



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

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

Public Services Ombudsman for Wales – Issue Date: 31/07/2020

| Standard Number | Class of Standard | Standard | Imposition Day |
|-----------------|-------------------|--|----------------|
| 1 | Service Delivery | If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh. | 31/01/2021 |
| 2 | Service Delivery | When you correspond with an individual (“A”) for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must— (a) keep a record of A’s wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh. | 31/01/2021 |
| 3 | Service Delivery | When you send correspondence addressed to two individuals 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 — (a) both individuals 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 sending | 31/01/2021 |

| | | | |
|---|------------------|---|------------|
| | | correspondence addressed to both of those individuals; (b) one (but not both) of the individuals 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 sending correspondence addressed to both of those individuals. | |
| 4 | Service Delivery | When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version. | 31/01/2021 |
| 5 | Service Delivery | 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. | 31/01/2021 |
| 6 | Service Delivery | If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way). | 31/01/2021 |
| 7 | Service Delivery | You must state — (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay. | 31/01/2021 |
| 8 | Service Delivery | When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you | 31/01/2021 |

| | | | |
|----|------------------|---|------------|
| | | must greet the person in Welsh. | |
| 9 | Service Delivery | When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available. | 31/01/2021 |
| 10 | Service Delivery | <p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).</p> <p>You must comply with standard 10 in relation to calls relating to complaints against service providers or councillors under the Public Services Ombudsman (Wales) Act 2019 or Part III of the Local Government Act 2000, or successor legislation.</p> | 31/01/2021 |
| 11 | Service Delivery | <p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as —</p> <p>(a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and</p> <p>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p> <p>You must comply with standard 11 in every circumstance except calls relating to complaints against service providers or councillors under the Public Services Ombudsman (Wales) Act 2019 or Part III of the Local Government Act 2000, or successor legislation.</p> | 31/01/2021 |

| | | | |
|----|------------------|---|------------|
| 12 | Service Delivery | When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language. | 31/01/2021 |
| 13 | Service Delivery | If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service. | 31/01/2021 |
| 14 | Service Delivery | 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. | 31/01/2021 |
| 15 | Service Delivery | If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English. | 31/01/2021 |
| 16 | Service Delivery | Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh. | 31/01/2021 |
| 17 | Service Delivery | When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling in Welsh (by way of an automated message or other), when a Welsh language service will be available. | 31/01/2021 |
| 18 | Service Delivery | If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh). You must comply with standard 18 in relation to calls relating to | 31/01/2021 |

| | | | |
|----|------------------|--|------------|
| | | complaints against service providers or councillors under the Public Services Ombudsman (Wales) Act 2019 or Part III of the Local Government Act 2000, or successor legislation. | |
| 19 | Service Delivery | <p>If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as —</p> <p>(a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and</p> <p>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p> <p>You must comply with standard 19 in every circumstance except calls relating to complaints against service providers or councillors under the Public Services Ombudsman (Wales) Act 2019 or Part III of the Local Government Act 2000, or successor legislation.</p> | 31/01/2021 |
| 20 | Service Delivery | When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language. | 31/01/2021 |
| 21 | Service Delivery | When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh. | 31/01/2021 |

| | | | |
|-----|------------------|--|------------|
| 22 | Service Delivery | Any automated telephone systems that you have must provide the complete automated service in Welsh. | 31/01/2021 |
| 24 | Service Delivery | If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose. | 31/01/2021 |
| 24A | Service Delivery | If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service). | 31/01/2021 |
| 25 | Service Delivery | If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting. | 31/01/2021 |
| 25A | Service Delivery | If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting. | 31/01/2021 |
| 25D | Service Delivery | If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service). | 31/01/2021 |
| 26 | Service Delivery | If 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 use the Welsh language at the meeting. | 31/01/2021 |

