

Snowdonia National Park Authority



Welsh Language Standards

**The Welsh Language (Wales) Measure 2011
received royal assent on the 9th of February 2011**

This Measure by the National Assembly for Wales gives the
Welsh language official status in Wales.

The Measure sets out a framework to introduce a duty on Snowdonia
National Park Authority to comply with Standards to do with the Welsh
language as set by the Welsh Language Commissioner.

This document replaces Snowdonia National Park Authority's
Welsh Language Scheme.

For enquiries about any of the Standards
or to go give feedback or submit a complaint about how
Snowdonia National Park Authority operates or complies with the
Standards, please contact the:

Head of Administration and Customer Care
Snowdonia National Park Authority
National Park Office
Penrhyndeudraeth
Gwynedd
LL48 6LF

 (01766) 770274

 (01766) 771211

 parc@eryri-npa.gov.uk

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Introduction

Snowdonia National Park

The Snowdonia National Park covers an area of 2,171 km² (840 square miles). It is situated within the administrative areas of Gwynedd and Conwy in North Wales.

There are some 25,700 residents within the National Park. Of the total residents, 59% were recorded as Welsh speakers in the 2011 Census.

Snowdonia National Park Authority

Snowdonia National Park was designated in 1951 under the National Park and Access to the Countryside Act 1949.

Snowdonia National Park Authority (hereafter referred to as 'the Authority') was established by the Environment Act 1995 as a single purpose local authority. It has the following purposes as defined by the Act:

- To conserve and enhance the natural beauty, wildlife and cultural heritage; and
- To promote opportunities for the understanding and enjoyment of the special qualities of the (National) Park by the public.

In addition to pursuing National Park Purposes the National Park Authority has a duty to foster the economic and social wellbeing of local communities within the National Park.

The Authority is governed by 18 Members. 9 of the Members are Councillors appointed by Gwynedd Council, 3 of the Members are Councillors appointed by Conwy County Borough Council, and 6 of the Members are appointed by the Welsh Government.

The Authority's work comprises the following areas:

- Conservation of the natural and built environment of the National Park;
- Visitor and recreational services, including the Warden Service;
- Education and Information about the National Park;
- Planning. We are the local planning authority for the National Park and are responsible for the control of development and for preparing local, strategic and management plans for the area;
- Local Community. We liaise with the local community, including schools, in order to achieve better understanding of our work and to encourage their involvement in the purposes of the National Park;

- We operate a Study Centre at Plas Tan y Bwlch, Maentwrog where a number of professional and vocational day and residential courses are held; and
- Corporate Support. Includes administration, financial, legal, personnel, information technology, property and translation services.

The Welsh Language

The Welsh language is an important part of the cultural heritage of Snowdonia. It is a vibrant living language which is ingrained into the daily life of the area. The Authority is therefore proud to reflect the area that it serves.

Bilingualism is an integral part of the daily work of the Authority's staff and it has always been as such. Most of the Authority's formal and informal work matters are carried out in Welsh.

In compliance with the Welsh Language Act 1993, Snowdonia National Park Authority published its first Welsh Language Scheme on the 10th of June 1999. In the years following, the Scheme was revised and updated twice.

The introduction of the Welsh Language (Wales) Measure 2011 has meant that the Authority's Welsh Language Scheme has now been replaced by Welsh Language Standards.

A full list of the Welsh Language Standards that the Authority is subject to, are included further in this document.

Compliance

Responsibility for implementing and monitoring the Standards lies with the Authority's Chief Executive. The responsibility, including any actions concerning the Standards on a day to day basis has been delegated to the Head of Administration and Customer Care; who will report annually to the Authority's Performance and Resources Committee as well as to the Welsh Language Commissioner.

Every Director and Head of Service will be fully aware of the obligations of the Standards, and they should ensure that these obligations are reflected in the work that their service produces and in any work that is done on their behalf by other individuals / organisations. They will also be responsible for raising awareness and promoting the Standards with the staff within their directorate / service area.

Complaints and Feedback

Snowdonia National Park Authority is committed to dealing effectively with any concerns or complaints anyone may have about how we implement the Welsh Language Standards.

