



Our Welsh Language Standards and how we comply with them

The Welsh Local Government Association has committed to comply with the Welsh Language Standards as set out by the Welsh Government under Section 44 of the Welsh Language (Wales) Measure 2011. These standards set clear expectations on us to provide services in Welsh to our customers, and to promote the use of Welsh language through all the services. The language standards we must comply with fall into four categories:

Service Delivery

Policy Making

Operational

Record Keeping

Details of the standards, how we comply with them and how we plan to monitor our compliance can be found below.

Standard Number	Class of Standard	Standard	Imposition Date	How we comply	How we monitor our compliance
1	Service Delivery	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.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Emails will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.

4	Service Delivery	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.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Emails will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
5	Service Delivery	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.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Emails will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
6	Service Delivery	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).	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Correspondence will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
7	Service Delivery	You must state — (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Correspondence will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Phone calls will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.

9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Phone calls will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
11	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as — (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2017	Reception guidelines are in place which address the requirements of this standard.	Phone calls will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Advertisements will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
13	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	30/03/2017	We have a single main number; reception services are bilingual.	We have no current plan to change our main contact number. Should we do so, we will ensure that we remain compliant to this standard.
14	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Advertisements will be spot checked. Our customers are also encouraged to contact us if they feel we have not

					met our language standards.
16	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	30/03/2017	Reception guidelines are in place which address the requirements of this standard.	The answering service will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
17	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling in Welsh (by way of an automated message or other), when a Welsh language service will be available.	30/03/2017	Reception guidelines are in place which address the requirements of this standard.	Phone calls will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
19	Service Delivery	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as — (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
20	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.

21	Service Delivery	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	30/09/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
24	Service Delivery	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.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
24A	Service Delivery	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).	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
25	Service Delivery	If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
25A	Service Delivery	If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.

25D	Service Delivery	If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must 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).	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
26	Service Delivery	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.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
27	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
28	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public you must — (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.

29	Service Delivery	If you arrange a meeting that is open to the public, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh — (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
30	Service Delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	30/03/2017	Staff guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
31	Service Delivery	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).	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Arrangements will be spot checked.
32	Service Delivery	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).	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Arrangements will be spot checked.
33	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Publicity and advertising materials will be spot checked.

		language version less favourably than you treat the English language version.			
34	Service Delivery	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Material displayed in public will be spot checked.
36	Service Delivery	<p>Any documents that you produce for public use must be produced in Welsh.</p> <p>You must comply with standard 36 in every circumstance, except other papers that are available to the public, which relate to the following meetings:</p> <ul style="list-style-type: none"> • WLGA Council • WLGA Executive Board • WLGA Management Sub Committee • WLGA Audit Committee <p>[See standard 43]</p>	25/5//2017	Corporate guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
43	Service Delivery	<p>If you produce a document which is available to the public, 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>	25/5/2017	Corporate guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
44	Service Delivery	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Documents will be spot checked.

45	Service Delivery	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
46	Service Delivery	Any form that you make available to the public must be produced in Welsh.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Forms will be spot checked.
46A	Service Delivery	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Forms will be spot checked.
46B	Service Delivery	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).	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Forms will be spot checked.
47	Service Delivery	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Forms will be spot checked.

48	Service Delivery	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Language Services will be involved with these arrangements to ensure we are compliant.
51	Service Delivery	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Language Services will be involved with these arrangements to ensure we are compliant.
52	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Language Services will be involved with these arrangements to ensure we are compliant.
54	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
55	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.

57	Service Delivery	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Signs will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
58	Service Delivery	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Signs will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
59	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Signs will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
60	Service Delivery	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.	30/03/2017	Reception guidelines are in place which address the requirements of this standard.	Reception Services will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
63	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	30/03/2017	A sign is on display.	Spot checks will be carried out to ensure that the sign remains in place.
64	Service Delivery	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	30/03/2017	Reception Staff have been provided with a badge.	Spot checks will be carried out to make sure that badges are worn.

65	Service Delivery	Any 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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Notices will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
66	Service Delivery	When you publish or display a 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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Notices will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
67	Service Delivery	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.	30/03/2017	All such documents will be fully compliant.	Documents will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
68	Service Delivery	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.	30/03/2017	All such documents will be fully compliant.	Documents will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
68A	Service Delivery	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).	30/03/2017	Guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
70	Service Delivery	If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application, you must —	30/03/2017	Guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not

		(a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant 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).			met our language standards.
71	Service Delivery	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.	30/03/2017	Guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
72	Service Delivery	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.	30/03/2017	All tender documents are compliant with the standards.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
73	Service Delivery	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.	30/03/2017	Guidelines address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
73A	Service Delivery	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).	30/03/2017	Guidelines address the requirements of this standard.	Documents will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.

