

Carmarthenshire County Council Welsh language Standards Action Plan 2016-17

Policy and Partnership Team
CARMARTHENSHIRE COUNTY COUNCIL

In accordance with COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

Carmarthenshire County Council – Issue Date: 30/09/2015

Standards required to comply with within 6 months (date in force: 30 March 2016).

Class of Standard: Service Delivery

Standard (and Recommend ation)	Standard	Action Points	Timetable / Responsibility
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.	<ul style="list-style-type: none"> • Update information on induction e-module • Work with <i>Learning and Development</i> and <i>Optimwm</i> • Work with the departmental Business Support units to raise awareness and monitor development • Ways of monitoring to be discussed by Internal working group • GA to discuss ideas with the Assistant Chief 	<p>June 2016 - MJ</p> <p>June 2016 - MJ</p> <p>June 2016 GA</p>

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.	<ul style="list-style-type: none"> • See above • Cooperate with Communications unit to identify departments with newsletters to ensure that they are bilingual and to include content on Standards 	July 2016
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.	Look at options in terms of entrance points for Language choice in order to ensure accurate records (in databases that were set up before the Standards)	
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).	See above	

7	<p>You must state -</p> <p>(a) in correspondence, and (a) 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.</p>	<ul style="list-style-type: none"> • Develop publishing guidelines • Distribute guideline according to the Communications Plan • Discuss with graphic designers to place statement as departments order new headed paper 	<p>May 2016 - MJ</p> <p>June 2016 - MJ</p> <p>June 2016 - MJ</p>
8	<p>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.</p>	<ul style="list-style-type: none"> • Update information in the Module • Induction session – how to answer phone – update needed • Discuss <i>Optimwm</i> work with Learning and Development • Monitoring to be discussed in Working group • GA to discuss options with the Assistant Chief Executive 	<p>May 2016 – MJ</p> <p>June 2016</p> <p>GA</p>

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.	See above	
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).	See above <ul style="list-style-type: none"> • Following the Skills assessment, update language skills record in email address book (outlook). Follow this up with IT Services • Keep an eye on Microsoft 2013 	June 2016 -LLE
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.	Compliant	

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.	Compliant	
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.	<ul style="list-style-type: none"> • Run marketing campaign 'whichever way...' to promote Welsh medium services • Run a specific campaign in Carmarthenshire News to encourage people to use Welsh when getting in touch with the Council 	May 2016-17 Coms dept
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.	Policy Team to speak to the Head of Customer Services about Standard 15	
16	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	Include in the Telephone Answering Guidelines	

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	Compliant	
18	If a person contacts one of you departments on a direct line telephone numbers (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able	<ul style="list-style-type: none"> • -Update Language Awareness e-module • -Induction session – how to answer phone – update needed • -Update language skills record on Outlook 2013 	MJ MJ LLE

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

24	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	<ul style="list-style-type: none"> • -Discuss with Working Group about monitoring this • -Provide wording on intranet on inviting someone to a meeting 	June 2016
24A	If you have invited one person only ("P") to a meeting and P has informed you that P wishes 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 (unless you conduct the meeting in Welsh without the assistance of a translation service).	Develop Guideline on Organising and arranging meetings	

26	<p>If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.</p>	<ul style="list-style-type: none"> • Send Standard to department who come under the definition of wellbeing – Social Care, Children’s Services • Discuss translating from English to Welsh with Comms dept 	<p>Following the appeal of 27 and 28, April 2016</p>
26A	<p>You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting -</p> <p>(a) if the meeting relates to the well-being of an invited individual ("A"), and</p> <p>(b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.</p>	<ul style="list-style-type: none"> • -Send Standard to department who come under the definition of wellbeing – Social Care, Children’s Services • -Discuss with Communities Manager • -Discuss with Manager responsible for Wellbeing Act and Information, Advice and Support Manager 	<p>Following the appeal of 27 and 28, April 2016</p> <p>July 2016</p>