The Authority has a formal Complaints Policy which will be followed in such circumstances. Please get in touch by using one of the contact methods noted below:

Head of Administration and Customer Care
Snowdonia National Park Authority
National Park Office
Penrhyndeudraeth
Gwynedd
LL48 6LF

 (01766) 770274  (01766) 771211  parc@eryri-npa.gov.uk

Dealing with your complaint

- We will formally acknowledge a complaint within 5 working days.
- We will ask the complainant to tell us how they would like us to communicate with them.
- We will deal with a complaint in an open and honest way.

Investigation

- We will inform the complainant of who will look into the complaint. If the complaint is straightforward, we'll usually ask the Head of Service to look into it. In other cases, we will ask the Director of the Service to investigate.
- We will aim to resolve complaints as quickly as possible and expect to deal with the vast majority within 15 working days.
- In some instances, we may ask to meet the complainant to discuss the complaint.
- We'll look at relevant evidence. This could include files, notes of conversations, letters, e-mails or whatever may be relevant to the particular complaint.

Outcome

- If we formally investigate the complaint, we will inform the complainant of what we have found. We'll explain how and why we came to our conclusions.
- If we find that we got it wrong, we'll apologise and explain why it happened.
- If we find there is a fault in our systems or the way we do things, we'll inform the complainant of what it is and how we plan to change things to stop it happening again.

The Welsh Language Standards

Service Delivery Standards

Standard 1

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.

Standard 2

When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must

- (a) keep a record of A's wish,
- (b) correspond with A in Welsh when corresponding with A from then onwards, and
- (c) send any forms you send to A from then onwards in Welsh

Standard 3

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

- (a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals;
- (b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a

Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals.

Standard 4

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.

Standard 5

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

Standard 6

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).

Standard 7

You must state [a] in correspondence, and [b] in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.

Standard 8

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.

Standard 9

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.

Standard 10

When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).

Standard 12

When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.

Standard 13

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.

Standard 14

When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.

Standard 15

If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.

Standard 16

Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.

Standard 17

When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.

Standard 18

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 provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).

Standard 20

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.

Standard 21

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.

Standard 22

Any automated telephone systems that you have must provide the complete automated service in Welsh.

Standard 23

If you invite one person only ("P") to a meeting, you must offer to conduct the meeting in Welsh; and if P informs you that P wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 25

If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must –

- (a) ask A whether A wishes for the meeting to be conducted in Welsh, and
- (b) if A informs you that A wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 27

If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.

Standard 27A

If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.

Standard 27CH

If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 28

If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must –

- (a) ask that individual or each of those individuals whether he or she wishes for the meeting to be conducted in Welsh, and
- (b) if that individual, or if each of those individuals, informs you that he or she wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 30

If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.

Standard 31

When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.

Standard 32

If you invite persons to speak at a meeting that you arrange which is open to the public you must –

- (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and
- (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English.

Standard 33

If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh –

- (a) that they are welcome to use the Welsh language, and
- (b) that a simultaneous translation service is available.

Standard 34

If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.

Standard 35

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).

Standard 36

If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).

Standard 37

Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.

Standard 38

Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.

Standard 40

Any documents that you produce for public use must be produced in Welsh.

Standard 48

If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.

Standard 49

If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.

Standard 50

Any form that you produce for public use must be produced in Welsh.

Standard 50A

If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.

Standard 50B

If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).

Standard 51

If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.

Standard 52

You must ensure that –

- (a) the text of each page of your website is available in Welsh,
- (b) every Welsh language page on your website is fully functional, and
- (c) the Welsh language is not treated less favourably than the English language on your website.

Standard 55

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.

Standard 56

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

Standard 57

All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.

Standard 58

When you use social media you must not treat the Welsh language less favourably than the English language.

Standard 59

If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).

Standard 60

You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.

Standard 61

When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.

Standard 62

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

Standard 63

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

Standard 64

Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.

Standard 67

You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.

Standard 68

You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.

Standard 69

Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.

Standard 70

When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.

Standard 71

Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.

Standard 72

When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.

Standard 72A

You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).

