

Meeting the standards

No.	Standard	Imposition date	General implementation notes
Service Delivery- Correspondence			
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	30/03/2017	Staff and Commissioners have been made aware of this through guidance and may be required to use translation services.
2	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must— (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	30/03/2017	Staff and Commissioners have been made aware of this through guidance.
4	When you send the same correspondence to several persons, you must issue a Welsh language version of the correspondence at the same time as you issue any English language version.	30/03/2017	Staff and Commissioners have been made aware of this through guidance and may be required to use translation services.
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	30/03/2017	Staff and Commissioners have been made aware of this through guidance and may be required to use translation services.
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).	30/03/2017	Staff and Commissioners have been made aware of this through guidance.
7	You must state— (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay	30/03/2017	Welsh letterheads are being amended and we will add some standard copy to our publications to state this where relevant and appropriate.
Service Delivery- Telephone calls			
8	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh. You must comply with standard 8 in relation to any main telephone number (or numbers), or on any helpline numbers or call centre numbers: <input type="checkbox"/> located in Wales	30/03/2017	Staff have been made aware of this through guidance. However, we do not have a main telephone number or call centre number in Wales.
9	When a person contacts you on your main telephone number (or numbers), or on any helplines or call centres, you must inform the caller that a Welsh language service is available	30/03/2017	We have a dedicated Welsh language telephone line which covers this. There is an option for callers to speak to someone in Welsh on our main telephone number. This is also explained in Welsh.
10	When a person contacts you on your main telephone number (or numbers), or on any helplines or call centres, you must deal with the call in Welsh in its entirety if that is the caller's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh)	30/03/2017	We have a dedicated Welsh language telephone line.
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	30/03/2017	The 'contact us' page on our website is available in Welsh.
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.	30/03/2017	The phone number is the same for Welsh and English calls.
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	30/03/2017	This will be added to publications where relevant and appropriate.
16	Your main telephone call answering service (or services) must inform callers, in Welsh, that they can leave a message in Welsh.	30/03/2017	Our telephone answering service has been updated to reflect this standard.
17	When there is no Welsh language service available to deal with calls to your main telephone number (or numbers), or to any helpline or call centre service, you must inform callers, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available	30/03/2017	Our out-of-hours telephone answering service has been updated to reflect this standard.
18	If a person contacts one of your departments on a direct line telephone number (including staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with that call 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)	30/03/2017	Staff and Commissioners have been made aware of this through guidance and a list of Welsh speakers in the organisation will be made available to all staff.
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. You must comply with standard 20 in relation to any direct line number (whether on a department's direct line number or on the direct line number of a member of staff): • located in Wales	30/03/2017	All staff in the Wales office have been provided with guidance on greeting people on the telephone in Welsh. This information will also be available on our intranet.
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. You must comply with standard 21 in every circumstance, except: • where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and • where no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2017	Staff have been made aware of this through guidance.
22	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/09/2018	Note the imposition date for this is 30/09/2018 and is currently being investigated.
Meetings not open to public			
24	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	30/03/2017	Staff and Commissioners have been made aware of this through guidance. When arranging such a meeting, a person will be asked their linguistic preference. Simultaneous translation will be offered if we have no Welsh-speaking staff who can help.

