

HEIW WELSH LANGUAGE SCHEME

Executive Sponsor & Function:

Board Secretary

Document Author:

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Approved by:

HEIW Board

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Health Education and Improvement Wales (HEIW)

Arrangements for Complying with the Proposed Welsh Language Scheme

Welsh Language Standards

1. Health Education and Improvement Wales (HEIW) is required to comply with the requirements of a Welsh Language Scheme (The Scheme) as set out in agreement with the Welsh Language Commissioner.
2. The Welsh Language Scheme at **Appendix 1** contains 129 Standards relating to how we will provide services in Welsh. This document explains how HEIW will provide Welsh language services and work towards implementing the Standards.
3. The Scheme explains how the organisation is expected to use the Welsh language in different situations in order to ensure that the Welsh language is not treated less favourably than the English language.
4. The relevant requirements fall into 5 categories:
 - Service Delivery requirements – that apply, for example, to the production of documents, call centre services, websites and social media;
 - Operational requirements, in respect of the promotion and the culture in the workplace for the Welsh language to flourish;
 - Policy Making requirements – for the consideration of the effects of a policy, such as the use of social media or recruitment policy and the use of the Welsh language;
 - Record Keeping requirements;
 - Supplementary requirements.
5. It is anticipated that HEIW will be required to comply with the Scheme as of August 2019. Our Scheme will be published on our website to coincide with its proposed launch in August.
6. We are committed to ensuring that Health Boards, Trusts, other NHS Organisations, health practitioners, the public and patients are able to access our services in either Welsh or English. All other Health Bodies operating in Wales are subject to Welsh Language Standards, which were introduced under the Welsh Language (Wales) Measure 2011. As a newly created body, HEIW does not currently come under the Welsh Language Standards. In anticipation of this happening at a date in the future, we have voluntarily opted to introduce a Welsh Language Scheme – a plan, published in line with the Welsh Language Act 1993, detailing our

objectives and means of ensuring that we continued to make progress towards becoming a bilingual organisation. This is a prudent move aimed at improving levels of customer service, aligning ourselves with other NHS Wales organizations as well as Welsh Government strategy, and minimizing risk in operational procedures when we are eventually under duties to comply with the Welsh Language (Wales) Measure 2011.

7. This document has been produced to outline our compliance arrangements and will be updated as necessary. It is published in line with the following (Each Welsh Language Standard is headed and numbered below):

Service Delivery requirements:

- Correspondence Requirements 1 – 7
- Telephone communication and systems Requirements 8 – 20
- Meetings: Requirements 21 – 22
- Events: Requirements 31 – 32
- Publicity and Advertising Materials: Requirements 33 – 34
- Forms: Requirement 36
- Documents: Requirements 37 & 38
- Website: Requirements 39 – 43
- Apps: Requirement 44
- Social Media: Requirements 45 – 46
- Signs: Requirements 47 – 49
- Reception Services: Requirements 50 – 53
- Documents in relation to Grants: Requirements 54 – 56
- Invitations to Tender: Requirements 57 – 59
- Service Promotion: Requirements 60 – 61
- Corporate Identity: Requirement 62
- EDUC: Public Lecture Arrangements 40-40A
- EDUC: Issuing Press releases 49
- EDUC: Production of Documents 50
- EDUC: Public Learning Opportunities 88-89
- EDUC: Submission of written work 90-90A

Policy Making Requirements: 69 – 77, & EDUC: 101, 104

Operational Requirements:

- Welsh Language Policy: Requirement 79
- Workforce & OD Policies: Requirement 82
- Internal complaints & disciplinary: Requirements 83 – 88
- Software: Requirement 89
- Intranet: Requirements 91 – 95
- Welsh Language Skills: Requirement 96
- Welsh Language Training and Classes: Requirements 97 – 103
- Email signatures: 104
- Welsh promotion: Requirement 105
- Recruitment & Requirements for vacant posts: Requirements 106 – 109
- Permanent and Temporary Signs: Requirements 111 – 113

- Complaints in relation to Welsh Language Services: Requirement 115
- Advertising vacancies: Requirement 117

Supplementary Requirements:

- Make available the Requirements with which we're required to comply available on the HEIW Website: Requirement 118
- Ensure that the complaints procedure deals with how we intend to deal with complaints relating to our compliance with the Requirements.
Requirement: 119
- Produce an Annual Report on or performance against the Requirements by which we must comply.

General arrangements for compliance

8. HEIW employs a full time, permanent Welsh Language Services Manager who has a specific remit to drive the HEIW compliance with the Requirements.

HEIW will be putting in place translation arrangements early in 2019 to enable the organisation to improve its bilingual service provision.

The HEIW Executive Team and the Board have committed to supporting the arrangements for compliance.

9. Progress towards compliance and any issues of non-compliance will be reported as a standing item on Executive team and Board meetings on a Quarterly basis.

Any exceptions will be reported in the appropriate team meeting matrix.

An internal and an external complaints procedure will be set up on our Intranet and Website accordingly, with complaints dealt with in the first instance by the Welsh Language Services Manager.

