

Board of Community Health Councils in Wales

---

# Welsh Language Standards Annual Report 2020-2021



Community Health Councils (CHCs) are the independent voice of people in Wales who use NHS services. We are made up of local volunteers who act as the eyes and ears of patients and the public. There are 7 CHCs covering different parts of Wales.

The Board of CHCs [the Board] exists to support, assist, advise and manage the performance of CHCs. It represents the collective views of CHCs across Wales.

**An electronic copy of this document can be found on our website: [www.boardchc.wales](http://www.boardchc.wales)**

**This document is also available in Welsh. If you would like this publication in an alternative format and/or language, please contact us:**

33-35 Cathedral Road  
Cardiff  
CF11 9HB

**Tel:** 02920 235558

**Email:** [enquiries@waleschc.org.uk](mailto:enquiries@waleschc.org.uk)

**Twitter:** @CHC\_Wales

# Contents

1. Executive Summary
2. Introduction
3. Our year at a glance
4. What we've been doing
5. How we've met the Welsh language standards during 2020-2021
6. Looking forward
7. Appendices

## Executive summary

Our CHC movement wants the Welsh language to be an essential part of our everyday work. It is what people in Wales want so that they can communicate in ways that are comfortable and natural to them.

It's not just about producing written information in Welsh. It's about making sure people can engage with us in Welsh just as they can in English - wherever they want to.

This means that not only can we support the Welsh language but also our Welsh culture and identity too.

In this second year of working within the framework of the Welsh language standards we faced challenges on a scale we had never seen before. The coronavirus pandemic meant that lockdown restrictions limited what we could all do.

Our staff and our board members had to work from home, stay away from others, wear masks, socially distance and limit their travel.

This meant we had to change the way we worked almost overnight. We had to act quickly to the way the Welsh Government responded to the emergency.

At the start of the year, the number of changes that took place very quickly made it harder for us to make sure we were able to provide a full Welsh language service all of the time.

So we thought about the Welsh language when we changed the way we did things. We took every chance we could to understand the impact of any changes on the Welsh language to improve how we worked bilingually within our CHC movement.

We built upon the progress we made last year in some key areas. We appointed a dedicated Welsh call handler and translator to support our whole CHC movement.

This helped us to support and extend our use of the Welsh language internally, as well as across all our public facing activities.

We struggled to make the progress we wanted to in some areas. The COVID-19 restrictions meant we weren't able to install our new integrated telephony system across all Board and CHC offices in Wales during the year.

This is continuing to affect our ability to provide a full Welsh language telephone service, particularly when people speak with us for the first time on the telephone. We will do this in 2021-2022.

In the year ahead, we will build on the progress we have made in the past 2 years. We will do this by supporting our staff and members to continue to:

- think about the Welsh language when making decisions
- build their confidence in using the Welsh language on a day to day basis.

## Introduction

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on the Board and the 7 CHCs across Wales to comply with standards relating to the Welsh language.

The Welsh Language Standards [“the standards”] came into force for the Board and the 7 CHCs on 30 May 2019.

As 8 separate statutory bodies, the Board and each CHC in Wales has received separate notification of the Standards that apply to them, determined by the Welsh Language Commissioner and based upon their particular circumstances.

The link below provides details of the standards that have been applied to the Board of CHCs in Wales  
<https://boardchc.nhs.wales/what-we-do/how-we-work/governance-documents/welsh-language-compliance-notice-july-2020-english/>.

This is our second report on compliance with the standards. It covers the period 1 April 2020 to 31 March 2021.

Alyson Thomas, our Chief Executive, has overall responsibility at the Board of CHCs for the Welsh language. She is responsible for ensuring the implementation of the standards from day to day.

Our Board has reviewed and approved this report.

## Our year at a glance

We appointed a Welsh call handler and translator for the CHC movement

We developed a new, more accessible bilingual website

We still developed our Welsh language service while we changed the way we worked because of COVID-19

We joined the 'Leading in a Bilingual Country' programme to help us to learn more about how we can become a fully bilingual body

## What we've been doing

In 2020-2021, life as we know it in Wales changed completely. The coronavirus pandemic meant that lockdown restrictions limited what we could all do.

Our staff and our board members had to work from home, stay away from others, wear masks, socially distance and limit their travel. This meant we had to change the way we worked almost overnight. We had to act quickly to the way the Welsh Government responded to the emergency.

At the start of the year, the number of changes that took place very quickly made it harder for us to make sure we were able to provide a full Welsh language service all of the time.

So we thought about the Welsh language when we changed the way we did things. We took every chance we could to improve how we work bilingually within our CHC movement.

### **Using the framework provided by the Welsh language standards to improve how we work bilingually**

- We looked at the range of advice, guidance and good practice shared by the Welsh Language Commissioner's Office. We changed our own ways of working in response.
- We attended a Welsh language webinar on the policy making standards. We shared what we learned across the CHC movement.
- We got better at identifying and understanding the impact of how we work on the Welsh language. We made changes to our ways of working as a result.

We did this by using a new “impact assessment approach” so that we took every chance to improve people’s ability to engage with us using the Welsh language.

