comply with the standard only in some areas. Similarly if two or more standards relate to a specific conduct (for example, standards 8 to 11 in relation to answering telephone calls), the Commissioner may (by way of a compliance notice) require a body to comply with one of those standards only, or with different standards at different times, in different circumstances, or in different areas; as is appropriate for the body. The Commissioner is not, therefore, obliged to require every body to comply with every standard.

In accordance with section 46 of the 2011 Measure, the compliance notice given to a body must state the imposition day, or imposition days; meaning the day or days upon which the body becomes required to comply with a standard (or comply with a standard in a specific way). Using the flexibility provided for by section 46, the Commissioner may set an early imposition day for a body to comply with a standard (provided this is at least 6 months after the date on which the body was given the related compliance notice), or set an imposition day further in the future (for example in relation to more challenging standards).

Schedule 1 to the Regulations specifies **service delivery standards**. Section 28 of the 2011 Measure provides that a “service delivery standard” means a standard that relates to a service delivery activity, and is intended to promote or facilitate the use of the Welsh language, or to work towards ensuring that the Welsh language is treated no less favourably than the English language when that activity is carried out. A “service delivery activity” means a person delivering services to another person, or dealing with any other person in connection with delivering services to that other person, or to a third person.

For the avoidance of doubt, where a standard specified in these regulations requires written material to be displayed or provided in Welsh, or for a service to be provided in Welsh, this does not mean that that material should necessarily be displayed or provided in Welsh only, or that that service must only be provided in Welsh (unless that is specifically stated in the standard).

Schedule 2 to the Regulations specifies **policy making standards**. Section 29 of the 2011 Measure provides that a “policy making standard” means a standard that relates to a policy decision, and is intended to secure, or to contribute to securing, that the person making the policy decision considers one or more of the following –

- (a) what effects, if any, (whether positive or adverse) the policy decision would have on opportunities for people to use the Welsh language, or treating the Welsh language no less favourably than the English language;
- (b) how the decision could be made so that the decision has positive effects, or increased positive effects, on opportunities for people to use the Welsh language, or treating the Welsh language no less favourably than the English language;

- (c) how the decision could be made so that the decision does not have adverse effects, or has decreased adverse effects, on opportunities for other persons to use the Welsh language, or treating the Welsh language no less favourably than the English language.

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Schedule 3 to the Regulations specifies **operational standards**. Section 30 of the 2011 Measure provides that an “operational standard” means a standard that relates to the functions, or a business or other undertaking (“relevant activities”) of a person (“A”), that is intended to promote or facilitate the use of the Welsh language –

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- (a) by A in carrying out A’s relevant activities,
- (b) by A and another person in dealings between them in connection with A’s relevant activities, or
- (c) by a person other than A in carrying out activities for the purposes of, or in connection with, A’s relevant activities.

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Schedule 4 to the Regulations specifies **promotion standards**. Section 31 of the 2011 Measure states that a “promotion standard” means a standard (relating to any activity) that is intended to promote or facilitate the use of the Welsh language more widely.

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Schedule 5 to the Regulations specifies **record keeping standards**. Section 32 of the 2011 Measure provides that a “record keeping standard” is a standard relating to the keeping of records about other standards specified (in these Regulations), records about complaints concerning compliance with other specified standards, or records about other complaints concerning the Welsh language.

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Schedule 6 to the Regulations specifies standards that deal with supplementary matters. These are specific forms of service delivery standards, policy making standards, operational standards, promotion standards and record keeping standards that deal with the matters referred to in section 27(4) of the 2011 Measure (which are supplementary to the matters dealt with in Schedules 1 to 5).

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2015 No. (W.)

WELSH LANGUAGE, WALES

Welsh Language Standards (Welsh Ministers, County and County Borough Councils, and National Park Authorities) Regulations 2015

Made

Coming into force

5 The Welsh Ministers in exercise of the powers conferred upon them by sections 26, 27, 39 and 150(5) of the Welsh Language (Wales) Measure 2011 (nawm.1), having received the approval of the National Assembly for Wales in accordance with section 150(2) of that Measure, make the following Regulations:

1 Title, commencement, application and interpretation

- 10 (1) The title of these Regulations is the Welsh Language Standards (Welsh Ministers, County Councils and County Borough Councils and National Park Authorities) Regulations 2015.
- (2) The Regulations come into force on [].
- (3) The Regulations apply to the following –
- (a) the Welsh Ministers;
 - (b) county council and county borough councils in Wales;
 - 15 (c) National Park authorities in Wales.
- (4) In the standards specified under Regulation 2 –
- a “body” means the Welsh Ministers, a county council or county borough council or a National Park authority;
 - a “member of staff” means an employee of a body or an individual
 - 20 working for a body;
- (5) In the standards specified in Schedules 1, 3, 4, 5 and 6 a “person” means a member of the public (and does not include a body of persons corporate or incorporate).

- (6) A number of other words and expressions are defined for the purpose of interpreting the standards in Part 3 of Schedules 1 and 3, in Part 2 of Schedule 2 and in Part 6 of Schedule 6.

2 Standards specified

- 5 (1) Schedule 1 specifies service delivery standards.
- (2) Schedule 2 specifies policy making standards.
- (3) Schedule 3 specifies operational standards.
- (4) Schedule 4 specifies promotion standards.
- (5) Schedule 5 specifies record keeping standards.
- 10 (6) Schedule 6 specifies standards that deal with matters which are supplementary to the matters dealt with in the standards specified in Schedules 1 to 5 and, in particular –
- (a) Part 1 specifies service delivery standards that deal with supplementary matters;
 - (b) Part 2 specifies policy making standards that deal with supplementary matters;
 - (c) Part 3 specifies operational standards that deal with supplementary matters;

15 (d) Part 4 specifies promotion standards that deal with supplementary matters;

 - (e) Part 5 specifies record keeping standards that deal with supplementary matters;
 - (f) Part 6 makes provision for about interpreting the supplementary standards;
 - (g) Part 7 make supplementary provision.

20 3 Standards that are specifically applicable

- (1) The Welsh Ministers authorise the Welsh Language Commissioner to give a compliance notice to one or more of the persons listed in Regulation 1(3) requiring that person or those persons to comply with any of the standards specified under Regulation 2.
- (2) But the Commissioner is not authorised to give a compliance notice –
- 25 (a) to the Welsh Ministers requiring them to comply with standard 143 and 144 (promotion standard);
- (b) to county councils, to county borough councils or to National Park authorities requiring them to comply with standards 93 to 95 (commissioning research to assist in formulating policy).
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Dated

First Minister of Wales

SCHEDULE 1
(Regulation 2(1))

SERVICE DELIVERY STANDARDS

PART 1

THE STANDARDS

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1 Standards relating to correspondence sent by a body.

(1) When a body replies to correspondence.

10 **Standard 1:** *When 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.*

(2) When a body initiates correspondence.

(a) When a body corresponds with one person.

15 **Standard 2:** *When you correspond with a person ("P") for the first time, you must ask P whether P wishes to receive correspondence from you in Welsh, and if P responds to say that he or she wishes to receive correspondence in Welsh you must –*

(a) *keep a record of P's wish,*

(b) *correspond with P in Welsh from then onwards, and*

(c) *send any forms you send to P in Welsh.*

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(b) When a body corresponds with more than one member of the same household.