Any complaints will be reported in line with the requirements of Standards 115 and 120 from the Health Regulations Section of our Scheme.

Staff and User Forums will be established to improve service.

A risk analysis of non-compliance across the organization will be undertaken in conjunction with the People team, and this will form the basis for targeted training activities.

Specific Arrangements

| Requirement Type | Activity | Arrangements and Date to complete. | Overall owner and Due date |
|------------------------------------|----------------|--|---|
| Service Delivery 1, 4, 5, 6 & 7 | Correspondence | Every three years, HEIW will undertake a language preference survey of all our contacts in each department, asking which | Board Secretary Supported by: |

| Requirement Type | Activity | Arrangements and Date to complete. | Overall owner and Due date |
|--|---|---|--|
| | <p>What?</p> <p>As a default, we will correspond bilingually.</p> <p>Any correspondence in Welsh will be answered in Welsh</p> | <p>language they would prefer to be sent formal and informal correspondence.</p> <p>The information will need to be stored on a local level per service delivery area/directorate or an existing system that can accommodate this requirement.</p> <p>Commence this work in Spring 2019.</p> <p>Staff are advised to send out bilingual correspondence when an individual's language preference is unknown. Letterhead templates to be amended to include statements such as 'Corresponding in Welsh is welcome'.</p> <p>This statement should also be appended to all outgoing emails. In addition, staff will be provided with a logo and wording for their email signatures which will indicate that they are happy to be contacted in either Welsh or English.</p> | <p>Welsh Language Services Manager (WLSM).</p> <p>Head of People Communications Manager.</p> <p>Corporate Communications Team by 30th May 2019. Working in partnership with the Welsh language unit.</p> |
| <p>Service Delivery 8, 11, 12, 14,15, 18</p> <p>Service Delivery Requirements 9, 10, 13, 16, 17, 19 and 20</p> | Telephone Calls | <p>Welsh language meet and greet training is on offer for all staff by the following means:</p> <ul style="list-style-type: none"> - Support on the HEIW Intranet; - 2 x free 10 hour Welsh Language Course online. - Welsh Language Awareness Sessions (class room based) - Welsh Language Classes for Staff across all our sites providing long term support for staff to develop their Welsh language skills. - Organisation wide communications to notify staff of this obligation through emails, MD's Blog, Posters and other display | <p>Board Secretary</p> <p>Supported by:</p> <p>People Team</p> <p>Workforce Development?</p> <p>WLSM</p> <p>Communications Manager</p> <p>Completed by the 30th June 2019.</p> |

| Requirement Type | Activity | Arrangements and Date to complete. | Overall owner and Due date |
|---|--|---|---|
| | <p>What?</p> <p>All phone calls will be answered bilingually – and will be continued in Welsh until language preference is established.</p> <p>Where a Welsh language conversation is required, we will attempt to facilitate this wherever practical</p> | material, management briefings and Intranet. | |
| Service Delivery Requirements 21, 22, 22A, 22CH, 26, 27, 28, 29, 30 | <p>Meetings</p> <p>What?</p> <p>People attending meetings hosted/ organized by us will be allowed to choose to use Welsh if they want to.</p> | <p>Our triennial language preference survey of all individuals and organisations that we work with will ask in which language they would prefer to conduct meetings with us.</p> <p>Work is ongoing to ensure that all staff are aware of the need to fulfil any such requests from meeting attendees.</p> <p>Work is also ongoing to find a way of storing this information centrally for each service delivery area.</p> <p>Any meeting that is hosted by the HEIW and is open to the public</p> | <p>Board Secretary</p> <p>Supported by:</p> <p>Managers across all services.</p> <p>WLSM</p> <p>Process in place by July 2019, then Ongoing, reviewed annually?</p> |

| Requirement Type | Activity | Arrangements and Date to complete. | Overall owner and Due date |
|---|---|---|--|
| Service Delivery Requirements 30, 31, 32, | Events | HEIW events are generally not open to the public – our conferences and seminars are mostly attended by officers from other NHS organisations or public sector bodies. However all of our events will be bilingual – prior, during and after an event – and a language choice is offered to all attendees. Our events checklists will be updated to prompt organisers to also extend the offer of language choice to anyone contributing to an event as a speaker. | Board Secretary Supported by: Each Director/ manager responsible for their own events. Communications Manager WLSM Process in place by June 2019, then ongoing |
| | What? Anyone attending an event hosted by HEIW will be able to use Welsh if they choose to do so. | | |
| Service Delivery Requirements 33, 34 | Publicity and Advertising Materials | A protocol will be produced to advise all staff within HEIW of the steps needed to take to enable this to happen. This will be available on the Welsh Language Intranet page. | Board Secretary Supported by: WLSM & Comms Team. Protocol in place by June 2019, then ongoing |
| | What? As a default position, any publication appearing under the HEIW brand will be produced bilingually. | | |
| Service Delivery Requirement 36 | Forms | HEIW has a number of forms that are made available to individuals* Every directorate and service delivery areas that engage with individuals* will need to undertake a comprehensive audit | Board Secretary Supported by: All Managers and the WLSM Initial sweep to be |