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).	30/03/2017	As above.
25	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	As above.
25A	If you have invited more than one person to a meeting, and at least 10 per cent (but less than 100 per cent) of the people 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	As above.
25D	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	As above.
26	If you invite or require a person ("P") to attend an interview— (a) to assist you with an enquiry (for example as a witness to an event); or (b) if P has been arrested you must ask P whether P wishes to use the Welsh language at the interview, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	30/03/2017	As above.
26A	If you have invited or required a person ("P") to attend an interview— (a) to assist you with an enquiry (for example as a witness to an event); or (b) if P has been arrested and P has informed you that P wishes to use the Welsh language at the interview, you must arrange for a simultaneous translation service from Welsh to English to be available at the interview (unless you conduct the interview in Welsh without the assistance of a translation service).	30/03/2017	As above.
27	If you invite or require more than one person to attend an interview— (a) to assist you with an enquiry (for example as a witness to an event); or (b) if one or more of those persons has been arrested you must ask each person whether they wish to use the Welsh language at the interview, and inform them that you will, if necessary, provide a translation service from Welsh to English for that purpose.	30/03/2017	As above.
27A	If you invite or require more than one person to attend an interview— (a) to assist you with an enquiry (for example as a witness to an event); or (b) if one or more of those persons has been arrested and if one or more of those persons have informed you that they wish to use the Welsh language at the interview you must arrange for a simultaneous translation service from Welsh to English to be available at the interview (unless you conduct the interview in Welsh without the assistance of a translation service).	30/03/2017	As above.
Public Meetings			
28	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 and Commissioners have been made aware of this through guidance.
29	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 and Commissioners have been made aware of this through guidance and may be required to use translation services.
30	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 and Commissioners have been made aware of this through guidance. Simultaneous translation will be offered if required for meetings in Wales.
31	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 and Commissioners have been made aware of this through guidance. Simultaneous translation will be offered if required for meetings in Wales.
32	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 and Commissioners have been made aware of this through guidance and may be required to use translation services.
Public events			
33	If you organise a public event, or fund at least 50 per cent of a public event, you must ensure that, when the event is promoted, the Welsh language is treated no less favourably than the English language (for example, when the event is advertised or publicised).	30/03/2017	Staff and Commissioners have been made aware of this through guidance and this standard will be considered for public events.
34	If you organise a public event, or fund at least 50 per cent of a public event, you must ensure that the Welsh language is treated no less favourably than the English language during the event (for example, in relation to services provided for 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	Staff and Commissioners have been made aware of this through guidance and this standard will be considered for public events.
Publicity & Advertising			
35	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	30/03/2017	We do not currently produce advertising/publicity materials, but if we do in the future then this standard will apply and relevant staff are aware.
Displaying material			
36	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	We do not currently display materials in public, but if we do in the future then this standard will apply and relevant staff are aware.
Publishing documents			
38	Any documents that you produce for public use must be produced in Welsh. You must comply with standard 38 in relation to the following: • Documents that are relevant to Wales only. • Documents already available in Welsh before 30 September 2016.	30/03/2017	Communications staff have been made aware of this.
45	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: (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	30/03/2017	Staff have been made aware of this through guidance.

46	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	We will seek to achieve this standard where proportionate and reasonable.
47	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	This will be added to relevant publications where relevant and appropriate.
Forms			
48	Any form that you make available to the public must be produced in Welsh. You must comply with standard 48 in every circumstance, except the following by 30 March 2017: • online complaint forms You must comply with standard 48 in every circumstance by 30 September 2018.	30/03/2017	This is currently achievable for any Word/PDF forms we produce for the public. Note that the imposition date for the online complaint form is September 2018 and this is being investigated further.
48A.	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.		Staff have been made aware of this through guidance.
48B.	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	Staff have been made aware of this through guidance.
Website			
49	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 You must comply with standard 49 in the following circumstances: • pages on your website that are relevant to Wales only; and • any pages on your website that are already available in Welsh before 30 September 2016	30/03/2017	This will be investigated while our website is being redeveloped over the summer of 2017.
50	You must ensure that: (a) the text of the homepage of your website is available in Welsh (b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website	30/03/2017	This will be investigated while our website is being redeveloped over the summer of 2017.
52	If you have a Welsh language web page that corresponds to an English language web page, you must ensure that the English language web page clearly states 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	We employ a Welsh flag device on our web pages to tell users if a page is available in Welsh. Site users click on the flag for a Welsh translation.
53	You must provide the interface and menus on every page of your website in Welsh. You must comply with standard 53 in the following circumstances: • pages on your website that are relevant to Wales only; and any pages on your website that are already available in Welsh before 30 September 2016.	30/03/2017	This has been completed for our current website.
55	When you use social media you must not treat the Welsh language less favourably than the English language. You must comply with standard 55 in the following circumstance: <input type="checkbox"/> when the use of social media is relevant to Wales only.	30/03/2017	We will seek to achieve this standard where proportionate and reasonable.
56	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/03/2017	Staff have been made aware of this through guidance and may be required to use translation services.
Signs			
58	When you erect a new sign or when you 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 when 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	Staff have been made aware of this through guidance and may be required to use translation services.
59	When you erect a new sign or when you renew a sign (including temporary signs) which conveys the same information in Welsh and in English, you must position the Welsh language text so that it is likely to be read first	30/03/2017	Staff have been made aware of this through guidance and may be required to use translation services.
60	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression	30/03/2017	Staff have been made aware of this through guidance.
Visitors			
62	If you arrange a visit or appointment in advance for a person ("P") which will mean that P will come to your reception, you must ask P whether P wishes to receive a Welsh language reception service (unless you already know whether P wishes to receive that service in Welsh).	30/03/2017	Staff in Wales have been made aware of this through guidance.
62A	You must provide a face to face Welsh language reception service for a person ("P") at your reception if you have arranged a visit or appointment for P in advance and: (a) P has informed you in advance that P wishes to receive the service in Welsh, or (b) you are already aware that P wishes to receive the service in Welsh	30/03/2017	Staff in Wales have been made aware of this through guidance.
Awarding contracts			
73	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. You must comply with standard 73 in the following circumstances: (a) if the subject matter of the invitation to tender for a contract 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	30/03/2017	Procurement staff have been made aware of this and may be required to use translation services.
74	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	Procurement staff have been made aware of this.