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.	Consider best ways of monitoring	Staff working group meeting, June
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.	Consider best ways of monitoring	Staff working group meeting, June

27CH	<p>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).</p>	<ul style="list-style-type: none"> • Follow the Challenge and Appeal procedure through the Commissioner's Office • Following the result, inform staff through Y Gair and Egair 	In accordance with enquiries
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28	<p>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 -</p> <p>(a) ask that individual or each of those individuals whether he or she wishes for the meeting to be conducted in Welsh, and</p> <p>(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).</p>	<ul style="list-style-type: none"> • Follow the Challenge and Appeal procedure through the Commissioner's Office • Following the result, inform staff through Y Gair and Egair 	In accordance with enquiries
30	<p>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.</p>	<ul style="list-style-type: none"> • -Monitoring work to be confirmed • -Remind staff through the Communications Plan 	<p>MJ/LLE</p> <p>MJ</p>

31	<p>When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.</p>	<ul style="list-style-type: none"> • -Monitoring work to be confirmed • -Remind staff through the Communications Plan 	<p>MJ/LLE MJ</p>
32	<p>If you invite persons to speak at a meeting that you arrange which is open to the public you must -</p> <p>(a) ask each person invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(b)if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p>	<ul style="list-style-type: none"> • Monitoring work to be confirmed • Remind staff through the Communications Plan • Include wording on intranet templates 	<p>MJ/LLE MJ</p>

33	<p>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 -</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p>	<ul style="list-style-type: none"> • Remind staff through Communications Plan • Include wording on intranet templates 	<p>MJ/LLE</p> <p>MJ</p>
34	<p>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.</p>	<ul style="list-style-type: none"> • Remind staff through Communications Plan • Include wording on intranet templates 	<p>MJ</p>

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).	<ul style="list-style-type: none"> • Create and promote a leaflet on Guidelines for Holding Public Events • Create Guideline on Procurement and Distributing grants • Develop guidelines for organisations receiving grants 	MJ
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).	<ul style="list-style-type: none"> • Create and promote a leaflet on Guidelines for Holding Public Events • Develop guidelines for organisations receiving grants 	MJ

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.	<ul style="list-style-type: none"> • Discuss with Communications Dept the contents of a Design and Publishing guideline including information on what needs to be published bilingually and how best to do this • Discuss possibility of including information in Council's Brand Guidelines • Make a poster to display in Council's printing rooms 	<p>MJ</p> <p>April/May 2016</p>
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.	Create and promote a leaflet on Guidelines for Holding Public Events	MJ

41	<p>If you produce the following documents you must produce them in Welsh -</p> <p>(a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings;</p> <p>(b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p>You must comply with standard 41(a) in every circumstance, except:</p> <p><input type="checkbox"/> other papers that are available to the public, which relate to management board or cabinet meetings.</p> <p>You must comply with standard 41(b) in every circumstance, except:</p> <p><input type="checkbox"/> other papers for meetings that are open to the public.</p>	<p>Conduct a checking exercise following the Advisory Panel meeting on the 13 May</p>	LLE
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42	Any licence or certificate you produce must be produced in Welsh.	Develop a Design and Publishing Guideline	
43	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	Develop a Design and Publishing Guideline	
44	If you produce the following documents, and they are available to the public, you must produce them in Welsh - (a) policies, strategies, annual reports and corporate plans; (b) guidelines and codes of practice; (c) consultation papers.	<ul style="list-style-type: none"> • Develop Design and Publishing Guideline 	
45	Any rules that you publish that apply to the public must be published in Welsh.	<ul style="list-style-type: none"> • Develop Design and Publishing Guideline • Monitor published materials 	

46	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.	<ul style="list-style-type: none"> • Monitor news page content • Contact Communications Manager 	
47	<p>If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh -</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p>	Develop Design and Publishing Guideline	
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	As above	