| | | | |
|----|------------------|--|------------|
| | | <p>You must comply with standard 26 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when the meeting is arranged for an audience located outside Wales only. | |
| 27 | Service Delivery | <p>When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.</p> <p>You must comply with standard 27 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when the invitations are sent to an audience located outside Wales only. | 31/01/2021 |
| 28 | Service Delivery | <p>If you invite persons to speak at a meeting that you arrange which is open to the public you must —</p> <p>(a) ask each person invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p> <p>You must comply with standard 28 in every circumstance except:</p> <ul style="list-style-type: none"> ○ when all of the persons invited to speak in the meeting are located outside Wales. | 31/01/2021 |
| 29 | Service Delivery | <p>If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is</p> | 31/01/2021 |

| | | | |
|----|------------------|--|------------|
| | | <p>available at the meeting, and you must orally inform those present in Welsh —</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p> <p>You must comply with standard 29 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when the meeting is arranged for an audience located outside Wales only. | |
| 30 | Service Delivery | <p>If 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.</p> <p>You must comply with standard 30 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when the meeting is arranged for an audience located outside Wales only. | 31/01/2021 |
| 31 | Service Delivery | <p>If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).</p> <p>You must comply with standard 31 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when the event is arranged for an audience located outside Wales only. | 31/01/2021 |
| 32 | Service Delivery | <p>If you organise a public event, or fund at least 50% of a public event,</p> | 31/01/2021 |

| | | | |
|----|------------------|--|------------|
| | | <p>you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).</p> <p>You must comply with standard 32 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when the event is arranged for an audience located outside Wales only. | |
| 33 | Service Delivery | <p>Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.</p> <p>You must comply with standard 33 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when the publicity or advertising material is produced for the purpose of a meeting or event for an audience located outside Wales only. | 31/01/2021 |
| 34 | Service Delivery | <p>Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.</p> <p>You must comply with standard 34 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when you display any material in a meeting or event for an audience located outside Wales only. | 31/01/2021 |

| | | | |
|----|------------------|--|------------|
| 36 | Service Delivery | Any documents that you produce for public use must be produced in Welsh. | 31/01/2021 |
| 37 | Service Delivery | <p>If you produce the following documents you must produce them in Welsh—</p> <p>(a) agendas, minutes and other papers that are available to the public, which relate to Board or Council meetings;</p> <p>(b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p>You must comply with standard 37 in every circumstance, except:</p> <p>(b) when the agendas, minutes and other papers are for a meeting or conference for an audience located outside Wales only.</p> | 31/01/2021 |
| 39 | Service Delivery | Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh. | 31/01/2021 |
| 40 | Service Delivery | <p>If you produce the following documents, and they are available to the public, you must produce them in Welsh —</p> <p>(a) policies, strategies, annual reports and corporate plans;</p> <p>(b) guidelines and codes of practice;</p> <p>(c) consultation papers.</p> | 31/01/2021 |
| 41 | Service Delivery | Any rules that you publish that apply to the public must be published in Welsh. | 31/01/2021 |
| 42 | Service Delivery | When you issue any statement to the press 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. | 31/01/2021 |

| | | | |
|-----|------------------|---|------------|
| 43 | Service Delivery | If you produce a document which is available to the public, 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 produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh. | 31/01/2021 |
| 44 | Service Delivery | If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version. | 31/01/2021 |
| 45 | Service Delivery | If 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. | 31/01/2021 |
| 46 | Service Delivery | Any form that you make available to the public must be produced in Welsh. | 31/01/2021 |
| 46A | Service Delivery | If 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. | 31/01/2021 |
| 46B | Service Delivery | If you produce a form in Welsh and in English (whether separate versions or not), 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). | 31/01/2021 |
| 47 | Service Delivery | If you pre-enter information on a Welsh language version of a form | 31/01/2021 |

| | | | |
|----|------------------|---|------------|
| | | (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. | |
| 48 | Service Delivery | 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. | 31/01/2021 |
| 51 | Service Delivery | If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page. | 31/01/2021 |
| 52 | Service Delivery | You must provide the interface and menus on every page of your website in Welsh. | 31/01/2021 |
| 53 | Service Delivery | 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. | 31/01/2021 |
| 54 | Service Delivery | When you use social media you must not treat the Welsh language less favourably than the English language. | 31/01/2021 |
| 55 | Service Delivery | If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required). | 31/01/2021 |
| 57 | Service Delivery | When you erect a new sign or 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 if the same text is | 31/01/2021 |

