

To: Chair and Members of the Welsh  
Language Steering Committee

Date: 13 March 2019

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Dear Councillor

You are invited to attend a meeting of the **WELSH LANGUAGE STEERING COMMITTEE** to be held at **10.00 am** on **TUESDAY, 19 MARCH 2019** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN.**

Yours sincerely

G Williams  
Head of Legal, HR and Democratic Services

## **AGENDA**

### **1 APOLOGIES**

### **2 DECLARATIONS OF INTEREST**

Members to declare any personal or prejudicial interests in any business to be conducted at this meeting.

### **3 URGENT MATTERS AS AGREED BY THE CHAIR**

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act, 1972.

### **4 MINUTES (Pages 5 - 10)**

To receive the minutes of the Welsh Language Steering Committee held on 9 October 2018 (copy enclosed).

### **5 WELSH LANGUAGE SKILLS SELF ASSESSMENT (Pages 11 - 14)**

To consider a report by the Team Leader – Communications and Campaign Management (copy enclosed) detailing the approach to carry out a self-assessment of staff's Welsh language skills.

**6 WELSH LANGUAGE STANDARDS** (Pages 15 - 52)

To consider a report by the Team Leader – Communications and Campaign Management (copy enclosed) updating members on progress made with the Welsh Language Standards.

**7 YSGOL GLAN CLWYD WELSH LANGUAGE CENTRE**

To receive a presentation of the role of the new Welsh Language Centre at Ysgol Glan Clwyd.

**8 FEEDBACK FROM THE WELSH LANGUAGE COMMISSIONER'S OFFICE**

To receive a presentation on the feedback received from the Welsh Language Commissioner.

**9 WORK OF PARTNER IAITH** (Pages 53 - 56)

To consider a report by the Team Leader – Communications and Campaign Management (copy enclosed) relating to the work of Partner Iaith, the cross-county forum looking at how the Welsh language can be developed strategically across the county.

**10 FORWARD WORK PROGRAMME** (Pages 57 - 58)

To consider the Committee's forward work programme (copy enclosed).

**MEMBERSHIP**

**Councillors**

Ellie Chard  
Ann Davies  
Tony Flynn  
Huw Hilditch-Roberts  
Arwel Roberts

Anton Sampson  
Tony Thomas  
Graham Timms  
Joe Welch  
Emrys Wynne

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## LOCAL GOVERNMENT ACT 2000

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### Code of Conduct for Members

### DISCLOSURE AND REGISTRATION OF INTERESTS

I, *(name)*

a \*member/co-opted member of  
*(\*please delete as appropriate)*

**Denbighshire County Council**

**CONFIRM** that I have declared a \***personal / personal and prejudicial** interest not previously declared in accordance with the provisions of Part III of the Council's Code of Conduct for Members, in respect of the following:-  
*(\*please delete as appropriate)*

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)\**

Signed

Date

\*Note: Please provide sufficient detail e.g. 'I am the owner of land adjacent to the application for planning permission made by Mr Jones', or 'My husband / wife is an employee of the company which has made an application for financial assistance'.

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## WELSH LANGUAGE STEERING COMMITTEE

Minutes of a meeting of the Welsh Language Steering Committee held in Conference Room 1a, County Hall, Ruthin on Tuesday, 9 October 2018 at 10.00 am.

### PRESENT

Councillors Ellie Chard, Ann Davies, Huw Hilditch-Roberts, Arwel Roberts, Tony Thomas (Vice-Chair), Graham Timms (Chair), Joe Welch and Emrys Wynne

### ALSO PRESENT

Observers: Councillor Meirick Lloyd Davies

Corporate Director: Communities (NS)  
Team Leader- Communications and Campaign Management (GW)  
Welsh Language Officer (MC)  
The Lead Officer: Community Wellbeing (RE)  
Denbighshire Development Officer, Urdd (LE)  
Democratic Services Manager (SP)  
Committee Administrator (RHT-J)

### 1 APOLOGIES

Apologies were received by Councillor Tony Flynn.

### 2 DECLARATIONS OF INTEREST

No declarations of interest were raised.

### 3 URGENT MATTERS AS AGREED BY THE CHAIR

There were no urgent matters.