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.	<ul style="list-style-type: none"> • Develop Design and Publishing Guideline • Include wording in Guideline • Include wording in Correspondence Guideline 	
50	Any form that you produce for public use must be produced in Welsh.	Include in the leaflet on a Design and Publishing Guideline	2016-17
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.	Include in the Design and Publishing Guideline	2016-17

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).	Include in the Design and Publishing Guideline	2016-17
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.	Include in the Design and Publishing Guideline	

52	<p>You must ensure that -</p> <p>(a) the text of each page of your website is available in Welsh,</p> <p>(b) every Welsh language page on your website is fully functional, and</p> <p>(c) the Welsh language is not treated less favourably than the English language on your website.</p>	<ul style="list-style-type: none"> • Cooperate with Communications Dept. to monitor website content • Remind staff through Umbraco training 	
55	<p>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.</p>	<ul style="list-style-type: none"> • Communicate Standards 52-59 to the individual departments • Ensure that the website and updates are available in Welsh • Draft a leaflet on a Guideline for Technology and the Welsh Language 	
56	<p>You must provide the interface and menus on every page of your website in Welsh.</p>	<p>Draft a leaflet on a Guideline for Technology and the Welsh Language</p>	MJ

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.	Draft a leaflet on a Guideline for Technology and the Welsh Language	MJ
58	When you use social media you must not treat the Welsh language less favourably than the English language.	<ul style="list-style-type: none"> • Draft a leaflet on a Guideline for Technology and the Welsh Language • Ensure that Communications Dept. include Standards 57 and 58 in use of Social Media policy 	MJ
59	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	Draft a leaflet on a Guideline for Technology and the Welsh Language	2016-17

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.	<ul style="list-style-type: none"> • Identify depts. Who use Self-service machines (Leisure, HWB) – discuss with Staff Working group • Include in Procurement and Commissioning guideline 	June
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.	<ul style="list-style-type: none"> • Draft a Leaflet on Guidelines for Design and Publishing • Include in Egair/Y gair 	MJ

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.	<ul style="list-style-type: none"> • Include in the Design and Publishing Guideline • Check arrangements for sign procurement – exercise through staff working group 	June 2016
63	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	Include in the Design and Publishing Guideline	
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.	<ul style="list-style-type: none"> • Draft spreadsheet of Reception Areas and disseminate information to staff • Communicate the Standard to the Head of Customer Services 	LLE

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.	<ul style="list-style-type: none"> • See Standard 64 • Draft email to all staff to communicate Standard, without forgetting public announcements, Standard 87 • Distribute the above in Leisure Conference and to Language leaders • Distribute Working Welsh materials following above email 	<p>April 2016</p> <p>June/July 2016 - MJ</p>
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	<ul style="list-style-type: none"> • Policy team to correspond with Communications Manager • See above 	
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.	<ul style="list-style-type: none"> • Include in the Design and Publishing Guideline • See 61 	2016-17

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.	Include in the Design and Publishing Guideline	2016-17
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.	<ul style="list-style-type: none"> • Develop Procurement and Commissioning guideline • Arrange meeting with Manager of West Wales European Centre to relay third sector requirements 	Cooperate with Pembrokeshire and Ceredigion to develop guideline Meet in June
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.	Develop Procurement and Commissioning guideline	Cooperate with Pembrokeshire and Ceredigion to develop guideline

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).	See above	
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).	See above	

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.	See above	
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.	<ul style="list-style-type: none"> • Contact Commissioning team within Social Services to attend team meeting • Develop Procurement and Commissioning guideline 	<ul style="list-style-type: none"> • LLE to contact NE • Cooperate with Pembrokeshire and Ceredigion to develop guideline
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).	<ul style="list-style-type: none"> • Develop Procurement and Commissioning guideline 	Cooperate with Pembrokeshire and Ceredigion to develop guideline

79	<p>If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must -</p> <p>(a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).</p>	<ul style="list-style-type: none"> • Develop Procurement and Commissioning guideline 	Cooperate with Pembrokeshire and Ceredigion to develop guideline
80	<p>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.</p>	See above	