- We developed a new bilingual website for the Board. We co-ordinated and supported all CHCs to design and develop the information available on their new websites bilingually.
- We got better at making our information more accessible by producing more Welsh language documents in an ‘Easy Read’ format.
- We got better at offering meetings in the Welsh language. We developed how we carry out our meetings ‘virtually’ in a way that helps make sure we can support bilingual discussions.

### **Advising and supporting CHCs across Wales to meet the Welsh language standards that apply to them**

- We looked again at all our documents that set out how we should carry out our activities (our standards, policies, procedures and guidance for staff and members). We made changes that helped further develop and extend our use of Welsh in our day to day activities.
- We recruited a dedicated Welsh call handler and translator and introduced a new internal Welsh translation service.
- We purchased a new all Wales integrated telephone system. The pandemic delayed the installation of the new system. In the second half of 2021-2022 we will be able to provide a fully bilingual telephone service across our whole CHC movement.

- We used our regular meetings at the Board and with CHCs to talk about how we were doing in developing our use of the Welsh language. This helped us to provide advice and support to each other, discuss ideas and learning and share resources and good practice.
- We continued to use our self-assessment and monitoring approach to understand how well we and the CHCs in Wales were doing meeting the Welsh Language Standards that apply to us. This helped us to understand what more we needed to do.

### **Continuing to build the skills and confidence of our staff and volunteer members to support an environment where the Welsh language can develop and thrive**

- We asked staff and members throughout our CHC movement for their preferred language when taking part in learning and development activities. We made sure CHC training courses were available in English and Welsh
- We provided opportunities for staff and members across our CHC movement to receive basic Welsh language lessons
- We provided Welsh language learners with opportunities to receive further training to develop their language skills
- We reviewed the Welsh language skills of our Board members and staff
- We broadened our approach to using the Welsh language internally, producing more and more internal information bilingually

- We joined the programme 'Leading in a bilingual country', involving our Chief Executive and 2 Chief Officers
- We took action to check that recruitment activity across our CHC movement aimed to increase the Welsh language skills of our staff by advertising more roles as 'Welsh Essential'
- We used the opportunity to involve our Board staff in learning more about Welsh in a fun way through our informal team meetings, e.g., team quizzes, etc.

Our Board office carried out 2 Welsh language standards self-assessments during the year to check whether the things we had done were working. These showed that a lot of the things we had done were making a positive difference.

They also showed that the sudden change in the way we needed to work in response to the coronavirus pandemic meant that early in the year we couldn't always be confident that we were getting things right first time every time.

Our second self-assessment showed us that the work we had done after the first assessment was working. We had more confidence of meeting our responsibilities consistently.

We will continue to do more as we prepare for the introduction of a new Citizen Voice Body in 2023 to create a working environment where working bilingually is a natural part of the way we carry out all our activities beyond those that are public facing.

## **Handling complaints about the Welsh language**

Our 'making a complaints about us' procedure sets out the process for dealing with complaints about compliance with the Welsh language standards. You can find out more at the following link [Share your feedback about us - Board of Community Health Councils in Wales \(nhs.wales\)](#)

During the period between 1 April 2020 and 31 March 2021 we received no complaints related to the Welsh language.

## **How we have met the Welsh language standards in 2020-2021**

We carried out 2 self-assessments of the Boards compliance with the standards during the year. The detailed findings of our most recent assessment is included at Appendix 1. A summary of this assessment is shown in the following paragraphs.

### **Service delivery standards**

These standards focus on providing services. Their aim is to promote and facilitate the use of Welsh or to ensure that the Welsh language is not treated less favourably than the English language in service provision.

They cover the Welsh language services we provide to the public, e.g. services by telephone, using the Welsh language in meetings, letters and documents, on-line services.

<b>Service Delivery</b>	<b>Compliant</b>	<b>Working towards</b>	<b>Non-compliant</b>	<b>Not applicable</b>
Number of Standards				
<b>53</b>	<b>36</b>	<b>6</b>	<b>0</b>	<b>11</b>

Through our self-assessment, we were able to show that we were doing what we needed to do to meet the majority of the standards that apply to us even with the challenges of living with COVID-19.

For the standards we identified as 'working towards':

- During the year, we identified that not all of our English version documents, notices, surveys and reports inviting people to correspond with us were clear enough about the Welsh language. They didn't always state whenever we provided our contact details that we welcome correspondence in Welsh.

So we have been working to put this right. We reviewed and made this information clearer in all our standard document 'templates'. This makes it easier for our staff to make sure people are encouraged to correspond with us in Welsh if that is their choice.

- When our staff first started to work from home because of the coronavirus pandemic we needed to change our telephone contact and meeting arrangements. More of our staff were in contact with people for the first time by telephone. All of our meetings took place virtually.

In discussions with our staff, we decided we couldn't be confident that in the early months of lockdown everyone fully met our Welsh language requirements in these areas.

As everyone got used to our new ways of working we have improved our compliance and our final self-assessment during the year showed our team now has a greater understanding of what to do in all circumstances.

For example, we have introduced standard wording for use in virtual meeting invitations. This is so we always invite people to let us know if they would like to use the Welsh language when meeting with us.

