

Welsh Language Standards Annual Report 2019-2020



Community Health Councils [CHCs] are the independent voice of people in Wales who use NHS services. They 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.communityhealthcouncils.org.uk

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Executive summary

Our CHC movement recognises the need for the Welsh language to be 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 but routinely enabling people to speak with us in Welsh. This means that not only can we support the Welsh language but also Welsh culture and identity too.

In this first year, we have worked with CHCs to assist and support our whole CHC movement to meet the Welsh language standards across Wales, in a way that makes the best use of our Welsh language resources.

Before and since their introduction, we have used the framework of the standards to help us to review and develop how we carry out our activities so that people can engage with us in the Welsh language about any aspect of our activities.

We have focused on making sure our engagement and involvement with people and organisations across Wales lives up both to the detailed requirements and the spirit of the Standards.

We have more to do. We do not yet have staff working at the Board office everyday who are able to speak Welsh. This is continuing to affect our ability to develop our use of the Welsh language internally and externally, particularly when people speak with us for the first time on the telephone.

Looking forward, our discussions with the Welsh Government has successfully led to agreement that we can introduce a new, integrated telephone system and dedicated Welsh speaking

staff resource so we can respond to anyone who contacts us in Welsh for the first time and every time.

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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, among other public bodies, 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 in Wales 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:

<http://www.comisiynyddygybraeg.cymru/English/Organisations/Pages/SearchStandards.aspx>

This is the Board’s first annual report on compliance with the standards. The report covers the actions and activities of the Board. Each CHC has produced its own separate report.

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

The Chief Executive is also responsible for providing advice and support to CHCs across Wales in relation to their Welsh language responsibilities.

Our Corporate Governance Committee reviewed this report, and it has been approved by the Board.

Our year at a glance

Our use of social media and other electronic communications has significantly increased and is fully bilingual

We understand and meet the language preferences of the people and organisations we regularly work with

We've worked with our partners to agree plans to introduce a fully bilingual telephone service for our CHC movement

Our staff have been encouraged to develop their Welsh language skills through training and learning together

What we have been doing

During the year, our focus at the Board has been on 3 key things:

- Embedding new ways of working and continuing to build the skills and confidence of our staff to meet our responsibilities to the Welsh language every day
- Advising and supporting CHCs across Wales to meet the Welsh language standards that apply to them
- Working with our partners at the Welsh Government and Powys teaching Health Board (as our host organisation) to develop our ability to meet the standards that do not yet apply to us – particularly those relating to telephone calls.

To help us do this we set up a Welsh language working group. This group included representatives from across the CHC movement. This is so that we could provide advice and support to each other and share learning and good practice between the Board and CHCs.

Throughout the year, the group provided key messages on compliance, acted as a first point of contact for colleagues needing advice, and reported to the Board's Senior Management Team on compliance through CHC self-assessment activity.

We produced and issued a range of guidance documents for use by our Board and its staff, as well as the wider CHC movement. This included CHC specific guidance on:

- using the Welsh language internally

- using Welsh effectively in bilingual meetings
- bilingual out of office messages
- bilingual signage in the workplace
- learning Welsh.

We also raised awareness of and encouraged use of a wide range of external good practice advice and guidance.

We have encouraged people to sign up to Welsh language learning opportunities courses on offer. These have included:

- providing materials that encourage and support non Welsh speaking staff to use simple Welsh phrases when they carry out their activities
- providing opportunities for staff to receive basic Welsh language lessons
- providing Welsh language learners with opportunities to receive further training to develop their language skills
- providing support for staff to develop Welsh language skills through informal groups
- discussing and agreeing individual Welsh language learning and development needs through discussion at staff appraisals
- asking staff each year to self-assess their Welsh language skills. A record of this is updated throughout the year and reviewed annually.

As a result, throughout the year our use of the Welsh language is becoming more embedded into our day to day activities.

As well as implementing the new requirements, the Board has also focused on helping the whole CHC movement to check

how well we are doing against the standards. We did this by introducing an all Wales CHC self-assessment programme.

The Board's self-assessment showed that a lot of the things we had done to meet the requirements were making a positive difference. It also showed that we still have some more work to do to make sure we "get it right first time, every time".

Handling complaints about the Welsh language

Our 'making a complaint about us' procedure sets out the process for dealing with complaints about compliance with the Welsh language standards –

<http://www.wales.nhs.uk/sitesplus/899/page/71618>.