Standard 3: *When you send correspondence to two persons who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if –*

25 (a) *both persons respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when corresponding with those persons;*

(b) *one (but not both) of the persons responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when corresponding with those persons.*

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(c) When a body corresponds with several persons (for example, when it issues a circular, or sends the same letter to a number of homes).

Standard 4: *When you send the same correspondence to several persons, you must issue a Welsh language version of the correspondence at the same time as you issue any English language version.*

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(3) General standards relating to correspondence sent by a body.

Standard 5: *If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.*

5 **Standard 6:** *When you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).*

Standard 7: *You must state –*
(a) in correspondence, and
(b) in publications and official notices that invite persons to respond to you or to correspond with you
10 *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.*

2 Standards relating to telephone calls made and received by a body.
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(1) Telephone calls made to a body's main contact number and to any helplines or call centres.

Standard 8: *When you receive a telephone call to your main telephone number (or numbers), or to any helplines or call centres, you must greet the caller in Welsh.*

20 **Standard 9:** *When you receive a telephone call to your main telephone number (or numbers), or to any helplines or call centres, you must inform the caller that a Welsh language service is available.*

Standard 10: *When you receive a telephone call to your main telephone number (or numbers), or to any helplines or call centres, you must deal with the call in Welsh in its entirety if that is the caller's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).*
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Standard 11: *When you receive a telephone call to your main telephone number (or numbers), or to any helplines or call centres, you must deal with the call in Welsh if that is the caller's wish until such point as it is necessary to transfer the call to a person who can provide a service on a specific subject matter to the caller that no Welsh speaker is available to provide.*
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Standard 12: *When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.*

Standard 13: *You must provide the same telephone number for your main telephone number (or numbers), helplines or call centre services that offer a Welsh-language service as you provide for the equivalent English-language service.*
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Standard 14: *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.*

Standard 15: *If you have performance indicators for dealing with telephone calls in English you must have corresponding performance indicators for dealing with telephone calls in Welsh.*
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Standard 16: *Your main telephone call answering service (or services) must inform callers, in Welsh, that they can leave a message in Welsh.*

Standard 17: *When there is no Welsh language service available to deal with calls to your main telephone number (or numbers), or to any helpline or call centre service, you must inform callers, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.*

(2) Telephone calls made to departments and to individual members of a body's staff.

Standard 18: *When a person contacts one of your departments on a direct line telephone number, and that person wishes to receive a service in Welsh, you must provide that service in Welsh.*

Standard 19: *When a person contacts you on any telephone number (including staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must provide that service in Welsh in its entirety (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).*

Standard 20: *When you receive any telephone call to a direct line number (whether to a department's direct line number or to the direct line number of an individual member of staff), you must ensure that, when greeting the caller, the Welsh language is not treated less favourably than the English language.*

(3) Telephone calls made by a body.

Standard 21: *When you telephone a person ("P") for the first time you must ask P whether he or she wishes to receive telephone calls from you in Welsh, and if P responds to say that he or she wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to P from then onwards in Welsh.*

(4) A body dealing with telephone calls using an automated system.

Standard 22: *Any automated telephone systems that you have must provide the complete automated service in Welsh.*

3 Standards relating to a body holding meetings that aren't open to the general public.

(1) Meetings between a body and one other invited person.

Standard 23: *When you invite one person ("P") to a meeting, you must offer to conduct the meeting in Welsh; and if P informs you that he or she wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of translation services).*

Standard 24: *When you invite one person ("P") to a meeting you must ask P whether he or she wishes to speak Welsh at the meeting, and inform P that if he or she wishes to speak Welsh you will, if necessary, provide a translation service from Welsh to English for that purpose.*

Standard 24A: *When you have invited one person ("P") to a meeting and P has informed you that P wishes to speak Welsh at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available (unless it is possible to conduct the meeting without the assistance of translation services).*

Standard 24B: *When you have invited one person (“P”) to a meeting and P has informed you that he or she wishes to speak Welsh at the meeting, you must arrange for a consecutive translation service from Welsh to English to be available (unless it is possible to conduct the meeting without the assistance of translation services).*

5 **Standard 25:** *When you invite one person (“P”) to a meeting, and the meeting relates to the well-being or personal interests of P, you must –*

(a) *ask P if he or she would wish for the meeting to be conducted in Welsh, and*

(b) *if P informs you that he or she wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of translation services).*

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Standard 26: *When you invite one person (“P”) to a meeting, and the meeting relates to the well-being or personal interests of P, you must ask P whether he or she wishes to speak Welsh at the meeting, and inform P that if he or she wishes to speak Welsh you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.*

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Standard 26A: *You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting –*

(a) *if the meeting relates to the well-being or personal interests of an invited person (“P”), and*

(b) *P has informed you that he or she would like to speak Welsh at the meeting;*

unless it is possible to conduct the meeting in Welsh without the assistance of translation services.

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Standard 26B: *You must arrange for a consecutive translation service from Welsh to English and English to Welsh to be available at a meeting –*

(a) *if the meeting relates to the well-being or personal interests of an invited person (“P”), and*

(b) *P has informed you that he or she would like to speak Welsh at the meeting;*

unless it is possible to conduct the meeting in Welsh without the assistance of translation services.

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(2) **Meetings between a body and more than one invited persons.**

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Standard 27: *When you invite more than one person to a meeting (which does not relate to the personal interests or well-being of one or more individuals invited), you must ask each person whether they wish to speak Welsh at the meeting.*

Standard 27A: *When you have invited more than one person to a meeting, and at least 10% of the persons invited have informed you that they wish to speak Welsh at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.*

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Standard 27B: *When you have invited more than one person to a meeting, and at least 20% of the persons invited have informed you that they wish to speak Welsh at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.*

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- Standard 27C:** *When you invited more than one person to a meeting, and at least 30% of the persons invited have informed you that they wish to speak Welsh at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.*
- 5 **Standard 27D:** *When you invited more than one person to a meeting, and all of the persons invited have informed you that they wish to speak Welsh at the meeting, you must conduct the meeting in Welsh (without the assistance of translation services).*
- Standard 27E:** *When you invited more than one person to a meeting, and all of the persons invited have informed you that they wish to speak Welsh at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.*
- 10 **Standard 28:** *When you invite more than one person to a meeting, and that meeting relates to the personal interests or well-being of one or more of the individuals invited, you must –*
- (a) *ask that individual or each of those individuals whether he or she (or they) would wish for the meeting to be conducted in Welsh, and*
- 15 (b) *if that individual, or if each of those individuals, informs you that he or she (or they) would wish for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of translation services).*
- Standard 29:** *When you invite more than one person to a meeting, and that meeting relates to the personal interests or well-being of one or more of the individuals invited, you must –*
- 20 (c) *ask that individual or each of those individuals whether he or she (or they) would like to speak Welsh at the meeting, and*
- (d) *inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.*
- 25 **Standard 29A:** *You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting –*
- (a) *if you have invited more than one person,*
- (b) *if the meeting relates to the personal interests or well-being of one or more of the individuals invited, and*
- 30 (c) *if at least one of those individuals has informed you that he or she wishes to speak Welsh at the meeting;*
- unless it is possible to conduct the meeting in Welsh without the assistance of translation services.*

Standard 29B: *You must provide a consecutive translation service from Welsh to English and from English to Welsh at a meeting –*

- (a) if you have invited more than one person,*
- (b) if the meeting relates to the personal interests or well-being of one or more of the individuals invited, and*
- (c) if at least one of those individuals has informed you that he or she wishes to speak Welsh at the meeting;*

unless it is possible to conduct the meeting in Welsh without the assistance of translation services.