| | | | |
|----|------------------|---|------------|
| | | displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. | |
| 58 | Service Delivery | When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh-language text must be positioned so that it is likely to be read first. | 31/01/2021 |
| 59 | Service Delivery | You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression. | 31/01/2021 |
| 60 | Service Delivery | Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service. | 31/01/2021 |
| 63 | Service Delivery | You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception. | 31/01/2021 |
| 64 | Service Delivery | You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that. | 31/01/2021 |
| 65 | Service Delivery | Any notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version. | 31/01/2021 |
| 66 | Service Delivery | When you publish or display a notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first. | 31/01/2021 |
| 72 | Service Delivery | Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. | 31/01/2021 |
| 73 | Service Delivery | When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a | 31/01/2021 |

| | | | |
|-----|------------------|--|------------|
| | | tender submitted in Welsh will be treated no less favourably than a tender submitted in English. | |
| 73A | Service Delivery | You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions). | 31/01/2021 |
| 75 | Service Delivery | If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must — (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service). | 31/01/2021 |
| 76 | Service Delivery | When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh. | 31/01/2021 |
| 77 | Service Delivery | You must promote any Welsh language service that you provide, and advertise that service in Welsh. | 31/01/2021 |
| 78 | Service Delivery | If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh. | 31/01/2021 |
| 79 | Service Delivery | When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language. | 31/01/2021 |
| 80 | Service Delivery | If you offer an education course that is open to the public, you must offer it in Welsh. | 31/01/2021 |
| 84 | Policy Making | When you formulate a new policy, or review or revise an existing | 31/01/2021 |

| | | | |
|----|---------------|---|------------|
| | | <p>policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> | |
| 85 | Policy Making | <p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> | 31/01/2021 |
| 86 | Policy Making | <p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> | 31/01/2021 |
| 87 | Policy Making | <p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p> | 31/01/2021 |
| 88 | Policy Making | <p>When you publish a consultation document which relates to a policy</p> | 31/01/2021 |

| | | | |
|----|---------------|--|------------|
| | | decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. | |
| 89 | Policy Making | When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. | 31/01/2021 |
| 91 | Policy Making | When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. | 31/01/2021 |
| 92 | Policy Making | 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 — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English | 31/01/2021 |

| | | | |
|----|---------------|--|------------|
| | | language. | |
| 93 | Policy Making | When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. | 31/01/2021 |
| 94 | Operational | 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. | 01/04/2021 |
| 95 | Operational | When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh. | 31/01/2021 |
| 96 | Operational | You must — (a) ask each employee whether he or she wishes to receive any 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. | 31/01/2021 |
| 97 | Operational | You must ask each employee whether he or she wishes to receive any 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. | 31/01/2021 |
| 98 | Operational | You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in | 31/01/2021 |

| | | | |
|-----|-------------|--|------------|
| | | Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh. | |
| 99 | Operational | You must ask each employee whether he or she wishes to receive any 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. | 31/01/2021 |
| 100 | Operational | You must ask each employee whether he or she wishes to receive any forms that record and authorise — (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. | 31/07/2021 |
| 101 | Operational | If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh. | 31/01/2021 |
| 102 | Operational | If you publish a policy relating to health and well-being at work, you must publish it in Welsh. | 31/01/2021 |
| 103 | Operational | If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh. | 31/01/2021 |
| 104 | Operational | If you publish a policy relating to performance management, you must publish it in Welsh. | 31/01/2021 |
| 105 | Operational | If you publish a policy about absence from work, you must publish it in Welsh. | 31/01/2021 |
| 106 | Operational | If you publish a policy relating to working conditions, you must publish it in Welsh. | 31/01/2021 |
| 107 | Operational | If you publish a policy regarding work patterns, you must publish it in | 31/01/2021 |