During the period 30 May 2019 to 31 March 2020, we did not receive any complaints in relation to the Welsh language.

How we have met the Welsh language standards in 2019-2020

We carried out a self-assessment of the Board's compliance with the standards in January 2020. The detailed findings are included at **Appendix 1**. A summary of our 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.

Service Delivery	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
53	36	5	1	11

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.

For the standards we identified as 'working towards':

- 1 case related to our leaflets. These were printed before the standards came into force. We confirmed with the WLCs office that we do not need to amend the leaflets already printed. We will make sure that any new print run will amend the details to meet the standards
- In 3 cases, although we have reviewed and amended our letter and email templates, we were not confident at the time of the review that these new e-mail and letter templates were being used every time by all of our staff.

We agreed further work was needed to test compliance and provide further learning and support where needed.

- 1 case was about our website. Due to the limitations of its design, it was not possible to make the changes

needed to our existing website. Our website providers have now developed a new website and this will be launched during 2020-2021.

In 1 case we saw that we could not meet the standard without help from our telephone provider. This is because we needed to make a change in our telephone answering service and only the provider could do this.

In all cases, we have taken action so that we can do what the standards say.

Policy making standards

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

These standards require the Board and CHCs 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.

Policy making	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
9	6	3	0	0

Our self assessment showed us that the way we were doing things meant we could meet 6 of the standards.

In 3 cases, we decided that we could not yet be fully confident that the new Welsh language equality impact assessment arrangements we had put in place were working effectively every time.

In all cases, we have taken action so that we can do what the standards say.

Operational standards

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

Operational Standards	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
14	12	1	1	0

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

At the time of the self-assessment we were working towards one standard. This is because we needed to review our policy on using Welsh internally because the WLCs office had changed our compliance notice.

We also identified that we had not met the standard in relation to a complaint. This was because we had asked an independent investigator to carry out the investigation and had not made clear that an offer of a meeting in Welsh should have been made.

In all cases, we have taken action so that we can do what the standards say.

Record keeping standards

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

Record keeping	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
1	1	0	0	0

Our self assessment showed we met this standard.

Welsh language skills

Throughout the year the Board has encouraged and supported staff to develop their Welsh language skills. Where we have

needed to advertise for new staff we have encouraged applications from people with Welsh language skills.

As a result, 1 new member of staff joined us at the Board during the year, and that person is a Welsh speaker.

We were also pleased that although we said goodbye to 1 Welsh speaking board member, the person who replaced them is also Welsh speaking.

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

WELSH LANGUAGE SELF-ASSESSMENT COMPETENCIES MATRIX							
Numbers and levels of Welsh speaking staff working in the Board of CHCs							
Pay band	0	1	2	3	4	5	Total
4	1					1	*2
5	1						1
6	2						*2
7	1						1
8b		1					1
CEO	1						1
TOTAL	6	1				1	8

*These staff occupy 1 role on a job share basis. Some roles are part time.

Staff attending Welsh language courses

Although staff working at the Board office have not undertaken any formal Welsh language courses in 2019-2020, most have taken part in informal Welsh language team activities.

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	0	0
Learnt when appointed	0	0
Desirable	1	1
Not necessary	0	0
Total	1	1

Looking forward

The coronavirus pandemic that reached Wales early in 2020 changed all of our lives and our work activities. It meant that we needed to do different things and in different ways - quickly.

We haven't faced anything like this before. So we are all learning as we go along.

Now that we know we will be living with coronavirus for some time yet, we are thinking about what we need to do in new ways to help our Board and the CHCs to continue to play their important role as the NHS responds to the challenges it faces.

As we do this, we will think about the opportunities to develop our use of the Welsh language further. Some of the things we are already doing include:

- buying 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
- recruiting a full time Welsh speaking call handler and translator
- working with our host organisation Powys tHB to run a series of Welsh language awareness sessions for Board and CHC staff
- expanding the range of our internal documents and publications bilingually
- recruiting more Welsh language speakers by making Welsh an essential requirement in more staff roles.

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.