83	<p>When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.</p>	<ul style="list-style-type: none"> • Create a leaflet on Design and Publication Guidelines • Include information in Corporate Brand Guidelines 	MJ
84 (45)	<p>If you offer an education course that is open to the public, you must offer it in Welsh.</p> <p>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.</p>	<ul style="list-style-type: none"> • Discuss internally and draft criteria that will assist in the needs assessments for Welsh medium courses • Organise workshop with staff who run courses regularly to discuss criteria • Run a specific project with the unit that organises training for school governors • Create database of bilingual trainers 	

86	<p>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.</p>	<ul style="list-style-type: none"> • See 84 • Draw attention to the need for assessments on the council website. Discuss with Communications dept. location for these assessments on Welsh Web pages. Discuss branding of content 	
87	<p>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.</p>	<ul style="list-style-type: none"> • Draw attention of Language Leaders following the training • See 67 	MJ

<p>Supplement ary155</p>	<p>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 -</p> <p>(a) on your website, and (b) in each of your offices that are open to the public.</p>	<ul style="list-style-type: none"> • Publish Standard document on website • Contact Customer Services manager to explain where document can be found 	<p>MJ</p>
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156	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(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</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	<ul style="list-style-type: none"> • Meeting with AM • Discuss internally reviewing the steps of complaints procedure to ensure answerability • Check links on corporate website 	LLE
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157	<p>You must ensure that</p> <ul style="list-style-type: none"> (a) you have arrangements for <ul style="list-style-type: none"> (a) overseeing the way you comply with the service delivery standards with which you are under a duty to comply, (b) promoting the services that you offer in accordance with those standards, and (c) facilitating the use of those services, (a) publish a document that records those arrangements on your website, and (b) ensure that a copy of that document is available in each of your offices that are open to the public. 	<p>Internal discussions on how to report to the Commissioner and include the promotional, facilitation and supervisory elements in the action plan / annual report.</p>	
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158	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	<p>Internal discussions (Staff Working Group) on how to report to the Commissioner and include the promotional, facilitation and supervisory elements in the action plan / annual report.</p>	
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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.	Publish Action Plan	
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.	Act responsively to the Commissioner's enquiries	

Class of Standard: Policy Making

Standard (and Recommendation) Number	Standard	Action Points	Timetable/Responsibility
88	<p>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 -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<ul style="list-style-type: none"> • Internal discussions on the need to draw up specialist guidelines on the impact of policies on the Welsh language. • Consider possibility of creating a guideline with Ceredigion and Gwynedd • Include the Welsh language as part of the Wellbeing of Future Generations Act Impact Assessment process. • Further discussion on the need to have specialist advice on the effect of decisions or policies on the Welsh language • Meeting in March to 	<p>GA</p> <p>GA, ND, BLI, DA, Rh Ph.</p>

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.	See Standard 88	See above
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.	See 88	See above

91	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<ul style="list-style-type: none"> • Initial discussion with the Policy, Consultation & Engagement Officer • Have offered two questions to be included in the consultation elements • Ensure that the questions are included and communicated to everyone conducting consultations 	
92	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	See 91	

93	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and b) treating the Welsh language no less favourably than the English language.</p>	See 91	
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94 (48,49)	<p>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 - opportunities for persons to use the Welsh language, and (i) 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 (i) 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) 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)treating the Welsh language no less favourably than the English language.</p>	<ul style="list-style-type: none"> • Discuss internally how to measure impact • Discuss with other local authorities the possibility of developing a toolkit to measure impact of policies or decision on the Welsh language • Discuss with European Grants Unit 	<p>May 2016</p> <p>LLE</p> <p>MJ</p>
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95	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	Create Procurement, Commissioning and Grant Awarding Guidelines	
96	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	See 95	MJ

97	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	See 95	MJ
Supplementary 161	<p>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 -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	<p>Publish the Standards document on the Council website</p> <p>Contact Customer services dept to ensure that staff are aware of its location on the website</p>	MJ