| Requirement Type | Activity | Arrangements and Date to complete. | Overall owner and Due date |
|---------------------------------------|---|---|--|
| | <p>What?</p> <p>All forms produced by HEIW will appear bilingually.</p> | <p>of forms made available to individuals*.</p> <p>Forms to be reviewed, updated and submitted for translation.</p> <p>This includes hard copy and electronic copies of forms online.</p> <p>This will be incorporated into local Welsh Language action plans for each directorate and service delivery area. In the main: Employment Services and all Educational Services, but not exclusively these directorates.</p> | <p>completed by 31st July 2019, then ongoing</p> |
| Service Delivery Requirements 37 & 38 | Documents | <p>Any document that is available to an individual* must be produced in Welsh if the subject matter of the document suggests that it should be produced in Welsh, or if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh. A list of the types of documents will be available in the Translation Guidance document on the Welsh Language intranet page.</p> <p>This will be promoted in internal communications to all staff through the communications platforms available to us within the HEIW.</p> | <p>Board Secretary</p> <p>All appropriate Managers</p> <p>WLSM</p> <p>Translation Guidance Document to be made available by end May 2019</p> |
| | <p>What?</p> <p>As a default position, all documents produced by HEIW will appear bilingually.</p> | | |
| Service Delivery Requirement 39 | Websites | <p>HEIW website pages being updated in English must be updated in Welsh at the same time.</p> <p>A Process to ensure that the HEIW website is updated bilingually at ALL times must be established, and adhered to.</p> | <p>Board Secretary</p> <p>Corp Comms</p> <p>WLSM</p> <p>Process established by May 2019, implemented from June 2019 ongoing</p> |
| | <p>What?</p> <p>All HEIW web pages will appear bilingually</p> | | |

| Requirement Type | Activity | Arrangements and Date to complete. | Overall owner and Due date |
|--|---|--|--|
| Service Delivery 44 | Apps | Any HEIW app content being updated in English must be updated in Welsh at the same time. | Board Secretary |
| | What? Any app content appearing under the HEIW brand will appear bilingually | A Process to ensure that any HEIW apps are updated bilingually at must be established, and adhered to. | Relevant Managers Comms WLSM Process established by May 2019, implemented from June 2019 ongoing |
| Service Delivery 45,46 | Social Media | Any HEIW Social Media content appearing in English must be updated in Welsh at the same time. | WLSM |
| | What? All HEIW social media content will be available bilingually, simultaneously | A Process to ensure that all HEIW social media content is updated bilingually at ALL times must be established, and adhered to. | Corp Comms Process established by May 2019, implemented from June 2019 ongoing |
| Service Delivery 47,48, 49, 111, 112, 113, | Signs | All signs appearing on HEIW premises, and elsewhere under our branding or sponsorship, must appear bilingually, with the Welsh first. | Board Secretary |
| | What? All signs will appear bilingually | A good design guide, along with translation guidelines, will appear on our intranet. Any suppliers of signage must be provided with clear guidelines on the appearance and composition of any signage, and provided with the necessary guidelines if necessary. | Building Management All Managers WLSM Initial sweep undertaken, and changes made (January 2019). Now ongoing with all new signs Design Guide to be produced and given to all contractors, by end July 2019 |

| Requirement Type | Activity | Arrangements and Date to complete. | Overall owner and Due date |
|----------------------------|---|---|--|
| Service Delivery 50,52,53 | Reception Services | HEIW offers one reception service at its office in Ty Dysgu in Nantgarw. | Board Secretary |
| | What? Visitors communicating with our reception desk over the phone/ in person will be able to do so through the medium of Welsh if they want to. | A flexible approach will be taken to ensure that the reception services are available in Welsh or that evidence is available that the organisation is working towards offering a bilingual service. An intensive course for existing staff until the member(s) of staff can provide an access level bilingual reception service; And/Or for posts that are vacant, the posts will be advertised as (Reception level) Welsh Essential posts. | Appropriate Managers WLSM Welsh speaking Receptionist employed, and will commence duties on March 1 st 2019 All cover receptionists to be given Reception Welsh Course |
| Service Delivery 54,55,56 | Documents and other services in relation to Grants | When we are administering grants, we will be able to conduct the whole process in English and Welsh. | Board Secretary |
| | What? People applying for and receiving grants from us can deal with us in Welsh or English at every stage of the process. | Those wishing to deal with grant applications and administration through the medium of Welsh with us will be able to do so with no difference in the quality of service they receive from us in either language. If we do not have a bilingual officer who is able to deal with a specific grant, then we will need to make arrangements for all documentation and correspondence to be translated in a timely manner, and, if appropriate, arrange for simultaneous translation services to be available. | Relevant Managers WLSM Policy agreed and in place by end June 2019 |
| Service Delivery 57,58,59, | Invitations to Tender | When we are commissioning and administering tenders, we will be able to conduct the whole process in English and Welsh. | Board Secretary |
| | What? People bidding to win tenders | Those wishing to deal with tender submissions and administration | Finance Appropriate Managers |