Standard 73

If you receive an application for a grant in Welsh and it is necessary to interview an applicant as part of your assessment of the application, you must offer to conduct that interview in Welsh and, if the applicant so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 75

When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.

Standard 76

Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.

Standard 77

When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.

Standard 77A

You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).

Standard 78

If you receive a tender in Welsh and it is necessary to interview a tenderer as part of your assessment of the tender, you must offer to conduct that interview in Welsh and, if the tenderer so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 80

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.

Standard 81

You must promote any Welsh language service that you provide, and advertise that service in Welsh.

Standard 82

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.

Standard 83

When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.

Standard 84

If you offer an education course that is open to the public, you must offer it in Welsh. (You must comply with standard 84 in every circumstance, except: when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh).

Standard 86

If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.

Standard 87

When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.

Policy Making Standards

Standard 88

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.

Standard 89

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.

Standard 90

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.

Standard 91

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.

Standard 92

When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on

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

Standard 93

When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on –

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

Standard 94

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

(a) what effects, if any (and whether positive or negative), the awarding of a grant would have on –

- (i) opportunities for persons to use the Welsh language, and
- (ii) treating the Welsh language no less favourably than the English language;

(b) how the decision could be taken or implemented (for example, by imposing conditions

of grant) so that it would have positive effects, or increased positive effects, on –

- (i) opportunities for persons to use the Welsh language, and
- (ii) treating the Welsh language no less favourably than the English language;

(c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on -

- (i) opportunities for persons to use the Welsh language, and
- (ii) ii) treating the Welsh language no less favourably than the English language;

(ch)whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on –

- (i) opportunities for persons to use the Welsh language, and
- (ii) (ii) treating the Welsh language no less favourably than the English language.

Standard 95

When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers 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.

Standard 96

When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on

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

Standard 97

When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on

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

Operational Standards

Standard 98

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.

Standard 99

When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.

Standard 100

You must

- (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and
- (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.

Standard 101

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

Standard 102

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

Standard 103

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

Standard 104

You must ask each employee whether he or she wishes to receive any forms that record and authorise –

- (a) annual leave,
- (b) absences from work, and
- (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.

Standard 105

If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.

Standard 106

If you publish a policy relating to health and well-being at work, you must publish it in Welsh.

Standard 107

If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.

Standard 108

If you publish a policy relating to performance management, you must publish it in Welsh.

Standard 109

If you publish a policy about absence from work, you must publish it in Welsh.

Standard 110

If you publish a policy relating to working conditions, you must publish it in Welsh.

Standard 111

If you publish a policy regarding work patterns, you must publish it in Welsh.

Standard 112

You must allow each member of staff –

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

Standard 112A

You must state in any document that you have that sets out your procedures for making complaints that each member of staff may –

- (a) make a complaint to you in Welsh, and
- (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.

Standard 113

If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must –

- (a) offer to conduct the meeting in Welsh, and
- (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 115

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

- (a) made the complaint in Welsh,
- (b) responded in Welsh to a complaint about him or about her,
- (c) asked for a meeting about the complaint to be conducted in Welsh, or
- (ch) asked to use the Welsh language at a meeting about the complaint.

Standard 116

You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.

Standard 116A

You must –

- (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and
- (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.

Standard 117

If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must –

- (a) offer to conduct the meeting in Welsh; and
- (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 119

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

- (a) responded to allegations made against him or her in Welsh,
- (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or
- (c) asked to use the Welsh language at a meeting regarding the disciplinary process.

Standard 120

You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).

Standard 121

You must ensure that –

- (a) the text of each page of your intranet is available in Welsh,
- (b) every Welsh language page on your intranet is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language on your intranet.

Standard 124

If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.

Standard 125

You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.

Standard 126

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

Standard 127

You must assess the Welsh languages skills of your employees.

Standard 128

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

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

Standard 129

You must provide training (in Welsh) on using Welsh effectively in

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

Standard 130

You must provide opportunities during working hours

- (a) for your employees to receive basic Welsh language lessons, and
- (b) for employees who manage others to receive training on using the Welsh language in their role as managers.

Standard 131

You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.