### 4 MINUTES

The minutes of Welsh Language Steering Committee held on 2nd July 2018 were submitted:

Page 1 – Councillor Meirick Lloyd Davies raised that his presence wasn't noted.

**RESOLVED** - *that the minutes of the previous meeting held on 2nd July 2018 be approved as a correct record.*

### 5 ROLE OF THE WELSH LANGUAGE CHAMPIONS

The Team Leader- Communications and Campaign Management (CCM) presented the report on the Welsh Language Champions (WLC)

The CCM introduced three Welsh Language Champions and the departments they represented -

- Margaret Watkins - Communities Support
- Bethan Parry - Facilities, Assists and Housing Service.
- Eleri Williams - Planning and Public Protection.

The Corporate Director: Communities (CDC) informed the committee that becoming a WLC was all voluntary. The work they carried out was in addition to their daily work, and praised them for going above and beyond their duties.

The WLC outlined some of the work that they've carried out for the Council –

- The normalisation of the Welsh language in the offices, by using bilingual lanyards, badges, and posters.
- Promotion of the Welsh language and mapping out the abilities of the workforce. Encouraging staff to partake Welsh courses, sharing materials which could assist in mentoring learners.
- The framework 'More than just words' were implemented internally and with care partners this included –
  - Promoting dignity and respect with the user being central.
  - Introduction of the 'active offer' principle.
  - Assure the quality of the care (language needs)
  - Maintaining professional standards – communication would be key.
  - Meeting the language needs of the most vulnerable users of society

Following the presentation these questions were raised -

- The committee praised the work that the WLC have carried out, but queried how confident was the Council that managers could implement Welsh language standards in the workplace. In response the WLC stated they would check their departments to ensure the standards were carried out.
- Requirement of Welsh speakers was raised as a concern by the committee.
- The committee suggested that each Council meeting should be started in the medium of Welsh.
- The committee agreed that many staff could converse in Welsh but confidence was an issue. The CCM responded stating that a questionnaire would be circulated soon to get a better idea of the abilities of the staff within the Council. The CCM reassured the Committee when a clearer image would be known then the issue of confidence could be dealt with appropriately.
- The large discrepancy between the amount of WLC's and Staff in the Council was raised, and whether more WLC's would be needed to the large amount of staff. In response the committee was reassured that there were many members of staff who assisted with the Welsh Language standard who weren't WLC's.

The chair praised all of the hard work that has currently been carried out by the WLC.

**RESOLVED** – *That the committee agree the recommendation and approve the proposed programme for 2019.*

## **6 YOUTH SERVICES AND THE URDD**

The Lead Officer: Community Wellbeing (RE) and the Denbighshire Development Officer, Urdd (LE) presented the report on the Joint Working between Denbighshire Youth Service and the Urdd.

Both officers showed the committee a presentation which highlighted several areas which the Council and the Urdd have worked together in the 8 year partnership:

- Joint Welsh Language Youth Worker
- Annual Self-Assessment
- Annual Service Level Agreement
- Regular monitoring and planning meetings between Youth Service and the Regional Director for the Urdd.

Within the presentation several key areas were also raised, the highlights for young people between the ages of 11-25:

- Co-ordinated Provision
- 4247 Young People engaged
- 1970 in direct contact with Clubs
- 45 Young People volunteering
- 45 registered on Urdd Youth Forum

LE raised activities which were held:

- Volunteering was a success with encouraging young people to volunteer which could lead to employment.
- Competitions were highlighted which gave Young people the opportunity to develop skills and confidence through competing at the Eisteddfod and through competitive sports.

RE outlined some services which has provisions in the medium of Welsh within the Council:

- Family Information Service – information service for parents which was fully bilingual.
- Sports Leaders accreditation offered through the medium of Welsh – joint delivery by DCC and Urdd staff

Following the introduction to Youth Services and the Urdd the following queries were raised by members:

- The Urdd was praised with its work with young people especially with sports, it was raised that the Urdd work closely with students in Universities especially in South Wales. It was queried whether the Universities in North Wales work closely with the Urdd. In response LE informed members that the Urdd do work closely with the Universities and colleges in North Wales and encourage young people to volunteer.
- Another members raised that the Council work closely with the Colleges and Universities in the North, and attend Career Days, but advised the Council needs to do more to attract young people who have left the area back, especially with Youth Services.