Appendix 1

Board of CHCs – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
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"> ○ when you receive correspondence from a person acting in a capacity of representing: ○ a Community Health Council; or ○ Powys Teaching Health Board as the person who hosts you. 		<p>Arrangements are in place. We have received only a handful of correspondence in Welsh since the introduction of the standards in May 2020.</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>(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>Standard wording agreed and included in template letters. Central record of individuals wishes maintained and available on the Board's shared drive.</p> <p>Our review identified a need to strengthen standard wording on email's – NOW COMPLETED.</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>		Arrangements are in place.
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"> ○ when you send the same correspondence to several persons, and all of those persons 		<p>Largely applies to all national planning and reporting activities.</p> <p>In most (but not all) cases persons who the Board regularly or routinely contacts have advised a preference for English correspondence.</p>

		<p>have informed you that they do not wish to receive correspondence in Welsh; or when you send the same correspondence to several persons, and all of those persons are acting in a capacity of representing:</p> <ul style="list-style-type: none"> ○ a Community Health Council; or ○ Powys Teaching Health Board as the person who hosts you. 		
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"> ○ when you correspond with a person who is acting in a capacity of representing: <ul style="list-style-type: none"> • a Community Health Council; or • Powys Teaching Health Board as the person who hosts you. 		<p>We have introduced arrangements to identify and record language preference of any person who we may routinely/regularly correspond with.</p> <p>Where we need to correspond with a particular person on a subject specific matter and we don't know their preference, we aim to telephone that person wherever possible to identify and record their language preference before sending any written correspondence.</p> <p>Further work is needed to test compliance when corresponding via email.</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>		
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 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"> ○ in correspondence, and publications and notices to persons who are acting in a capacity of representing: ○ a Community Health Council; or Powys Teaching Health Board as the person who hosts you. 		<p>All letters and email templates include the relevant statements.</p> <p>Further work is needed to test compliance when:</p> <ul style="list-style-type: none"> ▪ inviting responses/feedback on national surveys, etc ▪ reporting on national themes <p>and to revise existing templates where needed.</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.		Welsh greetings are routinely used when answering the Board's main telephone number.
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.		Not applicable – challenge outcome awaited
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.		Not applicable – challenge outcome awaited
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.		

12	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.		Not applicable – challenge outcome awaited
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.		Confirmed that leaflets that were printed prior to the introduction of this standard do not require amendment. Any new print runs will amend details, and arrangements are being made to update website details as needed.
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.		Does not apply as no performance indicators are in place.
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.		Arrangements have been made to record a new message w/c 6 Jan.

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.		Not applicable – challenge outcome awaited
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.		Not applicable – challenge outcome awaited
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 favourably than the English language.		The only board office staff with mobile telephone numbers are CEO and Chief Officer, both of whom are able to answer with a Welsh greeting.
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.		
20	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.		No automated telephone system is 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 style="padding-left: 40px;">when you invite a person to a meeting who is acting in a capacity of representing:</p> <ul style="list-style-type: none"> ○ a Community Health Council; or ○ Powys Teaching Health Board as the 		A central record of a person/s language preference for meetings is in use.

		person who hosts you.		
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"> ○ when you invite persons to a meeting who are acting in a capacity of representing: <ul style="list-style-type: none"> • a Community Health Council; or • Powys Teaching Health Board as the person who hosts you. 		A central record of a person/s language preference for meetings is in use.
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>You must comply with standard 22A in every circumstance except:</p> <ul style="list-style-type: none"> ○ when you invite persons to a meeting who are acting in a capacity of representing: <ul style="list-style-type: none"> • a Community Health Council; or • Powys Teaching Health Board as the person who hosts you. 		A central record of a person/s language preference for meetings is in use. We have not yet received confirmation by at least 10% of persons of a wish to use the Welsh language at a meeting.

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"> ○ when you invite persons to a meeting who are acting in a capacity of representing: ○ a Community Health Council; or ○ Powys Teaching Health Board as the person who hosts you. 		<p>A central record of a person/s language preference for meetings is in use. We have not yet received confirmation by persons of a wish to use the Welsh language at a meeting.</p>
26	Service Delivery	<p>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>		<p>Board meetings are meetings in public, and are not public meetings. Members of the public are welcome to attend as observers.</p> <p>The template for Board agenda has been updated with standard wording to reflect this.</p>
27	Service Delivery	<p>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</p>		

		invitations in 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).		Board meetings are meetings in public, and are not public meetings. Members of the public are welcome to attend as observers. The template for Board agenda has been updated with standard wording to reflect this.
29	Service Delivery	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— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.		Board meetings are meetings in public, and are not public meetings. Members of the public are welcome to attend as observers. The template for Board agenda has been updated with standard wording to reflect this.