| | | | |
|------|-------------|---|------------|
| | | Welsh. | |
| 108 | Operational | You must allow each member of staff — (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her. | 31/01/2021 |
| 108A | Operational | You must state in any document that you have that sets out your procedures for making complaints that each member of staff may — (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right. | 31/01/2021 |
| 110 | Operational | If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must — (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services). | 31/01/2021 |
| 111 | Operational | When you inform a member of staff of a decision you have reached in relation to a complaint 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, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in | 31/01/2021 |

| | | | |
|------|-------------|--|------------|
| | | Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint. | |
| 112 | Operational | You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process. | 31/01/2021 |
| 112A | Operational | You must — (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right. | 31/01/2021 |
| 114 | Operational | If 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 use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service). | 31/01/2021 |
| 115 | Operational | 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 her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or | 31/01/2021 |

| | | | |
|-----|-------------|--|------------|
| | | (c) asked to use the Welsh language at a meeting regarding the disciplinary process. | |
| 116 | Operational | 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). | 31/01/2021 |
| 117 | Operational | <p>You must ensure that —</p> <p>(a) the text of each page of your intranet is available in Welsh,</p> <p>(b) every Welsh language page on your intranet is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language on your intranet.</p> <p>You must comply with standard 117 in relation to pages on your intranet that relate to the matters within the following operational standards:</p> <ul style="list-style-type: none"> ○ the use of the Welsh language within your internal administration; ○ complaints made by staff; ○ disciplining staff; ○ developing skills through planning and training the workforce; and ○ recruiting and appointing. | 31/07/2021 |
| 118 | Operational | <p>You must ensure that —</p> <p>(a) the text of the homepage of your intranet is available in Welsh,</p> <p>(b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English</p> | 31/07/2021 |

| | | | |
|-----|-------------|--|------------|
| | | language in relation to the homepage of your intranet. | |
| 120 | Operational | If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page. | 31/07/2021 |
| 121 | Operational | 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. | 31/07/2021 |
| 122 | Operational | You must provide the interface and menus on your intranet pages in Welsh. You must comply with standard 122 in relation to the following: <ul style="list-style-type: none"> ○ any page or homepage on your intranet that is available in Welsh in accordance with standards 117 and/or 118; ○ any page you designate and maintain on your intranet in accordance with standard 121. | 31/07/2021 |
| 123 | Operational | You must assess the Welsh language skills of your employees. | 31/01/2021 |
| 124 | Operational | You must provide training in Welsh in the following areas, if you provide such training in English — <ul style="list-style-type: none"> (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety. | 31/07/2021 |

| | | | |
|-----|-------------|---|------------|
| 125 | Operational | You must provide training (in Welsh) on using Welsh effectively in — (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures. | 31/07/2021 |
| 126 | Operational | 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. | 31/01/2021 |
| 127 | Operational | You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills. | 31/01/2021 |
| 128 | Operational | You must providing training courses so that your employees can develop — (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace. | 31/07/2021 |
| 129 | Operational | 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. | 31/01/2021 |
| 130 | Operational | You must provide wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language. | 31/01/2021 |
| 131 | Operational | You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message | 31/01/2021 |

| | | | |
|------|-------------|--|------------|
| | | which informs others that they are unavailable to respond to e-mail messages. | |
| 132 | Operational | When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply — (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary. | 31/01/2021 |
| 132A | Operational | If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must — (a) specify that when advertising the post, and (b) advertise the post in Welsh. | 31/01/2021 |
| 133 | Operational | When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English. | 31/01/2021 |
| 133A | Operational | If you publish — (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents. | 31/01/2021 |
| 133B | Operational | You must not treat an application for a post made in Welsh less | 31/01/2021 |

| | | | |
|-----|-------------|--|------------|
| | | favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions). | |
| 135 | Operational | You must ensure that your application forms for posts — (a) provide a space for individuals to indicate that they wish to use the Welsh language 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; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service). | 31/01/2021 |
| 136 | Operational | When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh. | 31/01/2021 |
| 137 | Operational | When you erect a new sign or 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 the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text. | 31/01/2021 |
| 138 | Operational | When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first. | 31/01/2021 |