- Some of our publicity leaflets were produced before the standards came into force. They do not all include the information needed about providing our services in Welsh (although all are produced bilingually).

As advised by the Welsh Language Commissioner's office, we will continue to use these leaflets. New print runs will include all necessary information about our services as well as communicating with us in the Welsh language.

## **Policy making standards**

The policy making standards require us to consider the effect that our policy decisions may have on people's opportunities to use Welsh with the guiding principle not to treat the Welsh language less favourably than the English language.

These standards require us to do the following 3 things:

1. consider the effects or impacts of our policy decisions on the Welsh language (both positive and negative);
2. consider how to increase positive effects, mitigate or reduce adverse effects and take all opportunities to promote the use of Welsh'

3. seek views on the effects on the Welsh language when engaging or consulting and to seek the views of Welsh speakers and users of the language.

<b>Policy making</b>	<b>Compliant</b>	<b>Working towards</b>	<b>Non-compliant</b>	<b>Not applicable</b>
Number of Standards				
<b>9</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>

Our most recent self-assessment showed us that the way we were doing things met the standards. During the year we got better at this.

Following a CHC representative’s attendance at the Welsh Language Commissioners ‘webinar’ on the policy making standards, we reviewed and further strengthened our Welsh language impact assessment framework.

This has helped us to better identify, consider and demonstrate the impact on the Welsh language of our decisions.

## **Operational standards**

These standards deal with the way the Board and CHCs promote and use Welsh internally, working towards a bilingual workplace.

<b>Operational Standards</b>	<b>Compliant</b>	<b>Working towards</b>	<b>Non-compliant</b>	<b>Not applicable</b>
Number of Standards				
<b>16</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>

Our self-assessment showed us that the way we were doing things meant we were meeting the operational standards.

In particular, we have reviewed and extended the way the Board and CHCs promote and use Welsh internally. This includes the introduction of bilingual template documents for use by all staff, routine translation of a wider range of guidance documents, meeting briefs and staff and member surveys.

We have also made sure that all new signs in the Board office about COVID-19 are bilingual. The Welsh versions have been placed in a location that means they are likely to be read first.

## Record keeping standards

This standard covers keeping a record of the number of complaints received relating to our compliance with the standards.

<b>Record keeping</b>	<b>Compliant</b>	<b>Working towards</b>	<b>Non-compliant</b>	<b>Not applicable</b>
Number of Standards				
<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

We reported to the Board’s Corporate Governance Committee all complaints received by the Board during the year. This shows we did not receive any complaints during the year about our compliance with the Welsh Language Standards.

## Welsh language skills

As set out earlier in this report, throughout the year we continued to encourage our staff and board members to develop their Welsh language skills in different ways. We also supported CHCs to do the same for their staff and members.

During the year, 2 Welsh speakers joined us to work at the Board office (1 has since left to take up a permanent post in another organisation). In January 2021, we appointed our first Welsh call handler and translator.

The 2 independent members on our Board are confident Welsh speakers.

We asked our staff at the Board to self-assess their Welsh language skills using the framework at **Appendix 2**. The table below shows the results:

<b>WELSH LANGUAGE SELF-ASSESSMENT COMPETENCIES MATRIX</b>							
<b>Numbers and levels of Welsh speaking staff working in the Board office</b>							
<b>Pay band</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Total</b>
Chief Exec	1	-	-	-	-	-	1
8b		1	-	-	-	-	1
7	1	-	-	1	-	-	2
6	2	-	-	-	-	-	2
5	1	-	-	-	-	1	2 <sup>1</sup>
4	2	-	-	-	-	1	3 <sup>2</sup>

<sup>1</sup> Although 2 members of staff worked at this level, one is a replacement for the permanent staff member who went on maternity leave during the year.

<sup>2</sup> There is only one post at Band 4. Staff occupy the role on a job share basis, and there was a change of staff during the year

## Staff attending Welsh language courses

During the year, our Chief Executive attended a workshop 'Leading in a Bilingual Country'. This has been designed to help senior leaders become ambassadors for an organisational leadership culture in which the Welsh language can flourish.

Following this, the Chief Executive sponsored 2 members of the Board's Senior Management Team to participate in a modular programme for leaders, taking place during 2021-2022.

Although most staff working at the Board office have not undertaken any formal Welsh language courses in 2020-2021, they have taken part in informal Welsh language team activities during the year.

## Staff recruitment

The table below shows the number of vacancies advertised during the year requiring:

- Welsh language skills essential
- Welsh language skills need to be learnt when appointed
- Welsh language skills desirable
- Welsh language skills not necessary

Category	Advertised internally	Advertised externally
Essential	-	1
Learnt when appointed	-	-
Desirable	1	1
Not necessary	-	-
Total	1	2

## Looking forward

We know that we will all be living with COVID-19 for some time yet. We also know that we will keep doing some of the changes we introduced during the past year. We will do this alongside re-introducing face to face activities as soon as we can.

We know this provides more flexibility for people working for us and with us. It provides more flexibility for people who want to engage with us. It helps our CHC movement to continue to play its important role as the NHS responds to the challenges it faces.