75	Service Delivery	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 — (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) 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).	30/03/2017	Guidelines address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
76	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	30/03/2017	Guidelines address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
77	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/03/2017	All Welsh language services are promoted in compliance with this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
78	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Communications will be spot checked. Our customers are also encouraged to contact us if they feel we have not met our language standards.
79	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Proofs will be spot checked.

80	Service Delivery	If you offer an education course that is open to the public, you must offer it in Welsh.	30/03/2017	Specific guidelines are in place which address the requirements of this standard.	Spot checks will be undertaken.
83	Service Delivery	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.	30/03/2017	We do not have a public address system.	-
84	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2017	Policy Impact Assessment guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
85	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2017	Policy Impact Assessment guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
86	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on —	30/03/2017	Policy Impact Assessment guidelines are in place which address the requirements of this standard.	Documents will be spot checked.

		(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.			
87	Policy Making	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2017	Policy Impact Assessment guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
88	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2017	Policy Impact Assessment guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
89	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2017	Policy Impact Assessment guidelines are in place which address the requirements of this standard.	Documents will be spot checked.

90	Policy Making	<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 —</p> <p>(a) what effects, if any (and whether positive or negative), the awarding of a grant would have on—</p> <p>(i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language;</p> <p>(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—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>treating the Welsh language no less favourably than the English language;</p> <p>(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—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p> <p>(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—</p>	30/03/2017	Specific guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
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		(i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.			
91	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2017	Specific guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
92	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2017	Specific guidelines are in place which address the requirements of this standard.	Documents will be spot checked.

93	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/03/2017	Specific guidelines are in place which address the requirements of this standard.	Documents will be spot checked.
94	Operational	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.	30/09/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard. We do not operate an intranet, however, such documents are stored on SharePoint.	Documents will be spot checked.
95	Operational	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.	30/09/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Communications and contracts of employment will be spot checked.
96	Operational	You must (a) ask each employee whether he or she wishes to receive and 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.	30/09/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Communications will be spot checked. Staff will also be encouraged to discuss complaints with their line managers.

97	Operational	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.	30/09/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Communications will be spot checked. Staff will also be encouraged to discuss complaints with their line managers.
98	Operational	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.	30/09/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Communications will be spot checked. Staff will also be encouraged to discuss complaints with their line managers.
99	Operational	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.	30/09/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Communications will be spot checked. Staff will also be encouraged to discuss complaints with their line managers.
100	Operational	You must ask each employee whether he or she wishes to receive any forms that record and authorise – (a) annual leave, (b) absences from work and (c) flexible working hours in Welsh, and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	30/09/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Communications will be spot checked. Staff will also be encouraged to discuss complaints with their line managers.
101	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	30/09/2017	All Policies will be available in Welsh and English.	Policy documents will be spot checked.
102	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	30/09/2017	All Policies will be available in Welsh and English.	Policy documents will be spot checked.
103	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	30/09/2017	All Policies will be available in Welsh and English.	Policy documents will be spot checked.

104	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	30/09/2017	All Policies will be available in Welsh and English.	Policy documents will be spot checked.
105	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	30/09/2017	All Policies will be available in Welsh and English.	Policy documents will be spot checked.
106	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	30/09/2017	All Policies will be available in Welsh and English.	Policy documents will be spot checked.
107	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/09/2017	All Policies will be available in Welsh and English.	Policy documents will be spot checked.
108	Operational	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 her.		The Grievance Policy will make this explicit.	HR to update. Staff will also be encouraged to discuss complaints with their line managers.
108A	Operational	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.	30/09/2017	The Grievance Policy will make this explicit.	HR to update. Documents to be spot checked. Staff will also be encouraged to discuss complaints with their line managers.
110	Operational	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	30/09/2017	The Grievance Policy will make this explicit.	Communications will be spot checked. Staff will also be encouraged to discuss complaints with their line managers.

		simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).			
111	Operational	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff— (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	30/09/2017	The Grievance Policy will make this explicit.	Communications will be spot checked.
112	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	30/09/2017	The Grievance Policy will make this explicit.	HR to update.
112A	Operational	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.	30/09/2017	The Disciplinary Policy will make this explicit.	HR to update. Documents to be spot checked. Communications to be spot checked.

114	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must — (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; 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).	30/09/2017	The Disciplinary Policy will make this explicit.	HR to update. Documents to be spot checked. Communications to be spot checked.
115	Operational	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.	30/09/2017	The Disciplinary Policy will make this explicit.	HR to update. Documents to be spot checked. Communications to be spot checked.
116	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	30/03/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Spot checks will be undertaken.