All members praised the report and the presentations.

**RESOLVED** – *Members note the content of the report.*

## **7 YSGOL GLAN CLWYD LANGUAGE CENTRE**

The Lead Member for Education, Children and Young People (HHR) presented a presentation in regards with the Ysgol Glan Clwyd Language Centre.

The committee was made aware that Denbighshire had applied for a grant to develop a language centre, the Council's grant was the most successful in Wales. The amount of £1.8 million would be granted to create the centre. The Committee were also informed that an additional £500k would be available.

The centre would be available to for all Denbighshire residents from the age of 3 and above

Following the brief introduction the following items were raised during the discussion:

- Due to the site being in St. Asaph, members from the North and South of the County queried whether the site would be beneficial for the areas they represented. It was raised that the Council had a good public transport system and people would be able to attend, also transport links could be discussed at a later date.
- Members queried whether the site was connected with Glan Clwyd School, HHR responded by stating that the Welsh Language Centre shared a site with the school. Both sites would run separately.

The chair informed the committee that the officer who was meant to report on the item couldn't attend the meeting. The item was agreed to be reported on fully in the next meeting.

**RESOLVED** – *The committee note the content of the report, and agree for a full report to be brought to the next meeting.*



## 8 FORWARD WORK PROGRAMME

The chair queried with the committee whether they wanted to add anything to the Forward work programme.

It was raised why the naming of streets wasn't discussed during the meeting, the chair informed the member that the item was on the forward work programme and would be brought to a future meeting. In response it was raised that the item could be taken to Scrutiny rather than the Welsh Language Steering Committee, it was agreed that the item on Street naming be taken to Scrutiny Chairs and vice chairs.

The chair suggested that the business section of the Welsh Language Standards be discussed in the next meeting.

The Welsh language officer suggested that Menter Iaith could be invited to the next meeting to discuss the work they carry out in the County.

The Committee agreed to include the discussion on the Business section on the Forward Work Programme, and also the possibility of inviting Menter Iaith.

**RESOLVED** – *That subject to the above, the forward work programme be approved.*

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**Report To:** Welsh Language Steering Committee

**Date of Meeting:** 19 March 2019

**Lead Member / Officer:** Huw Hilditch Roberts / Nicola Stubbins

**Report Author:** Gareth Watson, Team Leader- Communications and Campaign Management

**Title:** Welsh Language Skills Self-Assessment

## 1. What is the report about?

The Welsh Language skills assessment of staff.

## 2. What is the reason for making this report?

To discuss a proposal to carry out a self-assessment of staff.

## 3. What are the Recommendations?

To agree the approach outlined in the report.

## 4. Report details

The Council, as part of its response to the Welsh Language Standards, is expected to carry out a self-assessment of staff's Welsh Language skills.

This has been an annual assessment carried out by the HR Direct team.

Previous surveys have generated results and staff were asked to state which level of Welsh they had reached in terms of reading and writing. These levels were:

- Not at all
- A little bit
- Moderately
- Fairly fluent
- Fluent

Whilst the results provided a snapshot, it was agreed to provide more detailed information in terms of the levels, so that this would assist the staff in completing the assessment correctly. It would also mean that more meaningful information would be collated and would be fed into the annual business planning process.

The proposal is to use the same system used by a number of other organisations, including North Wales Police and North Wales Fire and Rescue Service.

The proposed levels for the 2019 self-assessment are:

	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
<b>Speaking</b>	No knowledge	Can say place names/Welsh first names or Welsh signs correctly.  Can greet and introduce others in Welsh.  Can show linguistic courtesy by opening and closing a conversation.  Can give, and receive personal details.	Can understand the essence of a conversation in Welsh.  Can convey basic information e.g. simple admin. or routine tasks.  Can give and receive instructions and directions.	Can converse partly in Welsh but turns to English in discussion and to give detailed information.  Can describe people and locations.	Can contribute effectively in meetings within own area of work and argue for or against a case.  Can deal with people in most situations in Welsh but turns to English when dealing with complex situations.	Can deal effectively with complex discussions and questions in Welsh.  Can adjust the style of language to suit all situations and needs.
<b>Writing</b>	No knowledge	Can write a simple routine request to a colleague, such as 'Can I have... please?'	Can write a short note of request to a colleague or known external contact.	Can write informal memos, e-mail messages and routine requests.	With editorial help, can write business letters, reports and e-mails.	Can write reports and presentations and make full and accurate notes in Welsh in a meeting.