As we continue to develop new ways of working, we will think about the opportunities to extend and improve our use of the Welsh language further. Some of the things we will do in 2021-2022 include:

- installing an integrated telephone system that connects the Board and all CHC offices. This means we will be able to provide a 'first point of contact' Welsh language telephone service consistently at the Board and in CHC offices across Wales
- reviewing our policy on using the Welsh language internally so that we continue to build an environment that encourages and supports the use of Welsh wherever possible
- creating a virtual Welsh language network where CHC staff and members across Wales can encourage and support each other

- working with our host organisation Powys Teaching Health Board to expand and extend training opportunities in the Welsh language for staff
- continuing to expand the range of our internal documents bilingually
- launching and continuing to develop the way we provide bilingual information accessibly through our website
- continuing to extend our bilingual social media presence
- taking every opportunity to expand the Welsh language skills and use of the Welsh language by staff and members across our whole CHC movement.

We will also use our self-assessment programme to think about what we have done that worked well in increasing our use of the Welsh language, and what we have done that didn't work so well.

We will learn from this by changing what we do where we need to. We will also continue to learn from others.

Finally, we will use our experience within the CHC movement to inform and influence the design and development of the new Citizen Voice Body that will replace our CHC movement in 2023.

Creating this new organisation provides a real opportunity for the Welsh Government to establish a fully bilingual organisation in a way that best meet the needs of everyone living in Wales.

## Appendix 1

GREEN – We have put in place clear arrangements and these are consistently working well				
AMBER – We have put in place clear arrangements but these are not yet consistently working well. We need to do more to ensure compliance				
RED – We have not put in place clear arrangements, or the arrangements we have put in place are not working. We need to do more to ensure compliance, and we may need help to do this.				
1	Service Delivery	<p>If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.</p> <p>You must comply with standard 1 in every circumstance, except:</p> <ul style="list-style-type: none"> <li>▪ when you receive correspondence from a person acting in a capacity of representing:</li> <li>▪ a Community Health Council; or</li> <li>▪ Powys Teaching Health Board as the person who hosts you.</li> </ul>		<p>We have not received any correspondence in Welsh requiring a response during 2020-2021 to date.</p> <p>However, we will reply in Welsh should we receive any correspondence.</p> <p>We routinely encourage people to write to us in Welsh through our letters, website and email correspondence</p>
2	Service Delivery	<p>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-</p> <p>(a) keep a record of A's wish,</p>		<p>We have standard wording in place and accessible by all Board office staff to use when corresponding with individuals for the first time.</p> <p>We maintain a central record of</p>

		<p>(b) correspond with A in Welsh when corresponding with A from then onwards, and</p> <p>(c) send any forms that A is to complete from then onwards in Welsh.</p>		<p>individuals language preferences which is available to all Board office staff.</p> <p>Our letterhead template asks the recipient for their preference on language.</p>
3	Service Delivery	<p>When you send correspondence addressed to one or more 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-</p> <p>(a) all 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 all of those individuals;</p> <p>(b) one (but not all) 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 all of those individuals.</p>		As for 2 above.

4	Service Delivery	<p>When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.</p> <p>You must comply with standard 4 in every circumstance, except:</p> <ul style="list-style-type: none"> <li>▪ when you send the same correspondence to several persons, and all of those persons have informed you that they do not wish to receive correspondence in Welsh; or</li> <li>▪ when you send the same correspondence to several persons, and all of those persons are acting in a capacity of representing: <ul style="list-style-type: none"> <li>- a Community Health Council; or</li> <li>- Powys Teaching Health Board as the person who hosts you.</li> </ul> </li> </ul>		<p>Although we have clear arrangements in place, we identified 2 occasions in the first half of the year where email messages were sent to several persons at once in English only, even though the attachments were bilingual.</p> <p>This was human error, and we have reminded all staff of the requirements.</p> <p>Aside from this, since then we have not identified any further occasions. Our introduction of quarterly team based reviews of our Welsh language practice is helping to maintain awareness and understanding of our arrangements.</p> <p>It's also providing us with an opportunity to identify and encourage opportunities to further develop our use of the Welsh language.</p>
---	------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

5	Service Delivery	<p>If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.</p> <p>You must comply with standard 5 in every circumstance, except:</p> <ul style="list-style-type: none"> <li>▪ when you correspond with a person who is acting in a capacity of representing: <ul style="list-style-type: none"> <li>- a Community Health Council; or</li> <li>- Powys Teaching Health Board as the person who hosts you.</li> </ul> </li> </ul>		<p>Our usual practice is to make contact with a person as soon as possible to identify and record their language preference.</p> <p>Where this has not been possible, bilingual correspondence is sent.</p>
6	Service Delivery	<p>If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).</p>		<p>All templates have been reviewed. All templates treat the Welsh versions in the same way.</p>
7	Service Delivery	<p>You must state:</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond</p>		<p>All our letter and notice templates provide these details, including email, letters and websites.</p>