117	Operational	You must ensure that — (a) the text of each page of your intranet is available in Welsh, (b) every Welsh language page on your intranet is fully functional, and (c) the Welsh language is treated no less favourably than the English language on your intranet.	30/03/2017	We do not have an intranet system, but operate SharePoint which has a Staff Resources section.	Spot checks will be undertaken.
120	Operational	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.	30/03/2017	We do not have an intranet system, but operate SharePoint which has a Staff Resources section.	Spot checks will be undertaken.
121	Operational	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.	30/03/2017	We do not have an intranet system, but operate SharePoint which has a Staff Resources section.	Spot checks will be undertaken.
122	Operational	You must provide the interface and menus on your intranet pages in Welsh.	30/03/2017	We do not have an intranet system, but operate SharePoint which has a Staff Resources section.	Spot checks will be undertaken.
123	Operational	You must assess the Welsh language skills of your employees.	30/03/2017	An annual survey of staff skills will be undertaken.	HR to review and record the information.
124	Operational	You must provide training in Welsh in the following areas, if you provide such training in English — (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.	30/09/2017	Currently, no formal training is provided in these areas. Staff are instead asked to review all policies.	HR to review and record whether such training is required.

125	Operational	You must provide training (in Welsh) on using Welsh effectively in — (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	30/03/2017	Training options are being reviewed.	HR to review and record whether such training is required.
126	Operational	You must provide opportunities during working hours — (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	30/03/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Training will be recorded on the individual staff member's HR files.
127	Operational	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.	30/03/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Training will be recorded on the individual staff member's HR files.
128	Operational	You must providing training courses so that your employees can develop — (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture); (b) an understanding of the duty to operate in accordance with the Welsh language standards; (c) an understanding of how the Welsh language can be used in the workplace.	30/03/2017	Training will be provided to staff.	Training will be recorded on the individual staff member's HR files.
129	Operational	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.	30/03/2017	New members of Staff are required to read all policies as part of the Staff induction process.	Staff must confirm that they have read and understood policies.

130	Operational	You must provide wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Spot checks will be undertaken.
131	Operational	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Spot checks will be undertaken.
132	Operational	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.	30/03/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard. Full records will be kept.	Spot checks will be undertaken. Potential recruits are encouraged to contact us if they feel we have not met our language standards.
132A	Operational	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.	30/03/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Spot checks will be undertaken. Potential recruits are encouraged to contact us if they feel we have not met our language standards.
133	Operational	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.	30/03/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Spot checks will be undertaken. Potential recruits are encouraged to contact us if they feel we have not met our language standards.

133A	Operational	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.	30/03/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Spot checks will be undertaken. Potential recruits are encouraged to contact us if they feel we have not met our language standards.
133B	Operational	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions).	30/03/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Potential recruits are encouraged to contact us if they feel we have not met our language standards.
135	Operational	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).	30/03/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard.	Potential recruits are encouraged to contact us if they feel we have not met our language standards.

136	Operational	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.	30/03/2017	A Policy on Welsh in the workplace is in place and addresses the requirements of this standard. Full records will be kept.	Potential recruits are encouraged to contact us if they feel we have not met our language standards.
137	Operational	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Spot checks will be undertaken. Our customers are also encouraged to contact us if they feel we have not met our language standards.
138	Operational	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.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Spot checks will be undertaken. Our customers are also encouraged to contact us if they feel we have not met our language standards.
139	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	30/03/2017	Corporate guidelines are in place which address the requirements of this standard.	Spot checks will be undertaken. Our customers are also encouraged to contact us if they feel we have not met our language standards.
141	Record Keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	30/03/2017	All complaints will be recorded and filed.	A record of complaints, how we have dealt with them, and the outcome will be included in the annual report.
142	Record Keeping	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.	30/03/2017	All complaints will be recorded and filed.	A record of complaints, how we have dealt with them, and the outcome

					will be included in the annual report.
143	Record Keeping	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).	30/03/2017	All complaints will be recorded and filed.	A record of complaints, how we have dealt with them, and the outcome will be included in the annual report.
144	Record Keeping	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.	30/03/2017	All complaints will be recorded and filed.	A record of complaints, how we have dealt with them, and the outcome will be included in the annual report.
145	Record Keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 123), 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.	30/03/2017	Staff will be surveyed at the end of the financial year to record their current Welsh language skills.	Records will be kept on individuals and HR files.
146	Record Keeping	You must keep a record, for each financial year of— (a) the number of members of staff who attended training courses provided in Welsh (in accordance with standard 124), and (b) if a Welsh version of a course was provided in accordance with standard 124, the percentage of the total number of staff attending the course who attended that version.	30/09/2017	All requests for Welsh language training and course completion information will be recorded.	Records will be kept on individuals and HR files.
147	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 132) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	30/03/2017	A record of the assessment undertaken for each new or vacant post will be kept in HR's recruitment records.	A record will be filed with the recruitment process paperwork.