Standard 132

You must provide training courses so that your employees can develop –

- (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);
- (b) an understanding of the duty to operate in accordance with the Welsh language standards;
- (c) an understanding of how the Welsh language can be used in the workplace.

Standard 133

When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.

Standard 134

You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.

Standard 135

You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in email messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.

Standard 136

When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply –

- (a) Welsh language skills are essential;
- (b) Welsh language skills need to be learnt when appointed to the post;
- (c) Welsh language skills are desirable; or
- (ch) Welsh language skills are not necessary.

Standard 136A

If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must—

- (a) specify that when advertising the post, and
- (b) advertise the post in Welsh.

Standard 137

When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.

Standard 137A

If you publish –

- (a) application forms for posts;
- (b) material that explains your procedure for applying for posts;
- (c) information about your interview process, or about other assessment methods when applying for posts;
- (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.

Standard 137B

You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).

Standard 138

You must ensure that your application forms for posts provide a space for individuals to indicate that they wish an interview or other method of assessment in Welsh and if an individual so wishes, you must conduct any interview or other method of assessment in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 140

When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.

Standard 141

When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.

Standard 142

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

Standard 143

You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.

Standard 144

When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.

Promotion Standards

Standard 145

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

- (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and
- (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).

Standard 146

Five years after publishing a strategy in accordance with standard 145 you must –

- (a) assess to what extent you have followed that strategy and have reached the target set by it, and
- (b) publish that assessment on your website, ensuring that it contains the following information
 - (i) the number of Welsh speakers in your area, and the age of those speakers;
 - (ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.

Record Keeping Standards

Standard 147

You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.

Standard 148

You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.

Standard 149

You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).

Standard 150

You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.

Standard 151

You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.

Standard 152

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

- (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and
- (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.

Standard 153

You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.

Standard 154

You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where –

- (a) Welsh language skills are essential;
- (b) Welsh language skills need to be learnt when appointed to the post;
- (c) Welsh language skills are desirable; or
- (ch) Welsh language skills are not necessary.

Supplementary Service Delivery Standards

Standard 155

You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available –

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

Standard 156

You must –

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

Standard 157

You must –

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

Standard 158

- (1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.
- (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.
- (3) You must publish the annual report no later than 30 June following the financial year to which the report relates.
- (4) You must publicise the fact that you have published an annual report.
- (5) You must ensure that a current copy of your annual report is available—
 - (a) on your website, and
 - (b) in each of your offices that are open to the public.

Standard 159

You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.

Standard 160

You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.

Supplementary Policy Making Standards

Standard 161

You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available –

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

Standard 162

You must –

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

Standard 163

You must –

- (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply,
- (b) publish a document that records those arrangements on your website, and
- (c) ensure that a copy of that document is available in each of your offices that are open to the public.

Standard 164

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

Standard 165

You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.

Standard 166

You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.

Supplementary Operational Standards

Standard 167

You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available –

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

Standard 168

You must –

- (a) ensure that you have a complaints procedure that deals with the following matters –
 - (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and
 - (ii) how you will provide training for your staff in relation to dealing with those complaints, and
- (b) publish a document that records that procedure on your intranet.

Standard 169

You must –

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

Standard 170

- (1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.
- (2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) –
 - (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);
 - (b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);
 - (c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);

- (ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where—
- (i) Welsh language skills were essential,
 - (ii) Welsh language skills needed to be learnt when appointed to the post,
 - (iii) Welsh language skills were desirable, or
 - (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);
- (d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.
- (3) You must publish the annual report no later than 30 June following the financial year to which the report relates.
- (4) You must publicise the fact that you have published an annual report.
- (5) You must ensure that a current copy of your annual report is available—
- (a) on your website, and
 - (b) in each of your offices that are open to the public.

Standard 171

You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.

Standard 172

You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.

Supplementary Promotion Standards

Standard 173

You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available –

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

Standard 174

You must provide any information requested by the Welsh Language Commissioner which relate to compliance with the promotion standards with which you are under a duty to comply.

Supplementary Record Keeping Standards

Standard 175

You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available –

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

Standard 176

You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.

This document is also available in Welsh