		<p>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.</p> <p>You must comply with standard 7 in every circumstance, except:</p> <ul style="list-style-type: none"> <li>▪ in correspondence, and publications and notices to persons who are acting in a capacity of representing: <ul style="list-style-type: none"> <li>- a Community Health Council;</li> <li>or</li> <li>- Powys Teaching Health Board as the person who hosts you.</li> </ul> </li> </ul>		<p>During the year, we identified that not all of our English version notices, surveys and reports inviting people to correspond with us state that we welcome correspondence in Welsh (albeit they are all produced bilingually).</p> <p>Arrangements have been made to update our standard templates and add an additional statement to existing publications where appropriate.</p>
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.		<b>The implementation date for this standard has been set at 31/03/2021. A request has been made to the Welsh Language Commissioner to extend this date to 30/09/21 to enable the new integrated telephony system to be introduced</b>
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		<b>The implementation date for this standard has been set at 31/03/2021. A request has been made to the</b>

		must inform the person that a Welsh language service is available.		<b>Welsh Language Commissioner to extend this date to 30/09/21 to enable the new integrated telephony system to be introduced</b>
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 if that is the person's wish until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.		<b>The implementation date for this standard has been set at 31/03/2021 A request has been made to the Welsh Language Commissioner to extend this date to 30/09/21 to enable the new integrated telephony system to be introduced</b>
11	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.		<b>The implementation date for this standard has been set at 31/03/2021 A request has been made to the Welsh Language Commissioner to extend this date to 30/09/21 to enable the new integrated telephony system to be introduced</b>
12	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline		<b>The implementation date for this standard has been set at 31/03/2021</b>

		numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.		<b>A request has been made to the Welsh Language Commissioner to extend this date to 30/09/21 to enable the new integrated telephony system to be introduced.</b>
13	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.		<b>The implementation date for this standard has been set at 31/03/2021 A request has been made to the Welsh Language Commissioner to extend this date to 30/09/21 to enable the new integrated telephony system to be introduced</b>
14	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.		<b>The implementation date for this standard has been set at 31/03/2021 A request has been made to the Welsh Language Commissioner to extend this date to 30/09/21 to enable the new integrated telephony system to be introduced</b>
15	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.		<b>The implementation date for this standard has been set at 31/03/2021 A request has been made to the Welsh Language Commissioner to extend this date to 30/09/21 to</b>

				<b>enable the new integrated telephony system to be introduced</b>
16	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 otherwise), when a Welsh language service will be available.		<b>The implementation date for this standard has been set at 31/03/2021 A request has been made to the Welsh Language Commissioner to extend this date to 30/09/21 to enable the new integrated telephony system to be introduced</b>
17	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 until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.		<b>The implementation date for this standard has been set at 31/03/2021 A request has been made to the Welsh Language Commissioner to extend this date to 30/09/21 to enable the new integrated telephony system to be introduced</b>
18	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		<b>The implementation date for this standard has been set at 31/03/2021 A request has been made to the Welsh Language Commissioner to extend this date to 30/09/21 to</b>

		favourably than the English language.		<b>enable the new integrated telephony system to be introduced</b>
19	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.		<p>Due to the coronavirus pandemic, all of our staff have been working from home. More of our staff were contacting people for the first time by telephone. We cannot be confident that in the early months of lockdown everyone complied every time with this requirement.</p> <p>As everyone got used to our new ways of working we have improved our compliance and our quarterly self-assessment confirmed our team has a greater understanding and confidence that we are meeting this requirement, although it was noted that more staff are now carrying out conversations via MS Teams meetings rather than telephone.</p>
20	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.		We do not have an automated telephone system in place

21	Service Delivery	<p>If you invite one person only (“P”) to a meeting—</p> <p>(a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and</p> <p>(b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 21 in every circumstance except:</p> <p>when you invite a person to a meeting who is acting in a capacity of representing:</p> <ul style="list-style-type: none"> <li>▪ a Community Health Council; or</li> <li>▪ Powys Teaching Health Board as the person who hosts you.</li> </ul>		<p>Due to the coronavirus pandemic, all of our staff have been working from home. More of our staff are meeting people virtually via Skype or Microsoft Teams.</p> <p>We cannot be confident that in the early months of lockdown everyone met this requirement consistently.</p> <p>As everyone got used to our new ways of working we have improved our practice and our quarterly review meeting discussions confirmed our team has a greater understanding and confidence about our practice. We are not yet fully confident that we are consistently meeting this requirement.</p> <p>We are producing standard wording for use in meeting invitations, and will keep this under active review.</p>
----	------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

22	Service Delivery	<p>If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p>You must comply with standard 22 in every circumstance except:</p> <ul style="list-style-type: none"> <li>▪ when you invite persons to a meeting who are acting in a capacity of representing: <ul style="list-style-type: none"> <li>- a Community Health Council; or</li> <li>- Powys Teaching Health Board as the person who hosts you.</li> </ul> </li> </ul>		<p>At the start of the coronavirus pandemic all our staff switched (almost overnight) to holding meetings exclusively by videoconference.</p> <p>This meant it was not always possible to arrange simultaneous translation in the timescales needed to deal with urgent matters.</p> <p>As everyone got used to this new way of working, and the immediacy surrounding meeting arrangements reduced, we identified alternative translation options.</p> <p>We have not had any persons confirm they wish to use the Welsh language at meetings we have arranged.</p>
22 A	Service Delivery	<p>If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p>		<p>See 22 above</p> <p>No one has confirmed that they wish to use the Welsh language at meetings we have arranged.</p>