4 Meetings arranged by a body that are open to the public.

Standard 30: *When you arrange a meeting that is open to the public you must state on any material advertising it and on any invitation to it that anyone attending is welcome to speak Welsh at the meeting.*

Standard 31: *When you issue invitations to a meeting that you arrange which is open to the public, you must issue invitations in Welsh.*

Standard 32: *When you invite persons to speak at a meeting that you have arranged which is open to the public –*

- (a) you must ask each person invited to speak whether he or she wishes to speak in Welsh, and*
- (b) if that person (or at least one of those persons) has informed you that he or she wishes to speak in Welsh at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available for that purpose (unless it is practicable to conduct the meeting in Welsh without that service).*

Standard 33: *When you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must inform everyone present –*

- (a) that they are welcome to speak Welsh, and*
- (b) that a simultaneous translation service is available.*

Standard 34: *When you 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.*

5 Standards relating to public events organised or funded in its entirety by a body.

Standard 35: *When you organise a public event, or fund a public event in its entirety, you must ensure that, when the event is promoted, the Welsh language is treated no less favourably than the English language (for example, when the event is advertised or publicised).*

5 **Standard 36:** *When you organise a public event, or fund a public event in its entirety, you must ensure that the Welsh language is treated no less favourably than the English language during the event (for example, in relation to services provided for persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).*

6 Standards relating to a body's publicity and advertising.

10 **Standard 37:** *When you produce publicity or advertising material, you must produce that material in Welsh, and if you have Welsh and English language advertising material, you must not treat the Welsh language version less favourably than you treat the English language version.*

7 Standards relating to a body displaying material in public.

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Standard 38: *When you display material in public you must display that material in Welsh, and you must not treat any Welsh language version of the material less favourably than you treat an English language version.*

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Standard 39: *When you display material at a public exhibition which you organise, you must display that material in Welsh, and you must not treat any Welsh language version of the material less favourably than you treat an English language version.*

8 Standards relating to a body producing and publishing documents.

25 **Standard 40:** *When you produce documents for public use you must produce them in Welsh.*

Standard 41: *When you produce the following documents you must produce them in Welsh –*

(a) *agendas, minutes and other papers (that are available to the public), which relate to management board or cabinet meetings;*

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(b) *agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.*

Standard 42: *When you produce a licence or certificate you must produce it in Welsh.*

Standard 43: *You must produce any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public in Welsh.*

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Standard 44: *When you produce the following documents, and they are available to the public, you must produce them in Welsh –*

(a) *policies, strategies, annual reports and corporate plans;*

(b) *guidelines and codes of practice;*

(c) *consultation papers.*

- Standard 45:** *When you publish any rules that apply to the public you must publish them in Welsh.*
- Standard 46:** *When you issue any statement to the press release you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.*
- 5 **Standard 47:** *When you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh –*
- (a) if the subject matter of the document suggests that it should be, or*
 - (b) if the anticipated audience, and their expectations, suggests that the document should be.*
- 10 **Standard 48:** *When you produce a document in Welsh and in English, you must not treat any Welsh language text less favourably than you treat the English language text.*
- Standard 49:** *When you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.*

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9 Standards in relation to a body producing and publishing forms.

- Standard 50:** *When you produce a form for public use you must produce it in Welsh.*
- 20 **Standard 50A:** *When you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.*
- Standard 50B:** *When you produce a Welsh language version of a form and a separate English language version, you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).*
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- Standard 51:** *When you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.*
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10 Standards in relation to a body's websites and on-line services.

35 (1) Websites published by a body.

- Standard 52:** *You must ensure that –*
- (a) the text of each page of your website is available in Welsh,*
 - (b) every Welsh language page on your website is fully functional, and*
 - (c) the Welsh language is not treated less favourably than the English language on your website.*
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Standard 53: You must ensure that –

- (a) the text of the homepage of your website is available in Welsh,
- (b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website.

Standard 54: You must ensure that when you publish a new page on your website –

- (a) the text of that page is available in Welsh,
- (b) any Welsh language version of that page is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language in relation to that page.

Standard 55: When you have a Welsh language web page that corresponds to an English language web page, you must ensure that the English language web page clearly states that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.

Standard 56: You must provide the interface and menus on every page of your website in Welsh.

(2) Apps published by a body.

Standard 57: 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.

Standards in relation to signs displayed by a body.

Standard 58: When you erect a new sign or when you renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and when 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.

Standard 59: When you erect a new sign or when you renew a sign (including temporary signs) which conveys the same information in Welsh and in English, you must position the Welsh-language text so that it is likely to be read first.

Standard 60: You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.

Standards relating to a body receiving visitors at its buildings.

Standard 61: When receiving visitors to your reception, you must not treat the Welsh language less favourably than the English language.