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>Board agendas are displayed in Welsh and English on our website. No written material is routinely displayed at Board meetings.</p>
31	Service Delivery	<p>If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).</p>		<p>The Board has not organized or part funded any public events since the introduction of the WL standards</p>
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</p>		<p>The Board has not organized or part funded any public events since the introduction of the WL standards</p>

		<p>event, you must comply in every circumstance, except:</p> <ul style="list-style-type: none"> ○ where it is necessary for a representative who does not speak Welsh to provide a service on a specific subject matter; and ○ where no Welsh speaking representative is available to provide a service on that specific subject matter. 		
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 public facing materials are routinely produced bilingually.
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.		All public facing materials are routinely produced bilingually.
36	Service Delivery	If you produce a form that is to be completed by an individual, you must produce it in Welsh.		The Board has produced a range of forms for individuals bilingually. These include, eg., survey forms, equality monitoring forms, etc.

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 expectations, suggests that the document should be produced in Welsh.</p>		All public facing materials are routinely produced bilingually.
38	Service Delivery	<p>If you produce a document or a form in Welsh and in English you must—</p> <p>(a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not);</p> <p>(b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form.</p>		All public facing materials are routinely produced bilingually with no differentiation between the versions
39	Service Delivery	<p>You must ensure that—</p> <p>(a) the text of each page of your website is available in Welsh,</p> <p>(b) every Welsh language page on your website is fully functional, and</p> <p>(c) the Welsh language is not treated less favourably than the English language on your website.</p>		All pages of our website are available in Welsh and English – both pages mirror each other.

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.		Although it is clear from the top bar visible on each web page that a Welsh version is available through the 'Cymraeg' link, an additional sentence is being prepared to state at the bottom of each page that "this page is also available in Welsh". The Cymraeg link does not currently take the reader to the same page on the Welsh site as the English site (instead taking the reader to the home page). Discussions are needed with NWIS to make sure the functionality will enable a direct link to corresponding English and Welsh pages.
43	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.		
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.		Text local app functions fully in Welsh

45	Service Delivery	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p>You must comply with standard 45 in the following circumstances:</p> <ul style="list-style-type: none"> ○ when using social media on your corporate and departmental accounts. 		All tweets are published bilingually.
46	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).		The Board has not yet received any contact via social media in Welsh.
47	Service Delivery	<p>When you—</p> <p>(a) erect a new sign or renew a sign (including temporary signs); or</p> <p>(b) publish or display a notice;</p> <p>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.</p>		

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.		Welsh is routinely displayed first/left hand side so that it is likely to be read first.
49	Service Delivery	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.		Any signs and notices are translated by a professional 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.		No invitations to tender have been issued since the introduction of the WLS. Where ITTs are being produced, we will liaise with NHS Wales Shared Services to meet this standard.
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,		No invitations to tender have been issued since the introduction of the WLS. Where ITTs are being produced, we will liaise with NHS Wales Shared Services to meet this standard.

		and in relation to the timescale for informing tenderers of decisions).		
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.		No invitations to tender have been issued since the introduction of the WLS. Where ITTs are being produced, we will liaise with NHS Wales Shared Services to meet this standard.
60	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.		Our website needs to be updated to make clearer that the services provided by CHCs (and any national service carried out by the Board on behalf of CHCs) are provided 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		Existing corporate identity meets this standard.

		less favourably than the English language.		
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.		
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 (b) treating the Welsh language no less favourably than the English language.		Our equality impact analysis template has been revised to include specific reference to the Welsh language. Need to strengthen arrangements so that analysis is included routinely within new/revised policies submitted to SMT and the Board (or its committees).
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		Our equality impact analysis template has been revised to include specific reference to the Welsh language. Need to further strengthen arrangements so that analysis is included routinely within new/revised

		(b) treating the Welsh language no less favourably than the English language.		policies submitted to SMT and the Board (or its committees)
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.		Our equality impact analysis template has been revised to include specific reference to the Welsh language. Need to further strengthen arrangements so that analysis is included routinely within new/revised policies submitted to SMT and the Board (or its committees)
72	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.		We have not published a consultation document which relates to a policy decision since the introduction of the standards.
73	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		We have not published a consultation document which relates to a policy decision since the introduction of the standards.