| Requirement Type | Activity | Arrangements and Date to complete. | Overall owner and Due date |
|--------------------------------|---|---|--|
| | generated by us can deal with us in Welsh or English at every stage of the process. | <p>through the medium of Welsh with us will be able to do so with no difference in the quality of service they receive from us in either language.</p> <p>If we do not have a bilingual officer who is able to deal with a specific tender, then we will need to make arrangements for all documentation and correspondence to be translated in a timely manner, and, if appropriate, arrange for simultaneous translation services to be available.</p> | WLSM |
| Service Delivery 60, 79, 94 | Service Promotion | We need to list the services our service users can expect to receive from us in Welsh (essentially, a "Customer Charter", based on the specific services contained in the previous column), and this should be displayed in places where service users will be able to see this commitment e.g. Website, Intranet, on notice boards, annual reports etc. | Board Secretary WLSM Corp Comms Digital team To be written and published by end June 2019 |
| | What? Promotion of the services we offer in Welsh to all of our service users. | | |
| Service Delivery 62 | Corporate Identity | <p>This means ensuring that our corporate identity is bilingual, and that both languages are treated equally. This is currently the case.</p> <p>However, it also means that this identity is replicated every time our logo appears – on documents, in advertising materials, online and in e-mails and other digital emanations.</p> <p>Ideally, we will produce an HEIW "Design Guide" which shows how our corporate identity should appear in every practical circumstance.</p> | Board Secretary Corp Comms WLSM All Managers, officers responsible for generating corporately branded materials. Design Guide to be produced by end June 2019 |
| | What? Our corporate identity will be bilingual, with both languages being treated equally, wherever it appears. | | |

| | | | |
|--|--|--|--|
| These additional proposed Service Delivery Standards are included from the Regulations No 6, pertaining to Educational establishments; | | | |
| Service Delivery 40,40A | Public Lectures | This means we must follow a simple protocol in the organization of Public lectures; we must ask lecturers if they wish to deliver part or all of their lecture in Welsh and we must ask those attending if they want to contribute in Welsh, ideally at least a fortnight before the event, so that we have sufficient time to organise simultaneous translation facilities. | Board Secretary WLSM All Managers, officers responsible for organizing Public Lectures Policy Put in place by June 2019 |
| | What? People attending Public Lectures arranged by us will be able to take part through the medium of Welsh | | |
| Service Delivery 50 | Press Releases | This means that any Press release which appears in our name appears bilingually. | Board Secretary Head of Comms, Comms Department WLSM Policy put in place by end May 2019 |
| | What? All Press Releases will appear bilingually | | |
| Service Delivery 88,89 | Learning Opportunities | We must offer any learning course we deliver through the medium of Welsh. We must assess the demand for these courses by working out what the minimum take up for any course (in either Welsh or English) needs to be before it is viable. Then if the demand exceeds the minimum threshold, that learning opportunity needs to | Board Secretary WLSM All departments responsible for delivering Learning Opportunities |
| | What? We must assess the need for any learning opportunities to be offered in Welsh, and where there is sufficient | | |

| | | | |
|-------------------------|--|--|---|
| | demand, these learning opportunities will be offered in Welsh | be delivered in the appropriate language(s) | Policy put in place by July 2019 |
| Service Delivery 90-90A | Submission of Written work | <p>We need to be prepared to accept written assignments from Students in Welsh, and we must not treat any written work submitted to us in Welsh as part of an assessment or examination less favourably than written work submitted to us in English.</p> <p>This is fundamentally a process issue – during the enrolment process, students must be offered the opportunity to submit work through the medium of Welsh – and if any students choose to do this, we must make appropriate translation arrangements.</p> | <p>Board Secretary</p> <p>WLSM</p> <p>All departments responsible for delivering Learning Opportunities, and receiving for marking any assignments or examinations</p> <p>To commence Autumn 2019</p> |
| | <p>What?</p> <p>We must inform our students that any written work submitted to us as part of an assessment or examination may be submitted in Welsh</p> | | |

These additional proposed Policy Standards are included from the [Regulations No 6](#), pertaining to Educational establishments;

| | | | |
|------------|--|--|--|
| Policy 101 | Research into Policy Decisions | <p>If we undertake any research that is likely to have an effect on future policy, that research must include an impact assessment on the Welsh Language.</p> <p>Process Issue</p> | <p>Board Secretary</p> <p>Exec team</p> <p>Process put in place by end May 2019</p> |
| | <p>What?</p> <p>Any research that we make into potential policy decisions must consider the impact that implementing the policy will have on the Welsh language</p> | | |

| | | | |
|------------|--|---|--|
| Policy 104 | Content of courses | If we develop or revise any course content, that we must consider what impact that will have on the Welsh Language. | Board Secretary All departments responsible for developing and delivering Learning Opportunities Policy put in place by June 2019 |
| | When we develop or revise a course (or any component of a course) you must consider— (a) what effects, if any (and whether positive or negative), that course would have on The Welsh Language | Process Issue | |