- Standard 62:** *When you arrange a visit or appointment in advance for a person (“P”) which will involve that person coming to your reception, you must ask P whether he or she would wish to receive a Welsh language reception service (unless you already know whether P would wish to receive that service in Welsh).*
- 5 **Standard 62A:** *You must provide a face to face reception service in Welsh for a person at your reception if you have arranged a visit or appointment for that person in advance and –*
- (a) *the person has informed you in advance that he or she wishes to receive the service in Welsh, or*
 - (b) *you were already aware that the person would wish to receive the service in Welsh.*
- 10 **Standard 63:** *When you have no face to face reception service available in Welsh, you must ensure that a Welsh language reception service is available to visitors over the phone in your reception area.*
- Standard 64:** *When you have no face to face reception service available in Welsh, you must ensure that a member of staff is available to go to your reception area when a visitor arrives and requests a reception service in Welsh.*
- 15 **Standard 65:** *You must display a sign in your reception area which states (in Welsh) that persons are welcome to speak Welsh at the reception.*
- Standard 66:** *You must ensure that staff at the reception who are able to provide a reception service in Welsh wear badges to convey that.*
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- 13 Standards in relation to official notices made by a body.
- Standard 67:** *When you publish or display an official notice you must ensure that it is published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.*
- 25 **Standard 68:** *When you publish and display an official notice that contains Welsh language text as well as English language text, you must position the Welsh language text so that it is likely to be read first.*
- 30 14 Standards in relation to a body awarding grants.
- Standard 69:** *When you publish documents which relate to applications for a grant, you must publish them in Welsh, and you must not treat a Welsh language version of any such documents less favourably than an English language version.*
- 35 **Standard 70:** *When you invite applications for a grant, you must state in the invitation that applicants are welcome to apply in Welsh and that any application made in Welsh will be treated no less favourably than an application made in English.*
- Standard 70A:** *You must not treat applications for grants made in Welsh less favourably than applications made in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).*
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- Standard 71:** When you receive an application for a grant in Welsh and it is necessary to interview an applicant as part of your assessment of the application, you must offer to conduct that interview in Welsh and, if the applicant so wishes, you must conduct the interview in Welsh (without the assistance of a translation service).
- 5 **Standard 72:** When you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application –
- (a) you must offer to provide a translation service from Welsh to English to enable the applicant to speak Welsh at the interview, and
 - (b) if the applicant wishes to speak Welsh at the interview you must provide a simultaneous translation service for that purpose (unless it is possible to conduct the meeting in Welsh without that service).
- 10 **Standard 73:** When you have reached a decision in relation to an application for a grant which was submitted in Welsh, you must inform the applicant of your decision in Welsh.
- 15 15 Standards in relation to a body awarding contracts.
- Standard 74:** When you publish invitations to tender for a contract, you must publish them in Welsh and you must not treat a Welsh language version of any invitation less favourably than an English language version.
- 20 **Standard 75:** When you publish invitations to tender for a contract, you must state in the invitation that tenderers are welcome to submit tenders in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.
- Standard 75A:** You must not treat a tender for a contract made in Welsh less favourably than a tender made in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).
- 25 **Standard 76:** When you receive a tender in Welsh and it is necessary to interview a tenderer as part of your assessment of the tender, you must offer to conduct that interview in Welsh and, if the tenderer so wishes, you must conduct the interview in Welsh (without the assistance of translation services).
- 30 **Standard 77:** When you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender –
- (a) you must offer to provide a translation service from Welsh to English to enable the tenderer to speak Welsh at the interview, and
 - (b) if the tenderer wishes to speak Welsh at the interview you must provide a simultaneous translation service for that purpose (unless it is possible to conduct the meeting in Welsh without this service).
- 35 **Standard 78:** When you have reached a decision in relation to a tender which was submitted in Welsh, you must inform the applicant of your decision in Welsh.

40

16 Standards for raising awareness about Welsh language services provided by a body.

Standard 79: *You must promote any service that you provide in Welsh, and advertise that service in Welsh.*

- 5 **Standard 80:** *When you provide a service in Welsh that corresponds to a service you provide in English, any publicity document or website that refers to the English service must also state that a corresponding service is available in Welsh.*

17 Standards in relation to a body's corporate identity.

10

Standard 81: *When you form and present your corporate identity, you must not treat the Welsh language less favourably than the English language.*

18 Standards in relation to courses offered by a body.

15

Standard 82: *When you offer an education course that is open to the public, you must offer it in Welsh.*

Standard 83: *When you offer an education course that is open to the public and which is aimed specifically at persons aged 18 or under, you must offer it in Welsh.*

- 20 **Standard 84:** *When you develop an education course that is to be offered to the public, you must assess the need for that course to be provided in Welsh; and you must ensure that that assessment is published on your website.*

19 Standards in relation to public address systems used by a body.

- 25 **Standard 85:** *When you announce a message over a public address system, 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.*

PART 2

STANDARDS THAT ARE RELIANT ON OTHER STANDARDS - SPECIAL CONDITIONS

19 When a compliance notice requires a body to comply with one of the standards listed on
 5 a specific row in column 1 of Table 1, that compliance notice must also require that body to comply (in whatever way the Commissioner considers appropriate) with the standard or standards listed in column 2 of that row (or with one or more of those standards where this is stated).

TABLE 1

10

<i>Row</i>	Column 1 <i>Main standard</i>	Column 2 <i>Reliant standard</i>
(1)	Replying to correspondence Standard 1	Standard 7
(2)	Corresponding with one person Standard 2	Standard 6
(3)	Corresponding with members of the same household Standard 3	Standard 6
(4)	Raising awareness about corresponding in Welsh Standard 7	Standard 1
(5)	Receiving telephone calls Standard 9	One or more of the following: Standard 10 Standard 11
(6)	Receiving telephone calls Standards 10 or 11	Standard 9 Standard 14
(7)	Raising awareness about telephone services in Welsh Standard 14	One or more of the following: Standard 10 Standard 11 and also Standard 16, and

		Standard 17
(8)	Meetings with one person Standard 24	One or more of the following: Standard 24A Standard 24B
(9)	Meetings with one person Standards 24A or 24B	Standard 24
(10)	Meetings with one person Standard 26	One or more of the following: Standard 26A Standard 26B
(11)	Meetings with one person Standards 26A or 26B	Standard 26
(12)	Meetings with more than one person Standard 27	One or more of the following: Standard 27A Standard 27B Standard 27C Standard 27D Standard 27E
(13)	Meetings with more than one person Standards 27A, 27B, 27C, 27D or 27E	Standard 27
(14)	Meetings with more than one person Standard 29	One or more of the following: Standard 29A Standard 29B
(15)	Meetings with more than one person Standards 29A or 29B	Standard 29
(16)	Public meetings Standard 30	Standard 33
(17)	Public meetings Standard 33	Standard 30
(18)	Documents Standards 40, 41, 42, 43, 44, 45, or 47	Standard 48 Standard 49
(19)	Websites	

	Standards 52, 53 or 54	Standard 55
(20)	Signs Standards 58 or 59	Standard 60
(21)	Reception areas Standard 61	Standard 65 Standard 66
(22)	Reception areas Standard 62	Standard 62A
(23)	Reception areas Standard 63 or 64	Standard 65
(24)	Raising awareness of Welsh-language services in a reception area Standard 65	One or more of the following: Standard 61 Standard 63 Standard 64
(25)	Grants Standard 70	Standard 70A
(26)	Grants Standard 71 or 72	Standard 70 Standard 70A
(27)	Tenders Standard 75	Standard 75A
(28)	Tenders Standard 76 or 77	Standard 75 Standard 75A

PART 3

INTERPRETING THE STANDARDS

- 5 20 The standards specified in Part 1 must be interpreted as follows.
- 21 The standards only apply to the extent that a body –
- (a) provides services to a person, or
 - (b) deals with any other person in connection with delivering services –
 - (i) to that other person, or
 - 10 (ii) to a third person.
- 22 A body is not required to produce, to display or to send material in Welsh to the extent that another enactment has specified the wording of a document, a sign or a form which would run contrary to that requirement.
- 23 For the purposes of the standards –
- 15 (a) a requirement to produce, to display or to issue any written material in Welsh does not mean that material should be produced, displayed or issued in Welsh only, nor does it mean that the material should be produced in Welsh first (unless that is specifically stated in the standard);
 - (b) a requirement to provide a service in Welsh does not mean that that service 20 should only be provided in Welsh (unless that is specifically stated in the standard);
- 24 For the purposes of standards 2, 3 and 21, a body corresponds with a person or makes a telephone call to a person for the first time when it corresponds or makes a telephone call for the first time after the date on which a compliance notice has required the body to 25 comply with the standard.
- 25 In standards 17 and 22 an “automated” telephone system means a system that answers telephone calls and guides callers through a set procedure with a recorded message which, for example, asks a person to press different numbers on a keypad in order to choose different options.
- 30 26 Where a standard refers to material that is to be produced in Welsh (with the exception of standards 52 to 57 (websites and apps)), references to treating the Welsh language no less favourably than the English language, or to treating a Welsh language version no less favourably than an English language version, include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh 35 language no less favourably as regards –
- (a) the visual presentation of material (for example in relation to the colour or font of any text);
 - (b) the size of the material;
 - (c) the position and prominence of the material in any public place;

- (d) when the material is published;
- (e) the publication format of material;
- (f) choices taken in relation to how and when to provide, publish or exhibit material.