Spoken Welsh competence                    0   1   2   3   4   5   (please circle as appropriate)

Written Welsh competence                    0   1   2   3   4   5   (please circle as appropriate)

This survey will be carried out electronically for those members of staff with access to a PC over the coming weeks. The HR team will be working with teams of staff that do not have access, to assist staff in completing the surveys face to face.

The findings will be reported in the annual Welsh Language Monitoring Report, due to be published in June.

**5. How does the decision contribute to the Corporate Priorities?**

The decision contributes to the development of the Welsh Language and culture, which underpins the Council's Corporate Plan.

**6. What will it cost and how will it affect other services?**

There is no budget in place for the Welsh Language. Any costs are expected to be absorbed into existing budgets.

**7. What are the main conclusions of the Well-being Impact Assessment?**

Whilst no formal Well-being Impact Assessment is needed for this report, it is worth noting some of the key benefits in relation to the Well-Being and Future Generations (Wales) Act 2015 and the Welsh Language Standards.

One of the key components of the well-being and Future Generations (Wales) Act 2015 is having: "A Wales of vibrant culture and thriving Welsh Language:

A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation”.

The Council also has a role, through its Welsh Language Standards, to promote opportunities for local communities to get involved in Welsh Language activities.

**8. What consultations have been carried out with Scrutiny and others?**

Consultations have taken place with the Senior Leadership Team.

**9. What risks are there and is there anything we can do to reduce them?**

The main risk is to the reputation of the authority, as we have already made a commitment in our Welsh Language Strategy and through the Welsh Language Standards to increase the use of Welsh in the workplace and in communities.

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<b>Report To:</b>	Welsh Language Steering Committee
<b>Date of Meeting:</b>	March 19, 2019
<b>Lead Member / Officer:</b>	Huw Hilditch-Roberts, Cabinet Lead Member for Children, Young People, Education and the Welsh Language.
<b>Report Author:</b>	Gareth Watson, Team Leader – Communications and Campaign Management
<b>Title:</b>	<b>Welsh Language Standards</b>

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**1. What is the report about?**

This report is about the statutory Welsh Language Standards that were introduced in Denbighshire in 2015.

**2. What is the reason for making this report?**

To update the Welsh Language Steering Committee on the progress being made with the Welsh Language Standards.

**3. What are the Recommendations?**

To approve the report and to agree to the proposed actions to address issues highlighted in the report.

**4. Report details**

The Welsh Language Standards were introduced in Denbighshire in 2015, as part of a roll out to public sector organisations in Wales. The Standards were created in direct response to the creation of the Welsh Language Bill and the role of the Welsh Language Commissioner.

The Standards have been introduced to ensure that the Welsh Language is treated as fairly as the English Language. Denbighshire needs to comply with 167 Standards which have been broken down into five key areas: Service Delivery; Policy Making; Operational. Record Keeping and Promotional.

The duty for implementing these Standards are for every member of the organisation. A clear mandate has been issued by the Council to comply with the Welsh Language Standards and the aim is to provide the best service possible to the public in the language of their choice.

As would be expected, the Council has been implementing these standards for a number of years. Whilst many of the standards were not new to the organisation, we needed to ensure that there was a positive response to their implementation across

the county and that customers see an enhanced service through the medium of Welsh.

The Council seems to be complying with the majority of the Standards across the Board. The work of monitoring the compliance rests with the Corporate Communications team, who have corporate responsibilities for the Welsh Language. They are supported by a team of Welsh Language Champions who act voluntarily to promote the corporate approach.

The compliance is also subject to random testing by other organisations, including the Welsh Language Commissioner's office.

Whilst in the vast majority of cases we seem to be in compliance, further work is needed around promoting the availability of meetings in Welsh and the rights of individuals invited to meetings to contribute in Welsh. Although this does happen, there needs to be more work to ensure that all members of staff proactively offer this service when they arrange meetings. Some discussions with a small number of staff show they are unfamiliar with these particular Standards and this needs to be addressed over the coming weeks through proactive communications.