| | | | |
|-----|----------------|--|------------|
| 139 | Operational | You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression. | 31/01/2021 |
| 141 | Record Keeping | You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards. | 31/01/2021 |
| 142 | Record Keeping | You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply. | 31/01/2021 |
| 143 | Record Keeping | 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 with which you are under a duty to comply). | 31/01/2021 |
| 144 | Record Keeping | You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply. | 31/01/2021 |
| 145 | Record Keeping | You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 123), 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. | 31/01/2021 |
| 146 | Record Keeping | You must keep a record, for each financial year of— (a) the number of members of staff who attended training courses provided in Welsh (in accordance with standard 124), and (b) if a Welsh version of a course was provided in accordance with standard 124, the percentage of the total number of staff attending the course who attended that version. | 31/01/2021 |
| 147 | Record Keeping | You must keep a copy of every assessment that you carry out (in accordance with standard 132) in respect of the Welsh language skills that may be needed in relation to a new or vacant post. | 31/01/2021 |

| | | | |
|-----|----------------------------------|---|------------|
| 148 | Record Keeping | You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with standard 132) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary. | 31/01/2021 |
| 149 | Supplementary - Service Delivery | You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public. | 31/01/2021 |
| 150 | Supplementary - Service Delivery | You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty 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 in each of your offices that are open to the public. | 31/01/2021 |
| 151 | Supplementary - Service Delivery | You must— (a) ensure that you have arrangements for— | 31/01/2021 |

| | | | |
|-----|----------------------------------|--|------------|
| | | <p>(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p> | |
| 152 | Supplementary - Service Delivery | <p>(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 under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p> | 31/01/2021 |
| 153 | Supplementary - Service Delivery | You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply. | 31/01/2021 |

| | | | |
|-----|----------------------------------|--|------------|
| 154 | Supplementary - Service Delivery | You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply. | 31/01/2021 |
| 155 | Supplementary - Policy Making | You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public. | 31/01/2021 |
| 156 | Supplementary - Policy Making | You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty 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 in each of your offices that are open to the public. | 31/01/2021 |
| 157 | Supplementary - Policy Making | You must— (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your | 31/01/2021 |

| | | | |
|-----|-------------------------------|--|------------|
| | | offices that are open to the public. | |
| 158 | Supplementary - Policy Making | <p>(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 under a duty to comply during that year.</p> <p>(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 under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p> | 31/01/2021 |
| 159 | Supplementary - Policy Making | You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply. | 31/01/2021 |
| 160 | Supplementary - Policy Making | You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply. | 31/01/2021 |
| 161 | Supplementary - Operational | <p>You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p> | 31/01/2021 |

| | | | |
|-----|-----------------------------|--|------------|
| 162 | Supplementary - Operational | <p>You must—</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters—</p> <p>(i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints, and</p> <p>(b) publish a document that records that procedure on your intranet.</p> | 31/01/2021 |
| 163 | Supplementary - Operational | <p>You must—</p> <p>(a) ensure that you have arrangements for—</p> <p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services, and</p> <p>(b) publish a document that records that procedure on your intranet.</p> | 31/01/2021 |
| 164 | Supplementary - Operational | <p>(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 under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 145);</p> <p>(b) the number of members of</p> | 31/01/2021 |

| | | | |
|-----|-----------------|--|------------|
| | | <p>staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 146);</p> <p>(c) if 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 146);</p> <p>(ch)the number of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <p>(i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 148);</p> <p>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p> | |
| 165 | Supplementary - | You must publish a document on your website which explains how | 31/01/2021 |

| | | | |
|-----|--------------------------------|--|------------|
| | Operational | you intend to comply with the operational standards with which you are under a duty to comply. | |
| 166 | Supplementary - Operational | You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the operational standards with which you are under a duty to comply. | 31/01/2021 |
| 167 | Supplementary - Record Keeping | You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public. | 31/01/2021 |
| 168 | Supplementary - Record Keeping | You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records. | 31/01/2021 |



Aled Roberts
Welsh Language Commissioner

Date: 31/07/2020