

CARMARTHENSHIRE COUNTY COUNCIL WELSH LANGUAGE STANDARDS ACTION PLAN 2017-18

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**

Class of Standard: Service Delivery

Standard Number	Standard	Action Plan 2017-18	Timetable
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"> • Ensure new staff complete the e-modules. • Consider the possibility of providing the e-modules to current staff • Work with the Council's Language Leaders to monitor the correspondence requirements of the Standards by conducting departmental checks. • Decide on the role of the Staff Working Group. 	<ul style="list-style-type: none"> • June 2017 • September 2017 • Continuous • September 2017
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 • Offer contents regarding the Standards for the departmental newsletters 	<ul style="list-style-type: none"> • Monthly

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.	<ul style="list-style-type: none"> • See above 	
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	You must state - (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.	No action needed	

<p>8</p>	<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"> • Assist the Language leaders of the Leisure department to check compliance with the Standards • Extend this work to the Language Leaders of the Environment department • Arrange that the additional resources are included on the intranet • Raise awareness of the additional resources through the Communication Plan 	<p>Mehefin 2017</p> <p>Medi 2017</p> <p>Mai 2017</p> <p>Mehefin 2017</p>
<p>9</p>	<p>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.</p>	<p>See above</p>	
<p>10</p>	<p>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).</p>	<ul style="list-style-type: none"> • Work with the Language Leaders of the Leisure and Environment department to ensure that appropriate procedures are in place to transfer calls to Welsh speakers 	<p>June 2017</p>

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.	No action needed	
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.	No action needed	
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"> • Draw the attention of the Language Leaders to this standard 	September 2017
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.	No action needed	
16	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	Draw the attention of the Language Leaders to this standard	
17	When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	No action needed	

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 to deal with the call in Welsh).	<ul style="list-style-type: none"> • Discuss the implications of moving to Office 365 with the Head of ICT. 	May 2017
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.	<ul style="list-style-type: none"> • Assist the Language leaders of the Leisure department to check compliance with the Standards • Extend this work to the Language Leaders of the Environment department 	<ul style="list-style-type: none"> • June 2017 • September 2017
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.	<ul style="list-style-type: none"> • Assist the Language leaders of the Leisure department to check compliance with the Standards • Extend this work to the Language Leaders of the Environment department 	<ul style="list-style-type: none"> • June 2017 • September 2017
22	Any automated telephone systems that you have must provide the complete automated service in Welsh.	<ul style="list-style-type: none"> • Assist the Language leaders of the Leisure department to check compliance with the Standards 	June 2017
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,	<ul style="list-style-type: none"> • Draw attention to the Standard in e-Gair and 	May 2017

	and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	departmental newsletters.	
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).	<ul style="list-style-type: none"> • Draw attention to the Standard in e-Gair and departmental newsletters. 	Mai 2017
26	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.	Provide training for Language Leaders within the Community department and ensure that they understand the requirements of the Standards including those specific to wellbeing.	September 2017
26A	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting - (a) if the meeting relates to the well-being of an invited individual ("A"), and (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.	Provide training for Language Leaders within the Community department and ensure the Standards specific to wellbeing are included.	September 2017

27D	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 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).	<ul style="list-style-type: none"> • Consider the best way to monitor with the Language Leaders 	September 2017
29	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.	<ul style="list-style-type: none"> • Provide training for Language Leaders within the Community department and ensure the Standards specific to wellbeing are included. • Consider the best way to monitor with the Language Leaders. 	See above
29A	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	<ul style="list-style-type: none"> • Provide training for Language Leaders within the Community department and ensure the Standards specific to wellbeing are included. • Consider the best way to monitor with the Language Leaders. 	See above

<p>30</p>	<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"> • Draw attention to the Standard in e-Gair and departmental newsletters. • Consider the best way to monitor with the Language Leaders 	<ul style="list-style-type: none"> • Mai 2017 • September 2017
<p>31</p>	<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"> • Draw attention to the Standard in e-Gair and departmental newsletters. • Consider the best way to monitor with the Language Leaders. • Arrange that the templates are loaded on to the intranet • Raise awareness of the new templates on the intranet. 	<p>May 2017</p> <p>September 2017</p>