74A	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, among other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).	30/03/2017	Procurement staff have been made aware of this.
76	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	Procurement staff have been made aware of this.
77	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	Procurement staff have been made aware of this.
Raising awareness about Welsh language services			
78	You must promote any service that you provide in Welsh, and advertise that service in Welsh.	30/03/2017	Staff have been made aware of this through guidance. Our website will be amended to reflect this.
79	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity document or website that refers to the English service must also state that a corresponding service is available in Welsh.	30/03/2017	Staff have been made aware of this through guidance. Our website will be amended to reflect this.
Corporate identity			
80	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	We will develop a Welsh version of the new corporate identity.
Policy			
85	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	Our Equality Impact Assessment (EIA) process has been updated to take into consideration the Welsh standards.
86	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 (b) treating the Welsh language no less favourably than the English language	30/03/2017	As above.
87	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	30/03/2017	As above.
88	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	As above.
89	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 altered 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	As above.
90	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 altered 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	As above.
92	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	As above.
93	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	As above.
94	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	As above.
Internal Administration			
95	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.	30/03/2017	A policy has been developed and is available on our intranet.
96	When you offer a new post to a person you must ask that person whether their 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.	30/03/2017	Staff have been made aware of this through guidance.
97	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	30/03/2017	Staff have been made aware of this through guidance.
98	You must ask each employee whether he or she wishes to receive any documents that	30/03/2017	Staff have been made aware of this through guidance.

	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.		
99	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.	30/03/2017	Staff have been made aware of this through guidance.
100	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.	30/03/2017	Staff have been made aware of this through guidance.
101	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	We are in the process of looking at implementing a new Human Resources (HR) system that records this information and this standard will be considered as part of that.
102	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	30/09/2018	The imposition date for this standard is 30 September 2018. We will implement this standard nearer the time. Appropriate staff are already aware of this standard.
103	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	30/09/2018	The imposition date for this standard is 30 September 2018. We will implement this standard nearer the time. Appropriate staff are already aware of this standard.
104	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	30/09/2018	The imposition date for this standard is 30 September 2018. We will implement this standard nearer the time. Appropriate staff are already aware of this standard.
105	If you publish a policy relating to performance management, you must publish it in Welsh.	30/09/2018	The imposition date for this standard is 30 September 2018. We will implement this standard nearer the time. Appropriate staff are already aware of this standard.
106	If you publish a policy about absence from work, you must publish it in Welsh.	30/09/2018	The imposition date for this standard is 30 September 2018. We will implement this standard nearer the time. Appropriate staff are already aware of this standard.
107	If you publish a policy relating to working conditions, you must publish it in Welsh.	30/09/2018	The imposition date for this standard is 30 September 2018. We will implement this standard nearer the time. Appropriate staff are already aware of this standard.
108	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/09/2018	The imposition date for this standard is 30 September 2018. We will implement this standard nearer the time. Appropriate staff are already aware of this standard.
Staff complaints			
109	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.	30/03/2017	Staff have been made aware of this through guidance.
109A	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.	30/03/2017	Staff have been made aware of this through guidance.
111	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)	30/03/2017	Staff have been made aware of this through guidance.
112	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	30/03/2017	Staff have been made aware of this through guidance.
Discipline			
113	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	30/03/2017	Staff have been made aware of this through guidance.
113A	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	30/03/2017	Staff have been made aware of this through guidance.
115	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)	30/03/2017	Staff have been made aware of this through guidance.
116	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	30/03/2017	Staff have been made aware of this through guidance.
IT & Intranet			
117	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	This can be provided if required.
122	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	A page is available on our intranet for staff.
Planning/training workforce			
124	You must assess the Welsh language skills of your employees.	30/03/2017	Human Resources staff have been made aware.