The Council will continue to promote messages around compliance with the Welsh Language Standards, to ensure the high level of compliance continues.

**5. How does the decision contribute to the Corporate Priorities?**

The decision contributes to the development of the Welsh Language and culture, which underpins the Council's Corporate Plan.

**6. What will it cost and how will it affect other services?**

There is no budget in place for the Welsh Language. Any costs are expected to be absorbed into existing budgets.

**7. What are the main conclusions of the Well-being Impact Assessment?**

Whilst no formal Well-being Impact Assessment is needed for this report, it is worth noting some of the key benefits in relation to the Well-Being and Future Generations (Wales) Act 2015 and the Welsh Language Standards.

One of the key components of the well-being and Future Generations (Wales) Act 2015 is having: "A Wales of vibrant culture and thriving Welsh Language: A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation".

The Council also has a role, through its Welsh Language Standards, to promote opportunities for local communities to get involved in Welsh Language activities.

**8. What risks are there and is there anything we can do to reduce them?**



The main risk is to the reputation of the authority, as we have already made a commitment in our Welsh Language Strategy and through the Welsh Language Standards to increase the use of Welsh in the workplace and in communities.

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Appendix A

Standard Number	Class of Standard	Standard	Comment
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.	
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.	
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 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.	
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.	
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).	
7	Service delivery	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, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	
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 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.	

10	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 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].	
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.	
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.	
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.	
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.	
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.	
17	Service delivery	When there is no Welsh language service available on your main telephone number ( or numbers), or any helpline numbers or call centre numbers, you must inform persons	

		calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	
18	Service delivery	If a person contacts one of your departments on a direct line telephone numbers (including on 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 (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	
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.	
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.	
22	Service delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	
23	Service delivery	If you invite one person only ("P") to a meeting, you must offer to conduct the meeting in Welsh; and if P informs you that P wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	

25	Service delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must - (a) ask A whether A wishes for the meeting to be conducted in Welsh, and (b) if A informs you that A wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	
27	Service delivery	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.	
27A	Service delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), 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	
27CH	Service delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	
28	Service delivery	If you invite more than one person to a meeting, and that meeting relates to the 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 wishes for the meeting to	

		be conducted in Welsh, and (b) if that individual, or if each of those individuals, informs you that he or she wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	
30	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	Service delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	
32	Service delivery	If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	
33	Service delivery	If 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 orally inform those present in Welsh - (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	
34	Service delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that	



		material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	
35	Service delivery	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).	
36	Service delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).	
37	Service delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	
38	Service delivery	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.	
40	Service delivery	Any documents that you produce for public use must be produced in Welsh.	
48	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	
49	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.	
50	Service delivery	Any form that you produce for public use must be produced in Welsh.	
50A	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.	
50B	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).	
51	Service delivery	If 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.	

52	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.	
55	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.	
56	Service delivery	You must provide the interface and menus on every page of your website in Welsh.	
57	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.	
58	Service delivery	When you use social media you must not treat the Welsh language less favourably than the English language.	
59	Service delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	
60	Service delivery	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	
61	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 displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	
62	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.	
63	Service delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	
64	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.	
67	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.	
68	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.	
69	Service delivery	Any official 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.	

70	Service delivery	When you publish or display an official 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	
71	Service delivery	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	
72	Service delivery	When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	
72A	Service delivery	You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	
73	Service delivery	If 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 simultaneous or consecutive translation service).	
75	Service delivery	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	

77	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 tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	
77A	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).	
78	Service delivery	If 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 a simultaneous or consecutive translation service).	
80	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.	
81	Service delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	
82	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.	