Communicating the Requirements with Staff

10. Communicating the requirements of the requirements to staff is important to ensure they understand the Welsh language provision available to them – including learning opportunities, technology and human resource material. It is also important for ensuring staff understand their responsibilities under the requirements, for example when answering external phone calls or correspondence.
11. When new staff join the organisation, they receive a dedicated induction where they are introduced to the requirements in relation to their work and employment with us. Non-Welsh speaking new starters are also required to complete the National Centre for Learning Welsh's 'Work Welsh' online course where they are taught some basic Welsh for the workplace and Welsh language awareness. More information on this will be found on the intranet or through contacting the Welsh Language Services Manager.
12. We will provide staff with numerous tools and guidance on the Welsh language and the Welsh Language Services Manager will lead on reviewing these tools to make them more relevant to the Requirements so that the tools we provide give further guidance on the Requirements that impact on the way they work. For example, we will provide guidance templates for email signatures and 'out of office' emails, including a comprehensive list of job titles. A suite of Welsh language technologies is also available for staff upon request that includes 'Cysill' and 'Cysgeir', Welsh Language Microsoft Office spell check and 'To Bach'.

13. The Welsh Language Services Manager will produce a policy on using the Welsh language. The policy will be called 'HEIW Welsh Language Policy' and it will outline the relevant requirements that have an impact on our staff's day-to-day responsibilities. These include answering telephone calls, replying to correspondence, respecting the language preferences of individuals, organisations and individuals that we work with as well as members of the public, and the considerations for displaying posters and signage around our offices. Any all-staff emails must be bilingual with the Welsh positioned so that it is likely to be read first. The policy will also outline the new rights that staff have under the requirements such as the availability of Welsh language technologies, their access to Welsh language training, and training through the medium of Welsh. It also highlights their rights to have disciplinary and grievance meetings and HR documents in Welsh.
14. Once the new Welsh Language Policy is produced, approved by the HEIW Executive in January 2019 and the Board in February/ March 2019, it will be readily available for staff to read on our intranet and will be publicised through staff emails from the Executive through to news articles on the intranet. The Welsh Language Policy will also be required to dovetail with other critical Policies that we have in HEIW.
15. Obligations to meet the demands of the Welsh Language Scheme will be communicated to staff through awareness sessions, inductions and all-staff communications from the Chief Executive Officer, Directors and Managers. To address the need to answer calls with a Welsh greeting, we will host a '**Shwmae - Bore da / Prynhawn da**' campaign, with posters, intranet news, articles, messages on electronic screens across the HEIW offices, to support and encourage staff to answer calls using appropriate Welsh phrases. It is hoped that these can also be hosted on the intranet in audio files.
16. To encourage staff to communicate with each other in Welsh over email, we will utilise Outlook to automatically notify the sender if the recipient is 'happy to communicate in Welsh' or is learning, together with an indication of which level they're at. This will increase knowledge amongst staff of who else can speak Welsh and will encourage and remind staff to practice their written Welsh with colleagues, especially amongst learners.
17. A Welsh Language Steering Group will be set-up to assist the Welsh Language Services Manager so that as well as complying with our statutory duties, we ensure that HEIW is capable of delivering high quality services to our clients in both Welsh and English but also ensure there are activities that promote the language and culture within the organisation. The aim of the group will not be to police compliance with the Requirements, but to look at innovative ways to promote the language and share good practice.

- 18 The Welsh Language Service Manager along with Directors and Managers of services will launch a 'Use Your Welsh Campaign'. The campaign will be innovative and continuous which will be led by the WLSM and supported by the Welsh Language Team, Welsh Language Champions and confident Welsh speakers.

The organisation's staff often say that they are not confident enough to speak Welsh in the workplace, or that their Welsh isn't good enough. Therefore, the purpose of the campaign is to encourage staff to use as much Welsh as possible in the workplace, in every aspect of providing professional services to our service users, as well as in less formal work situations.

The campaign will encourage staff to use Welsh with their colleagues and to practice Welsh with learners within their teams. It will target fluent Welsh speakers, learners and individuals who can only say a few simple greetings.

By introducing this campaign across our site, awareness of the Welsh language will be greater amongst staff and the overall aim is to create behavioural change, where staff feel more able to use as much Welsh as possible in the workplace, but also increase opportunities for everyone to use the language.

Promotional materials will be developed to advertise and promote the campaign, as well as questionnaires to measure how staff use the language and monitor whether their use has increased since launching the campaign. Activities will be organised to promote the campaign.

Supporting resources will be shared with staff, such as the 'Cymraeg' lanyards and badges, various cards with Welsh phrases on them and audio files. These will also be available on our Welsh Language Support Intranet page.

Recruiting

- 19 When recruiting across the organisation, recruiting managers will be required to review the Welsh language capabilities of the whole team that they manage and take into consideration the percentage of Welsh speakers already within the team along with the requirements and the responses to the triennial language preference survey. As a base-line a minimum of 20% [average of 1 in 5] of each team should have compliance appropriate bilingual skills in both Welsh and English in order to ensure that service delivery is available in both languages. This is a 5+ year aim.
- 20 When a new or vacant post arises, a process needs to be established where the essential and desirable criteria for Welsh language skills is clearly identified. The level of Welsh required

across the ALTE scale for each post also needs to be established, so that training can be provided where necessary to bring an otherwise competent candidate up to the specific linguistic ability requirements of a post.