162	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -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</p> <p>(i) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	<p>Look at I – local website for comments Discuss with complaints</p>	LLE
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163	<p>You must -</p> <p>(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,</p> <p>(b) publish a document that records those arrangements on your website, and ensure that a copy of that document is available in each of your offices that are open to the public.</p>	<p>Discuss internally how to report to Commissioner and include elements of promoting, facilitating and overseeing in the Action Plan/Annual report</p>	
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164	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(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.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	<p>Internal discussions (Staff Working Party) on how to report to the Commissioner and include the promotional, facilitation and supervisory elements in the action plan / annual report.</p>	MJ
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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.	Publish the action plan on the internet	MJ
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.	Act responsively to the Commissioner's enquiries.	

Class of Standard: Operational

Standard (and Recommendation) Number	Standard	Action Points	Timetable/Responsibility
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98 (43)	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.	<ul style="list-style-type: none"> • Discuss internally and give further consideration to developing a policy on using the Welsh language internally • Consider including Standards 99 – 144 in the policy on using the Welsh language internally. • Draft a policy to be presented to the Advisory Panel and the Staff Working Party • Senior officers to scrutinise the document internally • Corporate Management team ?? TBC 	<p>April/May 2016</p> <p>GA</p>
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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.	<ul style="list-style-type: none"> • Ask the Human Resources Department for update on Standards 99-119 and 127-131, 136-140. 	
100	<p>You must –</p> <p>(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</p> <p>(b) if an employee so wishes, provide any such correspondence to that employee in Welsh.</p>	See above	
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.	See above	

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.	See above	
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.	Request update from The Learning and Development team and Performance Management team	MN and ND
105	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	Human Resources Department	
106	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	See above	
107	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	See above	
108	If you publish a policy relating to performance management, you must publish it in Welsh.	See above	

109	If you publish a policy about absence from work, you must publish it in Welsh.	See above	
110	If you publish a policy relating to working conditions, you must publish it in Welsh.	See above	
111	If you publish a policy regarding work patterns, you must publish it in Welsh.	See above	
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.	Discuss with complaints dept.	April/May 2016 LLE
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.	- Discuss with complaints dept. - Human Resources dept to include in complaints procedures and induction package - Inform Managers and all staff of the right – content of Internal use of Welsh Policy	LLE

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) ask the member of staff whether he or she wishes to use the Welsh language at the meeting;
- (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).

- Discuss with complaints dept.
- Human Resources dept to include in complaints procedures and induction package
- Inform Managers and all staff of the right – content of Internal use of Welsh Policy

April/May 2016

LLE

115	<p>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 –</p> <p>(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.</p>	<ul style="list-style-type: none"> - Discuss with complaints dept. - Human Resources dept to include in complaints procedures and induction package - Inform Managers and all staff of the right – content of Internal use of Welsh Policy 	<p>April/May 2016</p> <p>LLE</p>
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116	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	<ul style="list-style-type: none"> - Human resources dept. to include in disciplinary procedures and induction package - Ask for update on disciplinary procedures - Inform managers and all staff of right – content of internal use of Welsh policy 	AC / LLE May 2016
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.	<ul style="list-style-type: none"> - Human resources dept. to include in disciplinary procedures and induction package - Ask for update on disciplinary procedures - Inform managers and all staff of right – content of internal use of Welsh 	AC / LLE May 2016