83	Service delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	
84	Service delivery	If you offer an education course that is open to the public, you must offer it in Welsh.	
87	Service delivery	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	
88	Policy making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
89	Policy making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
90	Policy making	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.	
91	Policy making	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
92	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 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.	
93	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.	
94	Policy making	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	



		<p>you make decisions in relation to the awarding of a grant -</p> <ul style="list-style-type: none"> <li>(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;</li> <li>(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;</li> <li>(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;</li> <li>(ch) 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.</li> </ul>	
95	Policy making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.</p>	

96	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 language.	
97	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.	
98	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.	
99	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.	
100	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.	
101	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.	
102	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	
103	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.	
104	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.	
105	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	

106	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	
107	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	
108	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	
109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	
110	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	
112	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.	
112A	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.	
113	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) offer to conduct the meeting in Welsh, and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	

115	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 Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	
116	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	
116A	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.	
117	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	
119	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 (c) asked to use the Welsh language at a meeting regarding the disciplinary process.	
120	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).	
124	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.	
125	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.	
126	Operational	You must provide the interface and menus on your intranet pages in Welsh.	
127	Operational	You must assess the Welsh languages skills of your employees.	
130	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.	

131	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.	
132	Operational	You must provide training courses so that your employees can develop - (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);(b) an understanding of the duty to operate in accordance with the Welsh language standards;(c) an understanding of how the Welsh language can be used in the workplace.	
133	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.	
134	Operational	You must provide text 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.	
135	Operational	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in email messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	
136	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	
136A	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.	
137	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.	
137A	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.	
137B	Operational	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 individuals of	



		decisions).	
138	Operational	You must ensure that your application forms for posts provide a space for individuals to indicate that they wish an interview or other method of assessment in Welsh and if an individual so wishes, you must conduct any interview or other method of assessment in Welsh (without the assistance of a simultaneous or consecutive translation service).	
140	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.	
141	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.	
142	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.	
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	

144	Operational	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	
147	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.	
148	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.	
149	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).	
150	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.	
151	Record keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), 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.	
154	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 136) 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	T

		necessary.	
155	Supplementary Service Advice	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.	
156	Supplementary Service Advice	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.	
157	Supplementary Service Advice	You must - (a) ensure that you have arrangements for - (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, (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 offices that are open to the public.	
158	Supplementary Service Advice	(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>(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 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.</p>	
159	Supplementary Service Advice	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	
160	Supplementary Service Advice	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.	
161	Supplementary Policy Advice	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.	
162	Supplementary Policy Advice	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.	
163	Supplementary Policy Advice	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 offices that are open to the public.	
164	Supplementary Policy Advice	(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. (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. (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.	
165	Supplementary Policy Advice	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.	

166	Supplementary Policy Advice	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.	
167	Supplementary Operational	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 - (a) on your website, and (b) in each of your offices that are open to the public.	
168	Supplementary Operational	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 operational 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, and (b) publish a document that records that procedure on your intranet.	
169	Supplementary Operational	You must - (a) ensure that you have arrangements for - (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitate the use of those services, and (b) publish document that records that procedure on your intranet.	

170	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. (2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) - (a) the number of 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 151); (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 152); (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 152);(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where—(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 154); (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. (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</p>	
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		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.	
171	Supplementary Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	
172	Supplementary Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	
175	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.	
176	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.	

**Standards required to comply with within a year**



Standard Number	Class of Standard	Standard	Comment
76	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.	
128	Operational	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; (ch) induction; (d) dealing with the public; and (dd) health and safety.	
129	Operational	You must provide training (in Welsh) on using Welsh effectively in (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	
145	Promotional	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; 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).	

146	Promotional	Five years after publishing a strategy in accordance with standard 145 you must - (a) assess to what extent you have followed that strategy and have reached the target set by it, and (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 the Welsh language.	
152	Record keeping	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 accordance with standard 128), and (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.	
153	Record keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	
173	Supplementary Promotion	You must ensure that a document which records the promotion 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.	

174	Supplementary Promotion	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the promotion standards with which you are under a duty to comply.	
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**Standard that we will have two years to comply with**

Standard Number	Class of Standard	Standard	Comment
121	Operational	You must ensure that - (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet.	

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**Report To:** Welsh Language Steering Committee

**Date of Meeting:** 19 March 2019

**Lead Member / Officer:** Huw Hilditch Roberts / Nicola Stubbins

**Report Author:** Gareth Watson, Team Leader- Communications and Campaign Management

**Title:** Work of Partner Iaith

## 1. What is the report about?

The work of Partner Iaith, the cross-county forum which looks at how the Welsh Language can be developed strategically across the county.

## 2. What is the reason for making this report?

To discuss the current work programme for Partner Iaith.

## 3. What are the Recommendations?

To agree the approach to the work programme.