Welsh Language Skills and Training

21 One of the requirements on us will be to produce annual figures of the language skills levels of our staff. In theory, the Welsh Language skills of our staff are self-evaluated and recorded on ESR. However, the system is having teething problems, particularly in relation to recording whether the self assessment has actually been accessed or not. At the time of writing, only 18 staff records are recorded on the ESR. Further work needs to be done to ensure that all staff can access the system, that the system is recording properly, and that the self assessment process is effective in recording correct language level abilities. The all Wales NHS compliance target percentage for completing the self-assessment is 80%+.

22 The organisation requires adequate staff capacity to provide bilingual services. Therefore, providing training to improve the Welsh language skills of staff is a key priority.

A robust training programme will be made available HEIW staff in readiness for the Requirements and this support will continue as a matter of course.

In 2019/2020 Training will be provided as follows:

- Welsh Language Awareness Session on the Corporate induction
- Welsh Language Awareness relating specifically to the Welsh Language Requirements
- Tailored Welsh Language Training modules to be developed to focus on the following specific areas (most of these are implicit in the Requirements):
 - Corresponding with individuals/persons/the public;
 - Making and receiving calls in Welsh;
 - Dealing with Complaints in Welsh;
 - Policy Making Training;
 - Training for Managers (outlining the rights of staff and how to manage this requirement);
 - Recruitment and Interviewing;
 - Performance Management;
 - Internal Complaints and Disciplinary procedures and the Welsh language;
 - Corporate induction;
 - Dealing with the public;
 - Health and Safety – online module should be available in Welsh;

- Training on hosting meetings;
- Training on Websites, Intranet and Social Media and the Welsh Language.

23 In addition to the training available above, Welsh language learning courses will be available to HEIW Staff in our office in Nantgarw, as outlined below.

Classes are scheduled to start before the end of January 2019, will take place in Ty Dysgu, Nantgarw and will be shared with NWSSP and Velindre NHS Trust staff.

Current numbers of participants from HEIW are as follows;

| <u>Class Level</u> | <u>Expected No. Participants</u> |
|-----------------------------|---|
| Entry/ Mynediad | 26 |
| Sylfaen/ Foundation | 8 |
| Canolradd/ Intermediate | 4 |
| Uwchradd/ Higher (referred) | 1 |

These are all classroom based courses for staff who have indicated to managers that they wish to learn Welsh to support their teams, departments and organisation to be able to deliver more services through the medium of Welsh in the medium and long term.

24 As well as these classroom learning opportunities outlined above, we have registered HEIW as a Corporate user of the Dysgu Cymraeg – Cymraeg Gwaith Online courses, hosted by Learn Welsh National Centre. It is hoped that the online Duolingo Welsh Skills courses can also be tailored to provide specific online lessons for staff using healthcare settings.

25 It is recommended that **all** staff that have scored levels 0, 1 and 2 Welsh skills on ESR are **encouraged** to undertake the 10 hour free online course that is hosted by Learn Welsh National Centre. This is an interactive and helpful module to enable our staff to gain confidence in the basics of greetings, numbers, the alphabet, days of the week, months of the year.

Similarly, it would be useful if completion of an Awareness Course is also made available for all staff. This is now delivered to all new starters as part of every Induction day

Encouraging internal use of the Welsh language

- 26 Encouraging the internal use of the Welsh language within HEIW is critical to encourage the growth of bilingualism within the organisation. The next natural progression for the organisation is to produce a focus for using the Welsh language internally as will be required by the operational requirements.

By organising and considering how to maximise the use of the Welsh language within the organisation's operational arrangements, providing a new procedure will offer an opportunity to focus on and achieve the requirements of the operational requirements.

The procedure will focus on the following areas:

- Telephone communication;
- All internal meetings;
- Internal Communication including bilingual corporate messages;
- Signage
- IT Packages
- Policies
- Raising Concerns
- Disciplinary cases / complaints / dignity at work
- Training
- Bilingual Skills – recruitment
- ESR

The Policy on Using Welsh Internally will need to be approved by HEIW Executive/ Board.

Further Welsh Language Support

27 **Cornel Cymraeg – Welsh Corner**

It is requested that the feasibility of establishing a **Cornel Cymraeg – Welsh Corner** somewhere in a prominent position in the HEIW building is considered.

This would comprise of some noticeboards, a table and some magazine racks displaying posters, adverts for all sorts of products and events and activities, Welsh resources, files outlining simple Welsh phrases, benefits of using the language and so on. "Iaith Gwaith/ Cymraeg" merchandise, references/ links to online apps and learning courses, a simple library (books/ Files/ CD's and so on), and possibly a "slave" computer outlining some of the resources and guidelines available to staff – or stills of the same pointing towards the Intranet.

The WLSM along with various other members of staff can sit there at certain times of the week, and/ or on special event occasions, and talk to staff about learning opportunities/ use of Welsh.