127	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	Appropriate training has been sourced.
128	You must provide opportunities for staff who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.	30/03/2017	Appropriate training has been sourced.
129	You must provide training courses so that your employees can develop: (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture) (b) an understanding of the duty to operate in accordance with the Welsh language standards (c) an understanding of how the Welsh language can be used in the workplace	30/03/2017	New employees are given information for the purpose of raising their awareness of the Welsh language and relevant information has been placed on our intranet.
130	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 employees are given information for the purpose of raising their awareness of the Welsh language.
131	You must provide wording or a logo for your employees 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	This has been made available to staff.
132	You must provide wording for each of 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	This has been made available to staff.
133	You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.	30/03/2017	Badges are available.
133A.	You must promote to members of staff the wearing of a badge that conveys that a member of staff is able to speak Welsh.	30/03/2017	This has been promoted on our intranet.
Recruitment			
134	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 (d) Welsh language skills are not necessary	30/03/2017	HR staff have been made aware.
134A.	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	HR staff have been made aware.
135	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	HR staff have been made aware.
135A	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. You must comply with standard 135A in every circumstance, except: job descriptions when an assessment in relation to standard 134 concludes that Welsh language skills are not required for the post.	30/03/2017	HR staff have been made aware.
135B	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, among 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	HR staff have been made aware.
137	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	HR staff have been made aware.
138	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	HR staff have been made aware.
Signs			
139	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	Facilities staff in Wales have been made aware through guidance.
140	When you erect a new sign or when you renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, you must position the Welsh-language text so that it is likely to be read first.	30/03/2017	Facilities staff in Wales have been made aware through guidance.
141	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	Facilities staff in Wales have been made aware through guidance.
Records			
143	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	Internal quality assurance staff have been made aware.
144	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are required to comply.	30/03/2017	Internal quality assurance staff have been made aware.
145	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 that you are required to comply with).	30/03/2017	Internal quality assurance staff have been made aware.
146	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards that you are required to comply with.	30/03/2017	Staff have been made aware of this through guidance.