		<p>You must comply with standard 22A in every circumstance except:</p> <ul style="list-style-type: none"> <li>▪ when you invite persons to a meeting who are acting in a capacity of representing:</li> <li>▪ a Community Health Council; or</li> <li>▪ Powys Teaching Health Board as the person who hosts you.</li> </ul>		
22 CH	Service Delivery	<p>If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 22CH in every circumstance except:</p> <ul style="list-style-type: none"> <li>▪ when you invite persons to a meeting who are acting in a capacity of representing:</li> <li>▪ a Community Health Council; or</li> <li>▪ Powys Teaching Health Board as the person who hosts you.</li> </ul>		<p>See 22 above</p> <p>No one has confirmed that they wish to use the Welsh language at meetings we have arranged.</p>

26	Service Delivery	If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.		<p>None of our routine board and committee meetings currently provide for routine public participation (although public attendance is encouraged in an observer capacity)</p> <p>We are reviewing our arrangements for 2021-2022 to ensure we are doing as much as we can to encourage a welcoming and inclusive environment for using the Welsh language.</p> <p>We are able to make the necessary arrangements to support public participation in meetings – utilising the Welsh language skills of our Board (or wider CHC) staff and members to provide a consecutive translation service.</p> <p>In general, the ability to provide simultaneous translation has been more challenging as a result of COVID-19 and the shift to holding all our meetings via Microsoft Teams (which does not currently enable simultaneous translation), but we are advised by the</p>
----	------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

				Welsh Language Commissioners office that this is expected to be addressed within the next 6 months.
27	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh.		As for 26 above.  Our Board and committee meeting Agendas are routinely produced and published in English and Welsh
28	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).		As for 27 above.

29	Service Delivery	<p>If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh—</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p>		As for 27 above.
30	Service Delivery	<p>If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.</p>		<p>Throughout the year all our meetings have been via videoconference. We have produced a bilingual BCHCW backdrop for use by Board staff and members.</p> <p>During the year no members of the public have attended our Board or committee meetings.</p> <p>So that we are increasingly demonstrating an environment that is encouraging and inclusive for the use of the Welsh language we are reviewing our arrangements for sharing information on screen via video conference, e.g., presentations.</p>

31	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).		We have not organised a public event so far this year, although we have systems and arrangements in place should we do so.
32	Service Delivery	<p>If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event).</p> <p>You must comply with standard 32 in every circumstance, except in relation to face to face services offered at the event.</p> <p>In relation to face to face services offered at the event, you must comply in every circumstance, except:</p> <ul style="list-style-type: none"> <li>▪ where it is necessary for a representative who</li> </ul>		We have not organised a public event so far this year, although we have systems and arrangements in place should we do so.

		<p>does not speak Welsh to provide a service on a specific subject matter; and</p> <ul style="list-style-type: none"> <li>▪ where no Welsh speaking representative is available to provide a service on that specific subject matter.</li> </ul>		
33	Service Delivery	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.		All our material that publicises the work of the Board or CHCs meets this requirement
34	Service Delivery	Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.		<p>Our new COVID-19 related notices have been produced bilingually.</p> <p>All other materials also meet this requirement.</p>
36	Service Delivery	If you produce a form that is to be completed by an individual, you must produce it in Welsh.		All our forms produced for completion by individuals are produced in English and Welsh
37	Service Delivery	<p>If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh-</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their</p>		All documents produced for individuals are produced in English and Welsh

		expectations, suggests that the document should be produced in Welsh.		
38	Service Delivery	If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form; and (c) ensure that the English language version clearly states that the document or form is also available in Welsh		During the year, we identified that not all of our English version surveys and reports state that the document or form is also available in Welsh (albeit they are all produced bilingually). We have now made arrangements to add an additional statement into all our English versions.
39	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.		We have tested this in relation to our existing BCHCW website.  Our new BCHCW website is under construction and will be produced to comply with this standard.  We have commissioned an independent audit of the new website and will incorporate checks of our compliance with

				this standard as part of the audit.
42	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.		As for 39 above
43	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.		As for 39 above
44	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.		Our SurveyMe bespoke survey application functions fully in Welsh
45	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.  You must comply with standard 45 in the following circumstances: <ul style="list-style-type: none"> <li>when using social media on your corporate and departmental accounts.</li> </ul>		All our social media messaging on twitter and Facebook is fully bilingual

46	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).		We have not received contact on social media in Welsh during the year, but we have systems and processes in place to enable us to reply in Welsh wherever needed
47	Service Delivery	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.		In those areas of the building we control, we have erected new signs in relation to COVID-19 in a way that complies with this requirement.  There are public areas of the building that are operated by others. We have no control over the information displayed in these areas although we have requested that all general signage is produced bilingually.
48	Service Delivery	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.		As for 47 above
49	Service Delivery	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning		The Welsh language text on our signs and notices have been checked for accuracy

		and expression.		by another Welsh translator
57	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh if the subject matter of the contract suggests that it should be produced in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.		NHS Wales Shared Services Partnership act on our behalf in tender exercises.
58	Service Delivery	When you publish invitations to tender for a contract, you must— (a) state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and (b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).		See above
59	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.		See above
60	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.		Our website has been updated to make clearer that the complaints advocacy service provided by CHCs is available in