27 For the purpose of standards 52 to 57 (websites and apps), references to treating the
5 Welsh language no less favourably than the English language include, amongst other
matters (and in addition to specific matters referred to in any individual standard),
treating the Welsh language no less favourably as regards –

- (a) the visual presentation of the material (for example in relation to the colour, size,
font and format of any text), or

10 (a) when material is published on the website or app;

but it does not mean that Welsh language material must appear on the same page as
English language material, or on a page that a person is likely to find before the English
language page when conducting a search.

28 For the purposes of standards 40, 41, 44, 47 and 50, references to documents or other
15 materials being available to the public or being produced for public use do not include
documents or materials that are only available to the public by virtue of the Freedom of
Information Act 2000 (c.36).

29 (1) Standards 50, 50A and 50B do not apply to the forms listed in sub-paragraph (3).
(2) For the purposes of standard 2, a body is not required to send a Welsh language version
20 of the forms listed in sub-paragraph (3).

(3) The forms are –

- (a) forms used by bodies to recruit employees (see standards 135A, 136 and 137 in
relation to recruitment);

25 (b) forms used when applying for grant assistance from a body (see standards 69 to 73
in relation to applications for grants);

- (c) forms used when submitting a tender to enter into a contract with a body (see
standards 74 to 78 in relation to tendering for a contract).

30 Standards 40, 47, 48 and 49 do not apply to an enactment made by a body.

31 Standard 45 does not apply to rules specified in an enactment.

30 32 (1) Standards 52 to 56 (websites) do not apply to –

- (a) documents to which a link is provided on a website, advertising material on a
website, or to video and audio clips on a website (see standards 40 to 49 for
specific provision in relation to documents, and standard 37 in relation to
advertising material produced by a body);

35 (b) information presented by persons on an interactive page published on a body's
website (for example on a section for comments or on a discussion forum).

33 (1) For the purpose of standard 57 an 'app' is a software application designed to undertake a
specific task on an electronic device.

(2) Standard 57 does not apply to any advertising material on an app (see standard 37 in relation to advertising material produced by a body).

34 For the purposes of standards 62, 62A, 63, 64 and 66, a “reception service” means a
5 service for welcoming visitors provided in area in a body’s main offices by staff who are specifically employed for that purpose.

35 For the purpose of standards 7, 67 and 68 an “official notice” means any notice that a body publishes to inform persons about service delivery activities or changes to service delivery activities, but it does not include official notices prescribed by legislation.

36 (1) For the purposes of standard 81, the reference to a body presenting its “corporate
10 identity” includes, amongst other things, the way a body presents itself by means of visual statements, the name or names used by a body, and a body’s branding and slogans (for example, branding and slogans printed on its stationery).

(2) Standard 81 does not apply to the extent that an enactment requires a body to use a legal name.

15 37 For the purposes of standards 82, 83 and 84, an “education course” means any seminar, training, workshop or similar provision which is provided in order to educate members of the public or to improve the skills of members of the public; but does not include activities or courses provided as part of the curriculum in accordance with any enactment.

20 38 For the purposes of the standards “enactment” means an enactment (whenever enacted or made) comprised in, or in an instrument made under –

- (a) an Act of Parliament;
- (b) a Measure or an Act of the National Assembly for Wales.

SCHEDULE 2
(Regulation 2(2))

STANDARDS FOR POLICY MAKING

PART 1

THE STANDARDS

5

1 Standards relating to considering the effects of a body's policy decisions on the Welsh language.

10 **Standard 86:** *When you formulate a new policy, or review or revise an existing policy, you must assess 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.

15 **Standard 87:** *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,

(b) treating the Welsh language no less favourably than the English language.

20 **Standards 88:** *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.

25 **Standard 89:** *When you issue 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 **Standard 90:** *When you issue 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 altered 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.

Standard 91: *When you issue 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 altered so that it would not have adverse effects, or so that it would have decreased adverse effects, on –*

- 5
- (a) *opportunities for persons to use the Welsh language, and*
 - (b) *treating the Welsh language no less favourably than the English language.*

Standard 92: *You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant –*

- 10
- (a) *what effects, if any (and whether positive or negative), the awarding of a grant would have on –*
 - (i) *opportunities for persons to use the Welsh language, and*
 - (ii) *treating the Welsh language no less favourably than the English language;*
 - (b) *how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would have positive effects, or increased positive effects, on –*
 - (i) *opportunities for persons to use the Welsh language, and*
 - (ii) *treating the Welsh language no less favourably than the English language.*
 - (c) *how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on –*
 - (i) *opportunities for persons to use the Welsh language, and*
 - (ii) *treating the Welsh language no less favourably than the English language.*
 - (d) *whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on –*
 - (i) *opportunities for persons to use the Welsh language, and*
 - (ii) *treating the Welsh language no less favourably than the English language.*
- 15
- 20
- 25

Standard 93: *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 –*

- 30
- (a) *opportunities for persons to use the Welsh language, and*
 - (b) *treating the Welsh language no less favourably than the English language.*

Standard 94: *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 a positive effects, or so that it would have increased positive effects, on –*

- 35
- (a) *opportunities for persons to use the Welsh language, and*
 - (b) *treating the Welsh language no less favourably than the English language.*

Standard 95: *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 –*

- 5
- (a) *opportunities for persons to use the Welsh language, and*
 - (b) *treating the Welsh language no less favourably than the English language.*

PART 2

INTERPRETING THE STANDARDS

10

2 In Part 1 a “policy decision” means any decision made by a body about the exercise of its functions or about the conduct of its business or other undertakings, and it includes, amongst other things (and as appropriate to the body), decisions about –

- 15
- (a) the content of legislation;
 - (b) the use of statutory powers;
 - (c) the content of policy statements;
 - (d) strategies or strategic plans;
 - (e) internal structures.

SCHEDULE 3
(Regulation 2(3))

OPERATING STANDARDS

5 1 Standards relating to the use of the Welsh language within a body's internal administration.

Standard 96: *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.*

10 **Standard 97:** *When you offer a new post to a person, you must ask that person whether he or she wishes for his or her contract of employment or contract for services to be provided in Welsh; and if that is the person's wish you must provide the contract in Welsh.*

Standard 98: *You must –*

15 (a) *ask each employee whether he or she would like to receive paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and*

(b) *if an employee so wishes, provide any such correspondence to that employee in Welsh.*

20 **Standard 99:** *You must ask each employee whether he or she would like to receive documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.*

Standard 100: *You must ask each employee whether he or she would like to receive documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide them any such documents to him or to her in Welsh.*

25 **Standard 101:** *You must ask each employee whether he or she would like to receive documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.*

Standard 102: *You must ask each employee whether he or she would like to receive application forms that record and authorise –*

- 30 (a) *annual leave,*
(b) *absences from work, and*
(c) *flexible working hours,*

in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.