A number of staff members have suggested various ideas for events to raise awareness of Welsh language, cultural and historical issues. The nature of these events are quite social, and are not therefore part of any formal programmes, but should be seen instead as supplementary to the notion of enhancing staff levels of awareness about language and cultural issues.

Some of the potential events suggested are;

- Visits to St Fagans, and other Welsh Museums
- Visits to see Welsh language entertainment programmes such as Jonathan, Noson Lawen and other musical programmes being recorded.
- Visits to Welsh language concerts and theatre performances.
- Guest speakers – to speak on local history topics (Nantgarw Pottery, Taff Vale Coal Mines, The Legend of Guto Nyth Bran, Dic Penderyn and the Merthyr Rising, The Man who went up a hill and came down a mountain (The Garth) etc.)
- Quiz nights
- Guest authors/ poets
- Book club – with a local/ Welsh bias
- Sponsored learning marathons
- Sponsor a young writer
- A reading chair – where people come and read one chapter of a book at a time and write a precis in an exercise book for the next readers to be bought up to speed.
- (Welsh) book exchange
- Regular Intranet Book Previews – to encourage learners/ Welsh speakers to read specific books
- Staff Eisteddfod
- Gwefan y Mis – Interesting Welsh Website of the Month
- Duolingo/ Working Welsh competitions

HEIW WELSH LANGUAGE SCHEME

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 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 do not 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 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.

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 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.

Standard 11:

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 12:

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 13:

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 14:

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 15:

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

Standard 16:

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.

Standard 17:

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.

Standard 18:

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 19:

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 20:

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

Standard 21:

If you invite one person only ("P") to a meeting:

- (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
- (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.
22 Os byddwch yn gwahodd mwy nag un person i gyfarfod, rhaid ichi ofyn i bob person a yw'n dymuno defnyddio'r Gymraeg yn y cyfarfod.

Standard 22:

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

Standard 22A:

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.

Standard 22B:

If you have invited more than one person to a meeting, and at least 20% (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.

Standard 22C:

If you have invited more than one person to a meeting, and at least 30% (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. (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.

Standard 22CH:

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

Standard 23:

You must ask an in-patient (“A”) on the first day of A’s in-patient admission whether A wishes to use the Welsh language to communicate with you during that in-patient admission.

Standard 23A:

If the in-patient (“A”) informs you that A wishes to use the Welsh language to communicate with you during an in-patient admission you must identify to your staff who are likely to communicate with A, that A wishes to use the Welsh language to communicate with you during that in-patient admission.

Standard 24:

You must produce and publish a policy on how to establish whether an in-patient (“A”) wishes to use the Welsh language during A’s inpatient admission if A is unable to inform you that A wishes to use the Welsh language to communicate with you during an in-patient admission.

Standard 25:

If you invite an individual (“A”), to a case conference which will be held 5 or more working days after the invitation is sent:

- (a) you must ask A whether A wishes to use the Welsh language at the case conference, and inform A that, you will conduct the conference in Welsh, or if necessary provide a translation service from Welsh to English and from English to Welsh for that purpose, and
- (b) If A has informed you that A wishes to use the Welsh language at the case conference, you must conduct the conference in Welsh or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English and from English to Welsh.

Standard 26:

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.

Standard 27:

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

Standard 28:

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).

Standard 29:

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.

Standard 30:

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.

Standard 31:

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 32:

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).

Standard 33:

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.

Standard 34:

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

Standard 36:

If you produce a form that is to be completed by an individual, you must produce it in Welsh.

Standard 37:

If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh— (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.

Standard 38:

If you produce a document or a form in Welsh and in English, you must—

- (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not);
- (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and
- (c) ensure that the English language version clearly states that the document or form is also available in Welsh

Standard 39:

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 40:

You must ensure that:

- (a) the text of the homepage of your website is available in Welsh,
- (b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website.

Standard 41:

You must ensure that when you publish a new page on your website or amend a page—

- (a) the text of that page is available in Welsh,
- (b) any Welsh language version of that page is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language in relation to that page.

Standard 42:

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 43:

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

Standard 44:

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 45:

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

Standard 46:

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

Standard 47:

When you

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

Standard 48:

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.

Standard 49:

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

Standard 50:

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

Standard 52:

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 53:

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 54:

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 55:

When you invite applications for a grant, you must:

- (a) 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; and
- (b) 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 timescale for informing applicants of decisions).

Standard 56:

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 57:

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.

Standard 58:

When you publish invitations to tender for a contract, you must—

- (a) state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and
- (b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).

Standard 59:

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 60:

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

Standard 61:

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 62:

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

Standard 63:

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.

Standard 64:

When you announce a recorded 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.

Standard 69:

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 70:

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 71:

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 72:

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 73:

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 74:

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 75:

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 76:

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

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

Standard 77:

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.