	with the policy making standards that you are required to comply with.		
147	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 124), 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 have been made aware of this through guidance.
150	You must keep a copy of every assessment that you carry out in respect of any Welsh language skills that may be needed in relation to a new or vacant post.	30/03/2017	Internal HR staff have been made aware through guidance.
151	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 134) 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 (d) Welsh language skills are not necessary	30/03/2017	Internal HR staff have been made aware through guidance.
Service delivery standards			
152	You must ensure that a document which records the service delivery standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public— (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2017	The compliance notice has been published.
153	You must— (a) ensure that you have a complaints procedure that sets out— (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are required 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 to the public in each of your offices that are open to the public	30/03/2017	Internal quality assurance staff have been made aware and the complaints process is available on the internet.
154	You must: (a) ensure that you have arrangements for: (i) the oversight of the way you comply with the service delivery standards with which you are required to comply (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitate the use of those services (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available to the public in each of your offices that are open to the public	30/03/2017	Document published.
155	(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply. (3) You must publish the annual report no later than six months following the end of the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available: (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2017	First report to be published by 31 October 2018.
156	You must publish a document on your website which explains how you intend to comply with the service delivery with which you are required to comply.	30/03/2017	Document published.
157	You must provide any information requested by the Commissioner which relates to your compliance with the service delivery standards with which you are required to comply.	30/03/2017	
Policy-making			
158	You must ensure that a document which records the policy making standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public: (a) on your website, and (b) in each of your offices that are open to the public	30/03/2017	The compliance notice has been published.
159	You must: (a) ensure that you have a complaints procedure that sets out: (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are required 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 to the public in each of your offices that are open to the public	30/03/2017	Internal quality assurance staff have been made aware and the complaints process is available on the internet.
160	You must: (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are required to comply (b) publish a document that records that procedure on your website, and (c) ensure that a copy of that document is available to the public in each of your offices that are open to the public	30/03/2017	Document published.
161	(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 required to comply during that year. (2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were required to comply. (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates. (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available: (a) on your website, and (b) in each of your offices that are open to the public	30/03/2017	First report to be published by 31 October 2018.
162	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are required to comply.	30/03/2017	Document published.
163	You must provide any information requested by the Commissioner which relates to compliance with the policy making standards with which you are required to comply		
Operational			
164	You must ensure that a document which records the operational standards with which	30/03/2017	The compliance notice has been published.

	you are required to comply, and the extent to which you are required to comply with those standards, is available to the public: (a) on your website, and (b) in each of your offices that are open to the public		
165	You must: (a) ensure that you have a complaints procedure that sets out— (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are required 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	Internal quality assurance staff have been made aware and the complaints process is available on the internet.
166	You must: (a) ensure that you have arrangements for: (i) the oversight of the way you comply with the operational standards with which you are required to comply (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitate the use of those service, and (b) publish a document that records that procedure on your intranet	30/03/2017	Document published.
167	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 required to comply during that year. (2) The annual report must include the following information (where relevant, to the extent you are required 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 records kept in accordance with standard 147); (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 148) (c) where 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 148) (d) the number of members of staff who wear a badge at the end of the financial year (on the basis of records you kept in accordance with (e) the number of new and vacant posts that you advertised during the year which were categorised as posts where: (i) Welsh language skills were essential (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 151) (f) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were required to comply (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates (4) You must publicise the fact that you have published an annual report. (5) You must ensure that a current copy of your annual report is available: (a) on your website, and (b) in each of your offices that are open to the public	30/03/2017	First report to be published by 31 October 2018.
168	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are required to comply.	30/03/2017	Document published.
169	You must provide any information requested by the Commissioner which relates to compliance with the operational standards with which you are required to comply	30/03/2017	
Record keeping			
170	You must ensure that a document which records the record keeping standards with which you are required to comply, and the extent to which you are required to comply with those standards, is available to the public: (a) on your website, and (b) in each of your offices that are open to the public	30/03/2017	The compliance notice has been published.
171	You must provide any records you have 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	

Oversight			
	Service delivery standards	30/03/2017	All Directorates have been asked to take responsibility for specific standards and implementation has been tracked through Management Board. Specific actions relating to complying with the standards have been included in the IPCC's business plans for 2016/17 and 2017/18. An action is also in the IPCC's Equality Plan. Implementation is coordinated and monitored through the Strategy and Impact Directorate.
	Policy making standards	30/03/2017	Our EIA tool has been redeveloped to ensure that the standards are met. The EIA process is firmly embedded into the corporate process of the organisation. Our internal Equality and Diversity Group is chaired by the Chief Executive. This group oversees the EIA process.
	Operational standards	30/03/2017	All Directorates have been asked to take responsibility for specific standards and implementation has been tracked through Management Board. Specific actions relating to complying with the standards have been included in our business plans for 2016/17 and 2017/18. An action is also in our Equality Plan. Implementation is coordinated and monitored through the Strategy and Impact Directorate. Our internal Welsh Language Network will monitor the way that the Welsh language is used and promoted internally throughout the organisation.