				Welsh and English
61	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.		Existing publicity leaflets about CHC functions will continue to be distributed (as advised by WLCs office). New print runs will include additional text to meet this standard.
62	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.		During the year we have revised our website design in collaboration with our ICT providers NWIS as well as our report templates – bilingually.
63	Service Delivery	If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh.	N/A	We do not offer education courses for 'individuals'.  We do provide bespoke and generic learning for the Board and CHC staff and members, and have proactively offered these opportunities in English and Welsh.
69	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		Following attendance at the WLCs webinar on policy making standards, we reviewed and strengthened our Welsh language impact assessment framework to better demonstrate the issues considered and conclusions reached

		(b) treating the Welsh language no less favourably than the English language.		
70	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.		As for 69 above.
71	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.		See above.

72	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>		<p>We have not published a consultation document during the year to date, although we have invited on-going feedback from the public on our plans and reports.</p>
73	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p>		<p>As for 72 above.</p>
74	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so</p>		<p>As for 72 above.</p>

		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.		
75	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.		During the year we have reviewed and further strengthened our approach to ensure we consider opportunities for people to use the Welsh language and to ensure we treat the Welsh language no less favourably than the English language by conducting an impact assessment to inform our decision making.
76	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		As for 75 above

77	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 how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <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>		As for 75 above
79	Operational	<p>You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.</p> <p>You must comply with standard 79 in every circumstance, except:</p> <ul style="list-style-type: none"> <li>▪ publishing the policy on your intranet.</li> </ul>		We have reviewed and confirmed our policy during the year. We have also taken action to increase our promotion of and use of the Welsh language internally, eg., introduction of bilingual templates, translation of guidance documents, meeting briefs and surveys for CHC staff and members, etc.
82	Operational	<p>If you publish any of the following, you must publish it in Welsh -</p> <p>a) a policy relating to behaviour in the workplace;</p> <p>b) a policy relating to health and well-being at work;</p> <p>c) a policy relating to salaries or workplace benefits;</p> <p>d) a policy relating to performance management;</p>		<p>All policies relating to these matters for our staff are produced and published by Powys tHB.</p> <p>Where we have adapted or created additional policies for CHC staff or for CHC staff and members these are being</p>

		<p>e) a policy relating to absence from work;  f) a policy relating to working conditions;  g) a policy relating to work patterns.</p>		<p>produced bilingually.</p>
83	Operational	<p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <p>(a) make a complaint to you in Welsh, and  (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.</p>		<p>Our staff are subject to Powys tHBs workforce policies and procedures, including relating to complaints.</p> <p>Our staff may also be involved in complaints through our CHC movement's Complaints Procedure. This procedure makes clear people's rights to use the Welsh language.</p> <p>To date, during the year the Board has dealt with one such complaint, and this was handled in line with this requirement.</p>
84	Operational	<p>If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must -</p> <p>a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and  b) if the member of staff wishes for the meeting to</p>		<p>To date, during the year the Board has dealt with one such complaint, and it was handled in line with this requirement.</p>

		be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.		
85	Operational	When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A - a) made the complaint in Welsh, b) responded in Welsh to a complaint about A, c) asked for a meeting about the complaint to be conducted in Welsh, or asked to use the Welsh language at a meeting about the complaint.		To date, during the year the Board has dealt with one such complaint. The option of using Welsh was not taken up.
86	Operational	You must - a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.		Our staff are subject to Powys tHBs workforce policies and procedures, including relating to disciplinary action.  No disciplinary procedures have been taken forward during the year.
87	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 -		No disciplinary matters have been taken forward during the year.

		(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English.		
88	Operational	When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.		No disciplinary procedures have been taken forward during the year.
89	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).		
97	Operational	You must provide opportunities for training in Welsh in the following areas, if you provide such training in English - a) recruitment and interviewing; b) performance management;		Powys tHB is responsible for developing training opportunities for staff in all identified areas here except induction and dealing with the public. It is working as part of an all Wales approach to provide

		<p>c) complaints and disciplinary procedures;</p> <p>d) induction;</p> <p>e) dealing with the public; and</p> <p>f) health and safety.</p>		<p>training in Welsh in these areas – they are not currently available.</p> <p>The Board office has arranged external training:</p> <ul style="list-style-type: none"> <li>- for staff on handling difficult situations with members of the public</li> <li>- for members through a 2 day member development programme</li> </ul> <p>These have/are being offered in Welsh to those who may wish this. To date no-one has opted to undertake the learning in Welsh</p>
98	Operational	<p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <p>(a) meetings;</p> <p>(b) interviews; and</p> <p>(c) complaints and disciplinary procedures.</p>		<p>Powys tHB is responsible for developing training in these areas. It is working as part of an all Wales NHS approach. We are awaiting an update from Powys tHB on this matter.</p> <p>In the meantime, the Board office has routinely distributed Welsh learning opportunities to board members and board office staff and to CHCs for</p>