<p>32</p>	<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"> • Draw attention to the Standard in e-Gair and departmental newsletters. • Consider the best way to monitor with the Language Leaders. 	<p>May 2017</p> <p>September 2017</p>
<p>33</p>	<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"> • Draw attention to the Standard in e-Gair and departmental newsletters. • Consider the best way to monitor with the Language Leaders. 	<p>May 2017</p> <p>September 2017</p>
<p>34</p>	<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>	<p>See above</p>	<p>See above</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).	Discuss with the Commissioner about Sell 2 Wales and Bravo website regarding publishing bilingual documents. Explore the possibilities of working further with the Event Organisers County Network.	2017-18 September 2017
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).	Explore the possibilities of working further with the Event Organisers County Network.	September 2017
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.	Arrange to distribute posters	June 2017

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.	Contact the Commissioner regarding displaying private sector materials Check our Theatre's marketing material as well as international artistic companies	June 2017 July 2017
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>	Following the May 2017 election, check a sample of meeting papers and documents.	
42	Any licence or certificate you produce must be produced in Welsh.	Consider ways of monitoring this	

43	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	Consider ways of monitoring this	
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.	Consider ways of monitoring this	
45	Any rules that you publish that apply to the public must be published in Welsh.	Consider ways of monitoring this	
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.	Consider ways of monitoring this	
47	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 - (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.	Consider ways of monitoring this	

48	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	Consider ways of monitoring this	
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.	Place the wording on the Council's intranet	June 2017
50	Any form that you produce for public use must be produced in Welsh.	Consider ways of monitoring this	
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.	Consider ways of monitoring this	
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).	Consider ways of monitoring this	

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.	Consider ways of monitoring this	
52	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	Consider ways of monitoring this Remind staff of the standards relating to technology	
55	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	Consider ways of monitoring this Remind staff of the standards relating to technology	
56	You must provide the interface and menus on every page of your website in Welsh.	Consider ways of monitoring this Remind staff of the standards relating to technology	

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.	Consider ways of monitoring this Remind staff of the standards relating to technology	
58	When you use social media you must not treat the Welsh language less favourably than the English language.	Consider ways of monitoring this Remind staff of the standards relating to technology	
59	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	Consider ways of monitoring this Remind staff of the standards relating to technology	
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.	Consider ways of monitoring this Remind staff of the standards relating to technology	
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	Try to extend this work to the Language Leaders of the Environment and Communities department	

	must not treat the Welsh language text less favourably than the English language text.		
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.	Adapt the Design and Publish Guidance for private companies. Include the Design and Publish Guidance in the initial tendering process documents. Research to find out which managers check council locations/sites and ensure the Welsh language is included in general inspections.	
63	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	See above	
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.	Conduct an internal audit of reception services with Leisure Language Leaders and consider extending to other Language Leaders. Ensure an element of bilingualism training in the general training of providing Health and Leisure Services	

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.	See above. Distribute the signs 'You are welcome to speak Welsh' to all council receptions.	
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	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.		
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.		
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.	Check the processes of dealing with Welsh medium grants and promote provision	

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.	See above	
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.		

<p>77A</p>	<p>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).</p>		
<p>79</p>	<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>		
<p>80</p>	<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>		
<p>81</p>	<p>You must promote any Welsh language service that you provide, and advertise that service in Welsh.</p>	<p>Continue to identify opportunities together with the Marketing Team on how to promote the Council's Welsh language services during the year as well as campaigns such as the Council's stand at the Royal Welsh Show as the</p>	

		<p>feature county and campaigns with the Language Leaders during 'Shwmae' day and St Dwynwen's day.</p> <p>Consider the role of the County Forum and its potential through the Promotion Strategy and especially in the priority areas.</p> <p>Market the gym equipment through the medium of Welsh</p>	
82	<p>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.</p>		
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>		
84	<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:</p>	<p>Work with the Road Safety team on the training courses that they provide for schools and to older people.</p>	

	<ul style="list-style-type: none"> ○ 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>Plan the training provision for Governors following the audit.</p> <p>Look at the models followed by the Education, Leisure and Housing department and consider their aptness of conducting Welsh medium or bilingual training and consider creating guidance which summarizes the conclusion.</p>	
<p>86</p>	<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>	<p>Look at the model of creating an assessment followed by the Education department and consider including this in the Providing Welsh Medium and Bilingual Training Guidance.</p> <p>Discuss with the Learning Transformation Manager regarding community courses and training and</p>	