35 **Standard 103:** *When you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.*

Standard 104: *When you publish a policy relating to health and well-being at work, you must publish it in Welsh.*

40 **Standard 105:** *When you publish a a policy relating to salaries and workplace benefits, you must publish it in Welsh.*

Standard 106: *When you publish a a policy relating to performance management, you must publish it in Welsh.*

Standard 107: *When you publish a policy about absence from work, you must publish it in Welsh.*

Standard 108: *When you publish a a policy relating to working conditions, you must publish it in Welsh.*

5 **Standard 109:** *When you publish a policy regarding work patterns, you must publish it in Welsh.*

2 Standards in relation to complaints made by a member of a body's staff.

Standard 110: *You must allow each member of staff –*

- 10 (a) *to make complaints to you in Welsh, and*
(b) *to respond in Welsh to any complaint made about him or about her.*

Standard 110A: *You must inform each member of staff that he or she may –*

- (a) *make a complaint to you in Welsh, and*
(b) *respond to a complaint made about him or about her in Welsh;*
15 *and you must also make that clear in any document that you have that sets out your procedures for making complaints.*

Standard 111: *When you receive a compliant from a member of staff or a complaint about a member of staff which requires a meeting with that member of staff, you must –*

- (a) *offer to conduct the meeting in Welsh, and*
20 (b) *if the member of staff's wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of translation services).*

Standard 112: *When you receive a compliant from a member of staff or a complaint about a member of staff which requires a meeting with that member of staff, you must –*

- (a) *ask the member of staff whether he or she wishes to speak Welsh at the meeting,*
25 *and*
(b) *if the member of staff's wishes to do so, provide a simultaneous translation service from Welsh to English at the meeting (unless it is possible to conduct the meeting in Welsh without translation services).*

Standard 113: *When you inform a member of staff of a decision you have reached in relation to a compliant made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff –*

- (a) *made the complaint in Welsh,*
30 (b) *responded to a complaint about him or about her in Welsh,*
(c) *asked for a meeting about the complaint to be conducted in Welsh, or*
35 (d) *asked to speak Welsh at a meeting about the complaint.*

3 Standards in relation to a body disciplining staff.

Standard 114: *You must allow all members of staff to respond in Welsh to allegations made against them as part of any internal disciplinary process.*

5 **Standard 114A:** *When you have commenced a disciplinary procedure in relation to a member of staff, you must inform that member of staff that he or she may respond in Welsh to any allegations made against him or against her; and you must also make that clear (in relation to staff generally) in any document that you have which sets out your arrangements for disciplining staff.*

10 **Standard 115:** *When 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; and*

(b) *if the member of staff's wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of translation services).*

15 **Standard 116:** *When you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must –*

(a) *ask the member of staff whether he or she wishes to speak Welsh at the meeting, and*

20 (b) *if the member of staff wishes to do so, provide a simultaneous translation service from Welsh to English at the meeting (unless it is possible to conduct the meeting in Welsh without translation services).*

Standard 117: *When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff –*

(a) *responded to allegations made against him or about her in Welsh,*

25 (b) *asked for a meeting regarding the disciplinary process to be conducted in Welsh, or*

(c) *asked to speak Welsh at a meeting regarding the disciplinary process.*

4 Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet.

30

Standard 118: *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).*

Standard 119: *You must ensure that –*

(a) *the text of each page of your intranet is available in Welsh,*

35 (b) *every Welsh language page on your intranet is fully functional, and*

(c) *the Welsh language is not treated less favourably than the English language on your intranet.*

Standard 120: You must ensure that –

- (a) the text of the homepage of your intranet is available in Welsh,
- (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.

Standard 121: You must ensure that each time you publish a new intranet page –

- (a) the text of that page is available in Welsh,
- (b) any Welsh language version of that page is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language in relation to that page.

Standard 122: When you have a Welsh language page on your intranet that corresponds to an English language page, you must ensure that the English language page clearly states 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.

Standard 123: 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.

Standard 124: You must provide the interface and menus on your intranet pages in Welsh..

Standards in relation to a body developing Welsh language skills through planning and training its workforce.

Standard 125: You must assess the Welsh language skills of your employees.

Standard 126: You must provide training in Welsh in the following areas, if you provide such training in English –

- (a) recruitment and interviewing;
- (b) performance management;
- (c) complaints and disciplinary procedures;
- (d) induction;
- (e) dealing with the public;
- (f) health and safety.

Standard 127: You must provide training (in Welsh) on using Welsh effectively in –

- (a) meetings;
- (b) interviews;
- (c) complaints and disciplinary procedures.

- Standard 128:** You must provide opportunities during working hours –
- (a) for your employees to receive basic Welsh language lessons, and
 - (b) for employees who manage others to receive training on using the Welsh language in their role as managers.
- 5 **Standard 129:** You must provide opportunities for staff who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.
- Standard 130:** You must provide training courses so that your staff can develop –
- (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);
 - 10 (b) an understanding of the obligation to operate in compliance with the Welsh language standards;
 - (c) an understanding of how the Welsh language can be used in the workplace.
- Standard 131:** 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.
- 15 **Standard 132:** You must provide text or a logo for your employees to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.
- Standard 133:** You must provide text for each of your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.
- 20
- 6 Standards in relation to a body recruiting staff.
- 25 **Standard 134:** When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and if it is necessary of an applicant to have Welsh language skills you must
- (a) specify that when advertising the post, and
 - (b) advertise the post in Welsh.
- 30 **Standard 135:** When you advertise a post, you must state that persons are welcome to apply for the post in Welsh, and that an application made in Welsh will not be treated less favourably than an application made in English.
- Standard 135A:** You must provide the following documents in Welsh when recruiting –
- (a) application forms for posts;
 - 35 (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
 - (d) job descriptions;
- 40 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.

- Standard 135B:** *You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing applicants of decisions).*
- 5 **Standard 136:** *You must ensure that your application forms for posts provide a space for applicants to indicate that he or she would like 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 (without the assistance of translation services).*
- Standard 137:** *You must ensure that your application forms for posts –*
- 10 (a) *provide a space for the applicant to indicate that he or she would like to speak Welsh at an interview or at any other method of assessment, and*
- (b) *explain that you will provide a translation service from Welsh to English for that purpose if it is required;*
- 15 *and, if the applicant wishes to speak Welsh at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless it is possible to conduct the interview or assessment in Welsh without translation services).*
- Standard 138:** *When you have reached a decision in relation to an application for a post made in Welsh, you must inform the applicant of your decision in Welsh.*
- 20 7 Standards in relation to signs displayed in a body's workplace.
- Standard 139:** *When you erect a new sign or when you renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign).*
- 25 **Standard 139A:** *When you erect a new sign or when you renew a sign in your workplace (including temporary signs), and the same text is displayed in Welsh and in English, the Welsh language text must not be treated less favourably than the English language text (whether the Welsh text is displayed on the same sign as the English text or on a separate sign).*
- Standard 140:** *When you erect a new sign or when you renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, you must position the Welsh-language text so that it is likely to be read first.*
- 30 **Standard 141:** *You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.*
- 35 8 Standards in relation to audio announcements and messages in a body's workplace.
- Standard 142:** *When you make announcements in the workplace using audio equipment, you must make the announcement in Welsh first.*

PART 2

STANDARDS THAT ARE RELIANT ON OTHER STANDARDS - SPECIAL CONDITIONS

- 19 When a compliance notice requires a body to comply with one of the standards listed on
 5 a specific row in column 1 of Table 1, that compliance notice must also require that body to comply (in whatever way the Commissioner considers appropriate) with the standard or standards listed in column 2 of that row.