148	Record Keeping	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 132) 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.	30/03/2017	A record of the Welsh language requirements for all vacant and new posts will be kept by HR. This information will be provided in summary to Language Services at the end of each financial year.	This information will be included in the annual report.
149	Supplementary - Service Delivery	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2017	This document serves as a record of the service delivery standards that we are under a duty to comply with, and the extent to which we comply.	This document is available on our website and from our offices.
150	Supplementary - Service Delivery	You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/03/2017	A Complaints Procedure is in place which includes these details.	This document is available on our website and from our offices.

151	Supplementary - Service Delivery	<p>You must—</p> <p>(a) ensure that you have arrangements for—</p> <p>(i) overseeing the way you comply with the service delivery 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) facilitating the use of those services,</p> <p>(b) publish a document that records those arrangements 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>	30/03/2017	Language Services will meet each quarter to review performance data and analyse feedback from staff and service users. This document serves as a record of the managerial arrangements in place to ensure compliance with this standard.	Language Services will maintain an overview.
152	Supplementary - Service Delivery	<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 6 months following the end of 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>	30/03/2017	The annual report will be published and made available on or before the 30 th of September each year for the preceding financial year. We will publicise the report on our website.	This document is available from our website and our offices.
153	Supplementary - Service Delivery	You must publish a document on your website which explains how you intend to comply with	30/03/2017	This document serves as a record of the service delivery standards we are	This document is available from our website and our offices.

		the service delivery standards with which you are under a duty to comply.		under a duty to comply with, and how we comply.	
154	Supplementary - Service Delivery	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.	30/03/2017	Records will be maintained in accordance with the standards.	Information will be provided to the Welsh Language Commissioner's office as and when required/requested.
155	Supplementary - Policy Making	You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2017	This document serves as a record of the policy making standards we are under a duty to comply with, and how we comply.	This document is available from our website and our offices.
156	Supplementary - Policy Making	You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/03/2017	Complaints procedure is in place and includes this information.	This document is available from our website and our offices.

157	Supplementary - Policy Making	<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, 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>	30/03/2017	This document serves as a record of the arrangements in place to ensure compliance with the standards.	This document is available from our website and our offices.
158	Supplementary - Policy Making	<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 6 months following the end of 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>	30/03/2017	The annual report will be published and made available on or before the 30 th of September each year for the preceding financial year. We will publicise the report on our website.	This document is available from our website and our offices.
159	Supplementary - Policy Making	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.	30/03/2017	This document serves as a record of the policy making standards we are under a duty to comply with, and how we comply.	This document is available from our website and our offices.

160	Supplementary - Policy Making	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.	30/03/2017	Records will be maintained in accordance with the standards.	Information will be provided to the Welsh Language Commissioner's office as and when required/requested.
161	Supplementary - Operational	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 you website, and (b) in each of your offices that are open to the public.	30/03/2017	This document serves as a record of the operational standards we are under a duty to comply with, and how we comply.	This document is available from our website and our offices.
162	Supplementary - Operational	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.	30/03/2017	Complaints procedure is in place and includes this information.	This document is available from our website and our offices.
163	Supplementary - Operational	You must— (a) ensure that you have arrangements for— (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitating the use of those services, and (b) publish a document that records that procedure on your intranet.	30/03/2017	This document serves as a record of the arrangements in place to ensure compliance with the standards. We do not operate an intranet.	Language Services will monitor compliance.

164	Supplementary - Operational	<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 145);</p> <p>(b) the numbers of members of staff who attended training courses you offered in Welsh during the year (on the basis on the records you kept in accordance with standard 146);</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 146);</p> <p>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where-</p> <p>(i) Welsh language skills were essential,</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary.</p> <p>(on the basis of the records you kept in accordance with standard 1480;</p>	30/03/2017	The annual report will be published and made available on or before the 30 th of September each year for the preceding financial year. We will publicise the report on our website.	The report will be available from our website and our offices.
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165	Supplementary - Operational	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.	30/03/2017	This document serves as a record of the operational standards we are under a duty to comply with, and how we comply.	This document is available from our website and our offices.
166	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the operational standards with which you are under a duty to comply.	30/03/2017	Records will be maintained in accordance with the standards.	Information will be provided to the Welsh Language Commissioner's office as and when required/requested.
167	Supplementary - Record Keeping	<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</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2017	This document serves as a record of the record keeping standards we are under a duty to comply with, and how we comply.	This document is available from our website and our offices.
168	Supplementary - Record Keeping	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.	30/03/2017	Records will be maintained in accordance with the standards.	This document is available from our website and our offices.