Standard 79:

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 80:

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 81:

You must ask each employee (“A”) whether A wishes to receive any of the following in Welsh, and if A wishes to receive one or more in Welsh you must provide it (or them) to A in Welsh—

- (a) any paper correspondence that relates to A’s employment, and which is addressed to A;
- (b) any documents that outline A’s training needs or requirements; (c) any documents that outline A’s performance objectives;
- (ch) any documents that outline or record A’s career plan;
- (d) any forms that record and authorise annual leave;
- (dd) any forms that record and authorise absences from work; (e) any forms that record and authorise flexible working hours.

Standard 82:

If you publish any of the following, you must publish it in Welsh—

- (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;
- (dd) a policy relating to working conditions;
- (e) a policy relating to work patterns.

Standard 83:

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

- (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 84:

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 or, if necessary, provide a translation service from Welsh to English for that purpose; and

Standard 85:

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.

Standard 86:

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.

Standard 87:

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 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.

Standard 88:

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.

Standard 89:

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 90:

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 91:

You must ensure that— (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet’s homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.

Standard 93:

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 94:

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 95:

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

Standard 96:

You must assess the Welsh language skills of your employees.

Standard 97:

You must provide opportunities for training in Welsh in the following areas, if you provide such training in English:

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

Standard 98:

You must provide opportunities for training in Welsh on using Welsh effectively in:

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

Standard 99:

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 100:

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 101:

You must provide opportunities for employees to receive training, free of charge, to improve their Welsh language skills.

Standard 102:

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; and
- (c) an understanding of how the Welsh language can be used in the workplace.

Standard 103:

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 104:

You must provide:

- (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
- (b) 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.

Standard 105:

You must:

- (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and
- (b) promote the wearing of the badge to members of staff.

Standard 106:

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 106A:

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 107:

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 107A:

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; or
- (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 107B:

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 timescale for informing applicants of decisions).

Standard 108:

You must ensure that your application forms for posts provide a space for applicants to indicate that they wish an interview or other method of assessment in Welsh and if an applicant so wishes, you must conduct any interview or other method of assessment in Welsh, or, if necessary, provide a simultaneous or consecutive translation service from Welsh to English for that purpose.

Standard 109:

When you inform an applicant 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 110:

You must publish a plan for each 5 year period setting out—

- (a) the extent to which you are able to offer to carry out a clinical consultation in Welsh;
- (b) the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh;
- (c) a timetable for the actions that you have detailed in (b).

Standard 110A:

Three years after publishing a plan in accordance with standard 110, and at the end of a plan's 5 year period you must:

- (a) assess the extent to which you have complied with the plan; and
- (b) publish that assessment within 6 months.

Standard 111:

When you:

- (a) erect a new sign or renew a sign in your workplace (including temporary signs), or
- (b) publish or display a notice in your workplace;

any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.

Standard 112:

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.

Standard 113:

You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression. 9 Standard relating to audio announcements and messages in a body's workplace

Standard 114:

When you make a recorded announcement 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.

Standard 115:

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 116:

You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 96), 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 117:

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 106) 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.

Standard 118:

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.

Standard 119:

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 comply, and
- (b) publish a document that records that procedure on your website.

Standard 120:

- (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.
- (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 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);
 - (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);
 - (c) the number (on the basis of the records you kept in accordance with standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where:
 - (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.
- (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.

- (4) You must ensure that a current copy of your annual report is available on your website.

Standard 121:

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.

From Standards Regulations no 6, pertaining to Education

Standard 40:

If you arrange a public lecture you must ensure that a simultaneous translation service from Welsh to English is available for the purpose of any questions asked by the audience during or after the lecture where:

- (a) the subject matter of the public lecture suggests that such a service should be provided, or
- (b) the anticipated audience and their expectation suggests that such a service should be provided.

Standard 40A:

If you arrange a public lecture and you provide a simultaneous translation service you must orally inform those present in Welsh that they are welcome to use the Welsh language

Standard 49:

When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.

Standard 50:

If you produce a document which is available to the public or to students, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh:

- (a) if the subject matter of the document suggests that it should be produced in Welsh, or
- (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.

Standard 88:

If you offer a learning opportunity that is open to the public, you must offer it in Welsh.

Standard 89:

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

Explanatory note;

For the purposes of standards 88 and 89 (learning opportunities) and paragraph 31, —learning opportunitiesll means any seminar, training, workshop, taster session, or similar

provision which is provided in order to educate or to improve the skills of members of the public; but does not include:

- (a) any seminar, training, workshop, taster session or similar provision provided as part of a course; or
- (b) seminars or oral presentations relating to a performance or production.

Standard 90:

You must inform your students that any written work submitted to you as part of an assessment or examination may be submitted in Welsh, and that work submitted to you in Welsh will be treated no less favourably than written work submitted to you in English as part of that assessment or examination.

Standard 90A:

You must not treat any written work submitted to you in Welsh as part of an assessment or examination less favourably than written work submitted to you in English as part of that assessment or examination.

Standard 101:

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 104:

When you develop or revise a course (or any component of a course) you must consider:

- (a) what effects, if any (and whether positive or negative), that course 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 that course 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 that course would not have adverse effects, or so that it would have decreased adverse effects on:
 - (i) opportunities for persons to use the Welsh language, and
 - (ii) treating the Welsh language no less favourably than the English language.