## 4. Report details

The role of Partner Iaith is to:

- Contribute towards the Welsh Government's target of reaching a million Welsh speakers by 2050, through having a local vision to see the number of Welsh speakers in Denbighshire using the language increasing.
- Increase the number of opportunities for people to use the Welsh language (children, Young people, families, businesses and community groups)
- Increasing people's awareness of the value of the Welsh language being part of our heritage and the modern Wales.
- Working jointly with partners to discuss, share ideas and avoid duplication.
- Work on a partnership level to identify any gaps in Welsh language provision and arrange activities to meet the needs.
- Create opportunities to promote the Welsh Language in the local economy and in Public Services – the work of Councils, Health, education and Leisure.
- Emphasising the economic-cultural worth of the language on the tourism industry

- Emphasising the importance of the language to those organisations responsible for regeneration projects.

The Partner Iaith is made up of the following members: *Denbighshire County Council*; Menter Iaith Sir Ddinbych; Coleg Cambria; Mudiad Meithrin (yn cynnwys prosiectau megis Cymraeg i Blant/ Clwb Cwtsh; Welsh Government (Welsh Language Unit); Canolfan Dysgu Cymraeg (Coleg Cambria/ Popeth Cymraeg); Urdd Sir Ddinbych; Merched y Wawr and the Young Farmers.

The Group has been looking at opportunities for cross-promotion, monitoring Denbighshire County Council's Welsh Language Strategy and joint promotion at key events across the County.

The most recent activity involved extensive mapping of activities currently being arranged in the fields of leisure; children; young people; communities; businesses; families and older people county-wide

Whilst there are numerous activities going on in the main town centres in the Vale of Clwyd (activities that are centred around schools but are open to others), there are less activities occurring in rural parts of the county, in coastal communities and some areas of south Denbighshire.

To this end, it is being proposed:

- That Partner Iaith carries out further mapping of activities not being led by the partner organisations. (this work to be carried out by May 2019)
- Analyse the findings by September 2019
- Make recommendations that will be included in a Forward Work Plan for the Partner Iaith.
- That the Partner Iaith supports Welsh Language committees already set up to support the Urdd Eisteddfod and look at setting up additional committees in the areas where there is a greater need.

## **5. How does the decision contribute to the Corporate Priorities?**

The decision contributes to the development of the Welsh Language and culture, which underpins the Council's Corporate Plan.

## **6. What will it cost and how will it affect other services?**

There is no budget in place for the Welsh Language. Any costs are expected to be absorbed into existing budgets.

## **7. What are the main conclusions of the Well-being Impact Assessment?**

Whilst no formal Well-being Impact Assessment is needed for this report, it is worth noting some of the key benefits in relation to the Well-Being and Future Generations (Wales) Act 2015 and the Welsh Language Standards.

One of the key components of the well-being and Future Generations (Wales) Act 2015 is having: "A Wales of vibrant culture and thriving Welsh Language:

A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation”.

The Council also has a role, through its Welsh Language Standards, to promote opportunities for local communities to get involved in Welsh Language activities.

**8. What risks are there and is there anything we can do to reduce them?**

The main risk is to the reputation of the authority, as we have already made a commitment in our Welsh Language Strategy and through the Welsh Language Standards to increase the use of Welsh in the workplace and in communities.

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WELSH LANGUAGE STEERING COMMITTEE FORWARD WORK PROGRAMME

Meeting	Item (Description / Title)		Purpose of Report	Lead member and Contact Officer
<b>July 2019</b>	1	Progress with the Welsh Language Standards (self-assessment)	To consider an update on the self-assessment	Gareth Watson
<b>November 2019</b>	1	Progress with the Welsh Language Standards (self-assessment)	To consider an update on the self-assessment	Gareth Watson
	2	Welsh Language Strategy (Business and Economy)	To receive a presentation on the Business side with the Welsh Language Standards	Mike Horrocks

**Note for Officers – Report Deadlines**

<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>	<i>Meeting</i>	<i>Deadline</i>
<i>July</i>	<b>25 June</b>	<i>November</i>	<b>29 October</b>		

**FUTURE ITEMS**

Meeting	Item (description / title)	Purpose of Report	Author / Contact Officer

Updated 07/03/19 KEJ

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