118	<p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must -</p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and</p> <p>(b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).</p>	<ul style="list-style-type: none"> - Human resources dept. to include in disciplinary procedures and induction package - Ask for update on disciplinary procedures <p>Inform managers and all staff of right – content of internal use of Welsh</p>	<p>AC / LLE</p> <p>May 2016</p>
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119	<p>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 –</p> <p>(a) responded to allegations made against him or her in Welsh,</p> <p>(b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or</p> <p>(c) asked to use the Welsh language at a meeting regarding the disciplinary process.</p>	<p>- Human resources dept. to include in disciplinary procedures and induction package</p> <p>- Ask for update on disciplinary procedures</p> <p>Inform managers and all staff of right – content of internal use of Welsh</p>	<p>AC / LLE</p> <p>May 2016</p>
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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).	<ul style="list-style-type: none"> • Cooperate with IT dept on guidelines on how to use technology to write in Welsh and keep an eye on Windows 2013 developments • Offer the explanation to other departmental newsletters • Include in the guidelines on Writing in Welsh 	MJ April 2016
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122	<p>You must ensure that -</p> <p>(a) the text of the homepage of your intranet is available in Welsh,</p> <p>(b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.</p>	<ul style="list-style-type: none"> • Hold discussions with the Communications Department and confirm timetable 	
123	<p>You must ensure that each time you publish a new intranet page or amend a page -</p> <p>(a) the text of that page is available in Welsh,</p> <p>(b) any Welsh language version of that page is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to the text of that page.</p>	See above	

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.	See above	
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.	<ul style="list-style-type: none"> • Ensure transfer of resources from the Welsh 'Parth' • Ensure that information on Language skills development opportunities appear on new intranet • Publish Support Guidelines on Writing in Welsh on intranet 	MJ Sept 2016

126	You must provide the interface and menus on your intranet pages in Welsh.	Discuss with the Communications Department	
127 (35,37,38,40)	You must assess the Welsh languages skills of your employees.	<ul style="list-style-type: none"> • Discuss with Human resources dept in monthly meetings • Receive initial phase of audit results • Confirm arrangements for audit of language skills of staff without office contact • Receive audit results of staff without office contact • Ensure that information is transferred to outlook • Ensure that Learning and development receive information and respond through provision 	DR/LLE

<p>130 (39,61)</p>	<p>You must provide opportunities during working hours -</p> <p>(a) for your employees to receive basic Welsh language lessons, and</p> <p>(b) for employees who manage others to receive training on using the Welsh language in their role as managers.</p>	<ul style="list-style-type: none"> • Learning and Development to map current provision • Restructure provision • Market provision • Respond to the result of the Egin tendering process • Offer a language development course to managers • Offer training to managers on the Language Skills Strategy • Receive the first phase results of the Language Skills Audit • Ensure that L and D receive data and respond with provision planning • Program of Welsh learning in place for new academic year 	<p>MJ</p>
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131 (39,61,62)	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.	As above	
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<p>132</p>	<p>You must provide training courses so that your employees can develop -</p> <p>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);</p> <p>(b) an understanding of the duty to operate in accordance with the Welsh language standards;</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p>	<ul style="list-style-type: none"> • Communicate Internal use of Welsh Policy (S98) • Cooperate with L and D on new induction module • Continue with the discussion on creating a new language awareness module following consideration of the AWA* module content • Provide training through Sglein on provision of services in accordance with the Standards to the leisure dept. • Consider similar training for other departments <p>** A new module is being developed by partner organisations within the All Wales Academy [AWA] - The new 'Croeso i'r Gymraeg' includes information on Welsh Language Awareness, understanding of the duty in accordance with the WL Standards and understanding of how the WL can be used in the workplace</p>	<p>MJ/LLE/AM</p> <p>April 2016</p>
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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.	<ul style="list-style-type: none"> • Design a current language awareness e-module for induction purposes • Include Language Awareness elements in new Induction e-module • Consider including the guideline leaflets in electronic package for new employees. Discuss with HR 	MJ/LLE April 2016
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134	<p>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.</p>	<ul style="list-style-type: none"> • Develop wording and include it in the Support Guidelines on Writing Welsh • Keep a record of possible support for a new resource on the intranet • Commission development of a new resource. • Include reference to guidelines in Internal Use of Welsh Policy • Discuss with IT the possibility of including statement on Welsh language in every email 	<p>MJ</p> <p>Following new intranet</p> <p>September 2016</p> <p>May 2016</p>
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135	<p>You must provide 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 e-mail messages.</p>	<ul style="list-style-type: none"> • Support BSO to monitor Out of Office messages following the publication of guidelines • Include in the guideline 'Writing in Welsh' • Include in Internal Use of Welsh Policy • Consider publishing guidelines on form of posters to circulate through staff working group • Check names of departments with HR 	<p>LLE – posts list from JE</p> <p>MJ</p> <p>Staff Working group</p> <p>August 2016</p>
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136 (33,34, 36)	<p>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 -</p> <p>(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.</p>	<ul style="list-style-type: none"> • New Language Skills Strategy adopted in January 2016 • Guidelines on Language Skills and Recruitment circulated to all managers • Monitor Job descriptions • Maintain regular meetings with HR • Check the link form the job descriptions to the new Strategy • Discuss with HR monitoring work 	
136A	<p>If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must -</p> <p>(a) specify that when advertising the post, and (b) advertise the post in Welsh.</p>	HR/Skills Strategy	