TABLE 1

10

<i>Row</i>	Column 1 <i>Main standard</i>	Column 2 <i>Reliant standard</i>
	Complaints procedures	
(1)	Standard 110	Standard 110A
	Complaints procedures	
(2)	Standard 110A	Standard 110
	Disciplining staff	
(3)	Standard 114	Standard 114A
	Disciplining staff	
(4)	Standard 114A	Standard 114
	Intranet	
(5)	Standards 119, 120 or 121	Standard 122
	Training staff	
(6)	Standard 129	Standard 128
	Recruitment	
(7)	Standards 135	Standard 135A Standard 135B Standard 138

(8)	Internal signs Standard 139	Standard 139A Standard 141
(9)	Internal signs Standard 140	Standard 139A

PART 3

INTERPRETING THE STANDARDS

- 9 The standards specified in Part 1 must be interpreted as follows.
- 5 10 For the purposes of standards 119, 120 and 121 (a body's intranet), references to treating the Welsh language no less favourably than the English language include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards –
- 10 (a) the visual presentation of the material (for example in relation to the colour, size, font and format of any text);
- (b) when material is published on the intranet;
- but it does not mean that the Welsh language material must appear on the same page as the English language material, or on a page that is likely to open before the corresponding English language version of a page.
- 15 11 For the purposes of standards 135A (recruitment) and 139A (internal signs), references to treating the Welsh language no less favourably than the English language includes, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards –
- 20 (a) the visual presentation of the material (for example in relation to the colour or font of any text);
- (b) the size of the material;
- (c) the position and prominence of the material in any public area;
- (d) when material is published;
- (e) the publication format of material;
- 25 (f) choices taken in relation to how and when to provide, publish or exhibit material.

SCHEDULE 4
(Regulation 2(4))

PROMOTION STANDARD

5 Standards in relation to a body promoting the Welsh language.

10 **Standard 143:** *Within two years you must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) –*

(a) *a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and*

(b) *a statement setting out how you intend to reach that target;*

15 *and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).*

Standard 144: *5 years after publishing a strategy in accordance with standard 143 you must –*

(a) *assess to what extent you have followed that strategy and have reached the target set by it, and*

20 (b) *publish that assessment on your website, ensuring that it contains the following information –*

(i) *the number of Welsh speakers in your area, and the age of those speakers;*

(ii) *a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of Welsh.*

SCHEDULE 5
(Regulation 2(5))

RECORD KEEPING STANDARDS

5 1 Standards in relation to a body keeping records.

- Standard 145:** You must keep a copy of every assessment that you carry out in respect of any Welsh language skills that may be needed in relation to a new or vacant post.
- Standard 146:** You must keep a record, in relation to each financial year, of the number of employees who attend training courses offered by you that are conducted in Welsh.
- 10 **Standard 147:** You must keep a record of the steps that you have taken in order to ensure compliance with the standards that you are required to comply with in relation to formulating policy.
- Standard 148:** You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards that you are required to comply with).
- 15 **Standard 149:** You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are required to comply.
- Standard 150:** You must keep a record, in relation to each financial year, of the number of calls to your main telephone number (or numbers), to any helpline numbers or to any call centre numbers that you have which were made by persons who requested a service in Welsh.
- 20 **Standard 151:** You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.
- Standard 152:** You must keep a record, in relation to each financial year, of the number of persons who responded to say that they would wish to receive telephone calls in Welsh in response to an offer made by you in compliance with standard 21 (to the extent that you are required to comply with that standard).
- 25 **Standard 153:** You must keep a record, in relation to each financial year, of the number of persons who responded to say that they would wish to receive correspondence in Welsh in response to an offer made by you in compliance with standard 2 or standard 3 (to the extent that you are required to comply with that standard).
- 30 **Standard 154:** You must keep a record, in relation to each financial year, of the number of persons who responded to say that they would wish to speak Welsh in a meeting in response to an offer made by you in compliance with standards 23, 24, 25, 26, 27, 28, 29 or 32 (to the extent that you are required to comply with those standards).
- 35 **Standard 155:** You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 124), 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.

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Standard 156: You must keep a record, in relation to each financial year, –

- (a) of the number of new posts where it was specified (in accordance with standard 134) that Welsh language skill were needed, and
- (b) of the percentage of the total number of posts advertised by you during that year, where it was specified that those skills were needed.

Standard 157: You must keep a record, for each financial year of –

- (a) the number of members of staff who attended training courses offered by you in Welsh (in compliance with standard 126), and
- (b) where a Welsh version of a course was offered by you in compliance with standard 126 the percentage of the total number of staff attending the course who attended that version.

PART 3

INTERPRETING THE STANDARDS

2 The standards specified in Part 1 must be interpreted as follows.

3 For the purposes of standards 146, 150, 151, 152, 153, 154, 155, 156 and 157 –

- (a) when a body is required to comply with a standard for the first time, “financial year” means the period beginning with the day from which a person is required to comply with a standard and ending with the following 31 March;
- (b) subject to that, “financial year” means the period of 12 months ending with 31 March.

SCHEDULE 6
(Regulation 2(6))

STANDARDS WHICH DEAL WITH SUPPLEMENTARY MATTERS

PART 1

SERVICE DELIVERY STANDARDS

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1 A body publicising service delivery standards.

Standard 158: *You must ensure that a document which records the service delivery standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public –*

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- (a) on your website, and*
- (b) in each of your offices that are open to the public.*

2 A body publishing a complaints procedure.

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Standard 159: *You must –*

- (a) ensure that you have a complaints procedure that sets out –*
 - (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are required to comply, and*
 - (ii) how you will provide training for your staff in relation to dealing with those complaints,*
- (b) publish a document that records that procedure on your website, and*
- (c) ensure that a copy of that document is available to the public in each of your offices that are open to the public.*

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3 A body publishing arrangements for oversight, promotion etc.

25

Standard 160: *You must –*

- (a) ensure that you have arrangements for –*
 - (i) the oversight of the way you comply with the service delivery standards with which you are required to comply,*
 - (ii) promoting the services that you offer in accordance with those standards, and*
 - (iii) facilitate the use of those services.*
- (b) publish a document that records that procedure on your website, and*
- (c) ensure that a copy of that document is available to the public in each of your offices that are open to the public.*

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4 A body preparing an annual report regarding service delivery standards.