		<p>the need to conduct and assessment.</p> <p>Following the above work, ensure that the assessments are published on the council's website.</p> <p>Raise awareness of the new Guidance through the staff newsletter.</p>	
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>	<p>Identify which workplaces use a loudspeaker (see 144)</p> <p>Communicate the standard with those workplaces</p> <p>Consider the best way to monitor with the Language Leaders</p>	
155	<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</p> <p>(b) in each of your offices that are open to the public.</p>		

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>		
157	<p>You must ensure that</p> <p>(a) you have arrangements for</p> <p>(a) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,</p> <p>(b) promoting the services that you offer in accordance with those standards, and</p> <p>(c) facilitating the use of those services,</p> <p>(a) publish a document that records those arrangements on your website, and</p> <p>(b) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	Modify the format of 2018/19 Action Plan by combining standards to themes.	April 2018
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>	Modify the reporting format for 2017/18 by	April 2018

	<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>	combining standards to themes.	
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.	Actively respond to the Commissioner's queries.	

Class of Standard: Policy Making

Standard Number	Standard	Action Plan 17-18	Timetable
88	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	A pilot period of 6 months with the new administration.	
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 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	See above	

	for persons to use the Welsh language, and b) treating the Welsh language no less favourably than the English language.		
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 (b) treating the Welsh language no less favourably than the English language.</p>		
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 (b) treating the Welsh language no less favourably than the English language.</p>		
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</p>		

	<p>b) treating the Welsh language no less favourably than the English language.</p>		
<p>94</p>	<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>		

<p>95</p>	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		
<p>96</p>	<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>		

<p>97</p>	<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 (b) treating the Welsh language no less favourably than the English language.</p>		
<p>161</p>	<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 (b) in each of your offices that are open to the public.</p>		
<p>162</p>	<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 (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>		
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>	Modify the format of 2018/19 Action Plan by combining standards to themes.	April 2018
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>	Modify the reporting format for 2017/18 by combining standards to themes.	April 2018

	(5) You must ensure that a current copy of your annual report is available - (a) on your website, and (b) in each of your offices that are open to the public.		
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 Action Plan	
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.	Actively respond to the Commissioner's queries.	

Class of Standard: Operational

Standard	Standard	Action Points 17-18	Timetable
98	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	<ul style="list-style-type: none"> Review the policy of using the Welsh language internally and promote any significant changes. 	
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.		
100	You must – (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.		
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.	<ul style="list-style-type: none"> • These standards are currently being applied to the development for Online Services eg Employee Self Service. 	April 2018
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.	<ul style="list-style-type: none"> • As above for Online Performance reviews. 	April 2018
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.	<ul style="list-style-type: none"> • Arrange translation of course programmes when organising new 	New administrative process in place to ensure

		<p>courses. These are only created on the Council's RL system when details are available in Welsh and English.</p> <ul style="list-style-type: none"> • Content to support career plans will be supported as part of the IT solution moving forward. 	<p>employee development records are available in Welsh and English. This will be supported by an IT solution by April 2018.</p>
105	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.		
106	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.		
107	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.		
108	If you publish a policy relating to performance management, you must publish it in Welsh.		
109	If you publish a policy about absence from work, you must publish it in Welsh.		
110	If you publish a policy relating to working conditions, you must publish it in Welsh.		

111	If you publish a policy regarding work patterns, you must publish it in Welsh.		
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.		
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.		
114	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).		
115	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in		

	<p>relation to a complaint made about him or about her, you must do so in Welsh if that member of staff –</p> <ul style="list-style-type: none"> (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. 		
116	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.		
116A	<p>You must -</p> <ul style="list-style-type: none"> (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. 		
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> <ul style="list-style-type: none"> (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; <p>and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from</p>		

	Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).		
119	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff – (a) responded to allegations made against him or her in Welsh, (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary process.		
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).		
122	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.		
123	You must ensure that each time you publish a new intranet page 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 the text of that page.		
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.		
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.	Publish a package of supporting resources on the intranet which includes templates, video examples, sound clips and vocabulary lists.	
126	You must provide the interface and menus on your intranet pages in Welsh.		
127	You must assess the Welsh languages skills of your employees.	<ul style="list-style-type: none"> • Confirm the arrangements for holding the audit with non-office based staff • Receive the audit results of non-office based staff • Discuss the implications of moving to Microsoft Office 365 with the ICT department and ensure 	