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.	Check that this is operational	
137A	<p>If you publish -</p> <ul style="list-style-type: none"> (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; <p>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.</p>	HR – check explanatory resources regarding new skills strategy	

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).	HR – Check current guideline and develop new guideline on recruitment and the Welsh Language	LLE to discuss with HR
139	You must ensure that your application forms for posts - (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).	HR – discuss (a) in terms of application forms and provision of simultaneous translation	

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.	HR	
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.	<ul style="list-style-type: none"> • Ensure that the Corporate Property Department and the Property Maintenance Department include this Standard in their procedures. • Create database on intranet of 	
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.	<ul style="list-style-type: none"> • Ensure that the Corporate Property Department and the Property Maintenance Department include this Standard in their procedures. 	

143	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	<ul style="list-style-type: none"> • Ensure that the Corporate Property Department and the Property Maintenance Department include this Standard in their procedures. 	
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.	<ul style="list-style-type: none"> • Identify which workplaces use public announcements • Communicate Standard with those workplaces • Include in Public Events and meeting guideline 	April/May 2016

<p>Supplementary 167</p>	<p>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 -</p> <p>(a) on your website, and (b) in each of your offices that are open to the public.</p>	<ul style="list-style-type: none"> • Discuss with the Communications Department the need to publish documents relating to the Standards on the Council website • Publish Standards document on Council Website 	<p>LLE – April 2016</p>
<p>Supplementary168</p>	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(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</p> <p>(b) publish a document that records that procedure on your intranet.</p>	<ul style="list-style-type: none"> • See Standards 162 and 156 • Update the complaint procedures according to Standards • Continue discussion on managers' roles within procedure 	

Supplementary169	<p>You must -</p> <p>(a) ensure that you have arrangements for</p> <p>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitate the use of those services, and</p> <p>(b) publish document that records that procedure on your intranet.</p>	<ul style="list-style-type: none"> • Publish Action Plan as the first Annual Report. Include preface by the portfolio member and specific attachments • Promote services internally through y Gair and E-gair, staff guidelines and briefing sessions • Promote services to public through Carmarthenshire news internet page • Continue to develop and implement Communication Plan 	May/June 2016
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<p>Supplementary170</p>	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) -</p> <p>(a) the number of 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);</p> <p>(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);</p> <p>(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 - Welsh language skills were essential, Welsh language skills needed to be learnt when appointed to the post, Welsh language skills were desirable, or 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</p>	<p>The Annual Report will include elements of promoting, facilitating and overseeing</p>	
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Supplementary171	You must publish a document on your website which explains how you intend to comply with the operational standards with	Publish Action Plan	June 2016
Supplementary172	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	Act responsively to the Commissioner's enquiries.	