- 5 **Standard 161:** (1) *You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were required to comply during that year.*
- (2) *The annual report must include the following information (where relevant, to the extent you are required to comply with the standards referred to) –*
- 10 (a) *the number of persons who responded to say that they would wish to receive telephone calls in Welsh in response to an offer made in accordance with standards 21 during that year;*
- (b) *the number of persons who responded to say that they would wish to receive correspondence in Welsh in response to an offer made in accordance with standard*
- 15 *2 or standard 3 during that year;*
- (c) *the number of persons who responded to say that they would wish to speak Welsh in a meeting in response to an offer you made made in accordance with standards 23, 24, 25, 26, 27, 28, 29 or 32 during that year;*
- (d) *the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were required to*
- 20 *comply.*
- (3) *You must publish the annual report no later than 30 June following the financial year to which the report relates.*
- (4) *You must publicise the fact that you have published an annual report.*
- 25 (5) *You must ensure that a current copy of your annual report is available –*
- (a) *on your website, and*
- (b) *in each of your offices that are open to the public.*

30 5 A body publicising the way it intends to comply with service delivery standards.

Standard 162: *You must publish a document on your website which explains how you intend to comply with the service delivery with which you are required to comply.*

6 A body providing information to the Commissioner.

35 **Standards 163:** *You must provide any information requested by the Commissioner which relates to your compliance with the service delivery standards with which you are required to comply.*

PART 2

POLICY MAKING STANDARDS

7 A body publicising policy making standards.

5 Standard 164: *You must ensure that a document which records the policy making standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public –*

(a) *on your website, and*

(b) *in each of your offices that are open to the public.*

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8 A body publishing a complaints procedure.

Standard 165: *You must –*

(a) *ensure that you have a complaints procedure that sets out –*

(i) *how you intend to deal with complaints relating to your compliance with the policy making standards with which you are required to comply, and*

15

(ii) *how you will provide training for your staff in relation to dealing with those complaints,*

(b) *publish a document that records that procedure on your website, and*

(c) *ensure that a copy of that document is available to the public in each of your offices that are open to the public.*

20

9 A body publishing arrangements for oversight, promotion etc.

Standard 166: *You must –*

(a) *ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are required to comply,*

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(b) *publish a document that records that procedure on your website, and*

(c) *ensure that a copy of that document is available to the public in each of your offices that are open to the public.*

30 10 A body preparing an annual report regarding policy making standards.

Standard 167: (1) *You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were required to comply during that year.*

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- 5
- (2) *The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were required to comply.*
 - (3) *You must publish the annual report no later than 30 June following the financial year to which the report relates.*
 - (4) *You must publicise the fact that you have published an annual report.*
 - (5) *You must ensure that a current copy of your annual report is available –*
 - (a) *on your website, and*
 - (b) *in each of your offices that are open to the public.*
- 10

11 A body publicising the way it intends to comply with policy making standards.

Standard 168: *You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are required to comply.*

15 12 A body providing information to the Commissioner.

Standard 169: *You must provide any information requested by the Commissioner which relates to compliance with the policy making standards with which you are required to comply.*

PART 3

OPERATIONAL STANDARDS

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13 A body publicising operational standards.

Standard 170: *You must ensure that a document which records the operational standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public –*

- 25
- (a) *on your website, and*
 - (b) *in each of your offices that are open to the public.*

14 A body publishing a complaints procedure.

Standard 171: *You must –*

- 30
- (a) *ensure that you have a complaints procedure that sets out –*
 - (i) *how you intend to deal with complaints relating to your compliance with the operational standards with which you are required to comply, and*
- 35

- (ii) *how you will provide training for your staff in relation to dealing with those complaints, and*
- (b) *publish a document that records that procedure on your intranet.*

5 15 A body publishing supervisory arrangements, promotion etc.

Standard 172: You must –

- (a) *ensure that you have arrangements for –*
 - (i) *the oversight of the way you comply with the operational standards with which you are required to comply,*
 - (ii) *promoting the services that you offer in accordance with those standards, and*
 - (iii) *facilitate the use of those service, and*
- (b) *publish a document that records that procedure on your intranet.*

15
16 A body preparing an annual report regarding operational standards.

- Standard 173:** (1) *You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were required to comply during that year.*
- (2) *The annual report must include the following information (where relevant, to the extent you are required to comply with the standards referred to) –*
- (a) *the number of employees who have Welsh language skills at the end of the year in question (on the basis of records kept in accordance with standard 155);*
 - (b) *the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 157);*
 - (c) *where a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 157);*
 - (d) *the number of new posts that you advertised during the year where you specified that Welsh language skills were required, and the percentage of the total number of posts advertised by you where that was specified (on the basis of the records you kept in accordance with standard 156);*
 - (e) *the number of complaints that you received during that year which related to your compliance with the operational standards with which you were required to comply.*

(3) *You must publish the annual report no later than 30 June following the financial year to which the report relates.*

(4) *You must publicise the fact that you have published an annual report.*

(5) *You must ensure that a current copy of your annual report is available –*

(a) *on your website, and*

(b) *in each of your offices that are open to the public.*

17 A body publicising the way it intends to comply with operational standards.

Standard 174: *You must publish a document on your website which explains how you intend to comply with the operational standards with which you are required to comply.*

18 A body providing information to the Commissioner.

Standard 175: *You must provide any information requested by the Commissioner which relates to compliance with the operational standards with which you are required to comply.*

PART 4

PROMOTION STANDARDS

19 A body publicising promotion standards.

Standard 176: *You must ensure that a document which records the promotion standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public –*

(a) *on your website, and*

(b) *in each of your offices that are open to the public.*

20 A body providing information to the Commissioner.

Standard 177: *You must provide any information requested by the Commissioner which relates to compliance with the promotion standards with which you are required to comply.*

PART 5

RECORD KEEPING STANDARDS

21 A body publicising record keeping standards.

5 **Standard 178:** *You must ensure that a document which records the record keeping standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public –*

(a) *on your website, and*

(b) *in each of your offices that are open to the public.*

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22 A body providing information to the Commissioner.

Standard 179: *You must provide any information requested by the Commissioner which relates to compliance with the record keeping standards with which you are required to comply.*

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PART 6

INTERPRETING THE STANDARDS

23 The standards specified in Part 1 must be interpreted as follows.

24 For the purposes of standards 161, 167 and 173 –

20 (a) when a body is required to comply with a standard for the first time, “financial year” means the period beginning with the day from which a person is required to comply with a standard and ending with the following 31 March;

(b) subject to that, “financial year” means the period of 12 months ending with 31 March.

25

PART 7

SUPPLEMENTARY PROVISION

25 Complaints procedures

(1) When a body is required to comply with one or more of the following standards, it may comply with them in one complaints procedure.

30 (2) The standards are –

(a) standard 158;

(b) standard 164;

35

(c) standard 170.

26 Supervisory arrangements

(1) When a body has is required to comply with one or more of the following standards, it may comply with them in one set of supervisory arrangements

(2) The standards are –

(a) standard 159;

(b) standard 165;

(c) standard 171.

27 Annual reports

(1) When a body is required to comply with one or more of the following standards, it may comply with them by including the necessary information in one annual report, to be called “Welsh Language Standards Annual Report”.

(2) The standards are –

(a) standard 161;

(b) standard 167;

(c) standard 173.

28 Publicising the way in which a body intends to comply with standards

(1) When a body is required to comply with one or more of the following standards, it may comply with them in one document.

(2) The standards are –

(a) standard 162;

(b) standard 168;

(c) standard 174.