		<p>that the language skills of employees are on the new Outlook.</p> <ul style="list-style-type: none"> • Create and implement an Action Plan with the Learning and Development department to target learners in accordance with the skills audit 	
130	<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>	<p>Support the implementation of the above plan to ensure that staff move along the language continuum and that this happens in a strategic way.</p>	
131	<p>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.</p>		
132	<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>Learning and Development Team to arrange that all new employees who come to work for the Council complete the induction e-module.</p>	

	<p>(c) an understanding of how the Welsh language can be used in the workplace.</p>	<p>Learning and Development Team to arrange that all new employees who come to work for the Council complete the Welsh Language Awareness e-module. Discuss how to communicate the Language Awareness e-module with current staff.</p> <p>Following the training to the Leisure department, consider provision for other departments.</p> <p>Consider the possibilities and opportunities of the online course 'Welcome to Welsh' Working Welsh.</p>	
<p>133</p>	<p>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.</p>	<p>Consider including the guidelines in the electronic packages to new employees. Discuss this with Human Resources.</p>	

134	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.		
135	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.	Support Business Support Officers (BSO) to check out of office messages, following publishing the guidelines	
136	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	Monitor job descriptions Arrange regular meetings with Human Resources Check the link from the job descriptions to the new Strategy Discuss the monitoring work with Human Resources	
136A	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh.		

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.	Monitor compliance	
137A	If you publish - (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.	Completed	
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).		
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).		
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.		
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.	To present to Managers of the Environment department	25 May 2017
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.	To present to Managers of the Environment department	25 May 2017
143	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	To present to Managers of the Environment department	25 May 2017

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.	Identify which workplaces use a loudspeaker (see 87) Communicate the standard with those workplaces	
167	You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.		
168	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, and (b) publish a document that records that procedure on your intranet.	Continue with the discussion of Heads of Services' role within procedure	
169	You must - (a) ensure that you have arrangements for (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and	Modify the format of 2018/19 Action Plan by combining standards to themes.	April 2018

	<p>(iii) facilitate the use of those services, and (b) publish document that records that procedure on your intranet.</p>		
<p>170</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. (2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) - (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151); (b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152); (c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152); (ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where - 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</p>	<p>Modify the reporting format for 2017/18 by combining standards to themes.</p>	<p>April 2018</p>

	<p>publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(3) You must publicise the fact that you have published an annual report.</p> <p>(4) 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>		
171	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	Publish Action Plan	
172	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.		

Class of Standard: Record Keeping

Standard Number	Standard	Action Points 2017-18	Timetable
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.	Discuss with the Performance Management team (see 168) and the Complaints team Continue with the procedures until an update regarding informing Heads of Service	
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.		
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).		
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.		

<p>151</p>	<p>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.</p>	<p>Ensure that the language skills of new employees are recorded on the human resources system. Complete the audit with non-office based staff</p> <p>Discuss with IT department about moving to Microsoft Office 365 and ensure that the language skills information is on the new Outlook</p> <p>Ensure that the Learning and Development team</p>	

		through the new job, 'Welsh Language Learning and Development	
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 the monthly meetings	
154	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where – (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	Discuss with HR in the monthly meetings. Ensure that we monitor in accordance with the council's Language Skills Strategy and assessment framework.	

175 (Supplementary)	<p>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 -</p> <p>(a) on your website, and (b) in each of your offices that are open to the public.</p>		
176 (Supplementary)	<p>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.</p>		

Standards required to comply with within a year.

Standard Number	Standard	Action Points 17-18	Timetable
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.		

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, <p>in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.</p>	<p>These standards are currently being applied to the development for Online Services e.g. Employee Self Service.</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>		
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>The aim will be to have 100% by April 2018.</p>

129	<p>You must provide training (in Welsh) on using Welsh effectively in;</p> <ul style="list-style-type: none"> (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures. 		
145	<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> <ul style="list-style-type: none"> (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy). 	<p>Complete the Action Plan</p> <p>Implement the Action Plan</p>	<p>Revise the Action Plan in March 2018 as requested by the County Forum.</p>
146	<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; 	<p>Publish the report in 2021</p>	

	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.		
152	You must keep a record, for each financial year of – a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.		
173 (Supplementary)	You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available – a) on your website, and b) in each of your offices that are open to the public.		
174 (Supplementary)	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.		