		<p>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>		
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 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>		<p>We have not published a consultation document which relates to a policy decision since the introduction of the standards.</p>
75	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—</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 undertaken research which relates to a policy decision since the introduction of the standards.</p>

76	Policy Making standards	<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 have positive effects, or so that it would have 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>We have not undertaken research which relates to a policy decision since the introduction of the standards.</p>
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>		<p>We have not undertaken research which relates to a policy decision since the introduction of the standards.</p>
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>		<p>We have developed and distributed a policy on using Welsh internally. This now needs to be reviewed following the revision by the WLCs office of the Board and 6 of the 7 CHCs compliance notices.</p>

		<ul style="list-style-type: none"> ○ publishing the policy on your intranet. 		
82	Operational	<p>If you publish any of the following, you must publish it in Welsh -</p> <ul style="list-style-type: none"> (a) a policy relating to behaviour in the workplace; (b) a policy relating to health and well-being at work; (c) a policy relating to salaries or workplace benefits; (ch) a policy relating to performance management; (d) a policy relating to absence from work; d) a policy relating to working conditions; (e) a policy relating to work patterns. 		<p>The Board has produced and issued a small range of policy guidance for CHC staff and members, including:</p> <ul style="list-style-type: none"> ▪ behaviour at meetings ▪ representing CHCs at external meetings ▪ health and safety <p>All documents have been 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> <ul style="list-style-type: none"> (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>Powys THB's policies and procedures apply.</p> <p>The Board and CHCs complaints policy has been updated to include specific reference to a member of staff's right to respond to a complaint in Welsh.</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> <ul style="list-style-type: none"> (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from 		<p>We have not met this standard on 2 occasions when we have commissioned an independent investigator to carry out fact finding interviews relating to a complaint by or about a staff member.</p>

		Welsh to English for that purpose; and 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.		Strengthened arrangements are being introduced to ensure full compliance with this standard.
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 (ch) asked to use the Welsh language at a meeting about the complaint.		
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.		Powys THBs policies and procedures set out the arrangements for disciplining staff. No such cases have been handled since the introduction of the standards.
87	Operational	If you organise a meeting with a member of staff		No such cases have been handled

	ional	regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English.		since the introduction of the standards.
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 such cases have been handled since the introduction of the standards.
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	<p>You must provide opportunities for training in Welsh in the following areas, if you provide such training in English -</p> <ul style="list-style-type: none"> (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (d) health and safety. 		<p>Powys THB provide opportunities for staff.</p> <p>The Board is responsible for providing training for new Independent members.</p> <p>The Board is responsible for liaising with CHCs on the provision of the 2 day member development training for CHC members – including on any Welsh language requirements.</p>
98	Operational	<p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <ul style="list-style-type: none"> (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures. 		<p>Powys THB provide opportunities for staff. In addition, opportunities for training provided by external providers have been:</p> <ul style="list-style-type: none"> ▪ distributed to board members and board office staff ▪ forwarded to CHCs for their distribution to CHC staff and members.
104	Operational	<p>You must provide -</p> <ul style="list-style-type: none"> (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 		

		<p>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"> ○ 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. 		
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> <p>(b) promote the wearing of the badge to members of staff.</p>		
111	Operational	<p>When you -</p> <p>(a) erect a new sign or renew a sign in your workplace (including temporary signs), or</p> <p>(b) publish or display a notice in your workplace;</p> <p>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</p>		

		displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.		
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.		
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.		
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.		No complaints have been received to date relating to the Board's compliance with the standards
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.		A link to our compliance notice on the WLCs website has been published on our website.
119	Supplementary	You must— (a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the standards with which you are under a duty to		The Board and CHCs complaints procedure has been updated and this has been published on our website.

		<p>comply, and</p> <p>(b) publish a document that records that procedure on your website.</p>		
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</p>		<p>The first annual report will be produced for the period May 2019-March 2020.</p> <p>The Welsh Language Group are considering plans to produce this report at its January 2020 meeting.</p>

		which were categorised as posts where—		
		<ul style="list-style-type: none"> (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. <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.		All information requested by the WLCs office has been responded to in a timely manner.

Appendix 2

Welsh language self-assessment tool

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

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

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