				<p>distribution to their staff and members.</p> <p>In addition, the Board has registered for the <a href="#">'WorkWelsh'</a> ** package</p>
104	Operational	<p>You must provide -</p> <p>(a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages.</p> <p>You must comply with standard 104, except:</p> <ul style="list-style-type: none"> <li>Part (b) - providing Welsh language wording for your employees' contact details and to inform others that they are unavailable to respond to e-mail messages.</li> </ul>		
105	Operational	<p>You must -</p> <p>(a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and</p>		

		(b) promote the wearing of the badge to members of staff.		
111	Operational	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs), or (b) publish or display a notice in your workplace; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.		We have added new signs in the Board office about COVID-19. These are bilingual, and the Welsh versions have been placed in a location that means they are likely to be read first.
112	Operational	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.		We have added new signs in the Board office about COVID-19. These are bilingual, and the Welsh versions have been placed in a location that means they are likely to be read first.
113	Operational	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.		The new signs we have added about COVID-19 have been accuracy checked.

115	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.		0 complaints received so far this year.
118	Supplementary	You must ensure that a document which records the standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available on your website.		<p>We have a statement and link to the Welsh Language Commissioner’s webpage displaying the Board office compliance notice. Due to the cyber attack on the WLCs website in December 2020, the link from the Board’s website to the Commissioner’s website did not work, and therefore did not provide access to our compliance notice.</p> <p>We have now published the compliance notices directly on the website, as well as providing the link to the WLCs website homepage.</p>
119	Supplementary	<p>You must—</p> <p>(a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the standards with which you are under a duty to comply, and</p> <p>(b) publish a document that records that procedure on your website.</p>		We reviewed this procedure during the year.

120	Supplementary	<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 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 complaints that you received during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115);</p> <p>(b) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 116);</p> <p>(c) the number (on the basis of the records you kept in accordance with standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <p>(i) Welsh language skills were essential;</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post;</p>		Our annual report for 2019-2020 was published on our website in accordance with these requirements.
-----	---------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------

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

The RAG rating relates to our most recent team self-assessment carried out in March 2021.

## Appendix 2

### Welsh language self-assessment tool

	<b>LISTENING / SPEAKING</b>	<b>READING / UNDERSTANDING</b>	<b>WRITING</b>
<b>LEVEL 0 NO SKILL</b>	<ul style="list-style-type: none"> <li>• No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>• No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>• No appreciable ability</li> </ul>
<b>LEVEL 1 ENTRY</b>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Pronounce Welsh words, place names, department names, etc.</li> <li>• Greet and understand a greeting.</li> <li>• Use basic every day words and phrases, e.g. thank you, please, excuse me, etc.</li> <li>• Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'</li> <li>• State simple requests and follow up with extra questions / requests in a limited way</li> </ul>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters.</li> </ul>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.</li> </ul>
<b>LEVEL 2 FOUNDATION</b>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Understand the gist of Welsh conversations in work</li> <li>• Respond to simple job-related requests and requests for factual information</li> </ul>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Understand factual, routine information and the gist of non-routine information on familiar matters</li> </ul>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area</li> </ul>

	<ul style="list-style-type: none"> <li>• Ask simple questions and understand simple responses</li> <li>• Express opinions in a limited way as long as the topic is familiar</li> <li>• Understand instructions when simple language is used</li> </ul>	related to my own job area, e.g. in standard letters, leaflets, etc.	
<b>LEVEL 3 INTERMEDIATE</b>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Understand much of what is said in an office, meeting, etc.</li> <li>• Keep up a simple conversation on a work related topic, but may need to revert to English to discuss / report on complex or technical information</li> <li>• Answer predictable or factual questions</li> <li>• Take and pass on most messages that are likely to require attention</li> <li>• Offer advice on simple job-related matters</li> </ul>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Scan texts for relevant information</li> <li>• Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used.</li> </ul>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker</li> <li>• Make reasonably accurate notes while someone is talking</li> </ul>
<b>LEVEL 4 HIGHER</b>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information</li> </ul>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or</li> </ul>	<p><b>I can:</b></p> <ul style="list-style-type: none"> <li>• Prepare formal letters of many familiar types such as enquiry, complaint, request and application</li> <li>• Take reasonably accurate notes in meetings or straightforward dictation</li> </ul>

	<ul style="list-style-type: none"> <li>● Contribute effectively to meetings and seminars within own area of work</li> <li>● Argue for/against a case</li> </ul>	technical information is involved	<ul style="list-style-type: none"> <li>● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker</li> </ul>
<b>LEVEL 5 PROFICIENCY</b>	<p style="text-align: center;"><b>I can:</b></p> <ul style="list-style-type: none"> <li>● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences</li> <li>● Give a presentation/demonstration</li> <li>● Deal confidently with hostile or unpredictable questions</li> <li>● Carry out negotiations using complex / technical terms</li> <li>● Give media interviews</li> </ul>	<p style="text-align: center;"><b>I can:</b></p> <ul style="list-style-type: none"> <li>● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc.</li> </ul>	<p style="text-align: center;"><b>I can:</b></p> <ul style="list-style-type: none"> <li>● Write letters on any subject</li> <li>● Write full / accurate notes of meetings while continuing to follow discussions and participate in them</li> <li>● Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar</li> </ul>