Class of Standard: Record Keeping

Standard (and Recommendation) Number	Standard	Action Points	Timetable/Responsibility
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.	<ul style="list-style-type: none"> • Discuss with Performance management dept (see 168) • Continue with procedure until update in terms of informing heads of service 	GA/WW
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.	Complaints team– ensure that the team keeps record of original written complaint	AM/LLE
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).	Complaints team– ensure that the team keeps record of original written complaint	NG/LLE

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.	<ul style="list-style-type: none"> • If a guideline on the impact of policies on the Welsh language is developed (see S88) we will need to ensure that this Standard is included in it • Ensure that managers take responsibility for recording impact assessments 	GA
151 (35,37,38)	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.	<ul style="list-style-type: none"> • Discuss with HR in monthly meetings • Receive initial phase audit results • Confirm arrangements for holding paper phase of audit • Receive paper phase results • Ensure information is transferred to Outlook • Ensure that L and D receive data and respond with provision planning 	DR/LLE May 2016 September 2016

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.	Discuss with HR in monthly meetings	DR/LLE
154 (33,36)	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.	<ul style="list-style-type: none"> • Discuss with HR in monthly meetings • Ensure that we monitor in accordance with the Council Skills Strategy and assessment framework 	DR/LLE
Supplementary 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.	<ul style="list-style-type: none"> • Publish Standards document on Council webpage • Confirm timetable with Communications dept 	

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.	Act responsively to the Commissioner's enquiries.	Policy and partnership team
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Standards required to comply with within a year.

Standard (and recommendation) Number	Standard	Action Points	Timetable/Responsibility
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.	<ul style="list-style-type: none"> • Include in Procurement, Grants and tendering guideline • Request update from Clare Jones in procurement unit and ensure that translation is underway • Research into the possibility of promoting this service e.g. Sell4Wales 	<p>MJ July 2016</p> <p>MJ</p> <p>MJ</p>

104	<p>You must ask each employee whether he or she wishes to receive any forms that record and authorise -</p> <ul style="list-style-type: none"> • annual leave, • absences from work, and • 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. 	<ul style="list-style-type: none"> • Continue with monthly meetings with HR • Request update on Resource Link software 	<p>LLE (April 2016)</p> <p>LLE</p>
121	<p>You must ensure that – the text of each page of your intranet is available in Welsh,</p> <p>every Welsh language page on your intranet is fully functional, and</p> <p>the Welsh language is treated no less favourably than the English language on your intranet.</p>	<ul style="list-style-type: none"> • Work on intranet is underway • Request update on timetable • Cooperate with Communications dept on Welsh content and ensuring transfer of current resources 	
128	<p>You must provide training in Welsh in the following areas, if you provide such training in English -</p> <ul style="list-style-type: none"> (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety. 	<p>Meet with L and D to discuss provision</p>	<p>AM</p>

129	You must provide training (in Welsh) on using Welsh effectively in meetings; (a) interviews; and (b) complaints and disciplinary procedures.	Arrange meeting with L and D to discuss provision and additional opportunities to add provision to L and D strategy	AM
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<p>145 (50,51)</p>	<p>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) -</p> <p>(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</p> <p>(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).</p>	<ul style="list-style-type: none"> • Discuss the draft with the County Forum and the Advisory Panel • Decide on format of Action Plan • Confirm timetable for passing Strategy through democratic process • Publish document on website • Look at possibility of implementing a specific project following publication of document 	<p>MJ</p>
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<p>146</p>	<p>Five years after publishing a strategy in accordance with standard 145 you must –</p> <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> • Report on progress against Action Plan (see 145) • Revise reporting procedures of organisations that promote the Welsh language in order to ensure that we receive the correct information for reporting • Publish report 	
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152	<p>You must keep a record, for each financial year of –</p> <p>a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and</p> <p>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</p>	<ul style="list-style-type: none"> • L and D to monitor course attendees • Collate information for Annual Report 	AM/MJ
173	<p>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 –</p> <p>a) on your website, and</p> <p>b) in each of your offices that are open to the</p>	<ul style="list-style-type: none"> • Publish document on website • Confirm timetable with communications dept 	
174	<p>You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the Promotion Standard by which you are under a duty to comply.</p>	<p>Act responsively to the Commissioner's enquiries.</p>	<p>Policy and partnership team</p>