

## **Compliance of the Welsh Language Standards**

The Welsh Language (Wales) Measure 2011 established a legal framework to impose duties on public organisations to comply with one or more standards of conduct on the Welsh Language. From 25th July 2016 Learning and Work Institute are subject to Welsh Language Standards under Section 47 of the Measure, and this replaces our Welsh Language Scheme.

These Standards set clear expectations of Learning and Work Institute to provide services in Welsh to the public, and to promote the use of the Welsh language.

The Welsh language is an intrinsic part of the heritage and culture of Wales, and as such, Learning and Work Institute has an important part to play in encouraging people's knowledge and understanding of the history of the language and Welsh culture.

Learning and Work Institute will now produce and publish annual reports on our compliance with the Welsh Language Standards.

The purpose of this Policy is to set out how Learning and work Institute will comply with the Welsh Language Standards. In addition, this Policy seeks to ensure that Learning and Work Institute operates according to the basic principle set out in the Welsh Language Measure (Wales) 2011 of treating the Welsh and English languages as equal, giving both languages equal status and validity.

It will highlight how we:

- How we offer a service to staff and visitors through the medium of Welsh and English where possible.
- How we consider the effect on the Welsh language as part of developing and using all our corporate strategies and policies.
- How we consider our operational and record keeping processes in relation to the Welsh language.
- How we Promotes the use of the Welsh language.

This Welsh Language Policy is published in accordance with the Welsh Language Standards, as set out by the Welsh Government under Section 44 of the Welsh Language (Wales) Measure 2011.

Standard Number	Imposition Date	Class of Standard	Standard	How Learning and Work Institute intend to comply
1	25/01/2017	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.	Learning and Work Institute welcome letters and electronic correspondence in both Welsh and English. We will respond in Welsh to correspondence received in Welsh if a reply is required. Our target time for replying will be the same as for English correspondence.
2	25/01/2017	Service Delivery	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 wishes (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	When L&W initiates correspondence with an individual for the first time the correspondence including all enclosures will be sent bilingually asking the recipient their preferred language of corresponding with us. When the language preference is known this will be recorded. Correspondence from then onwards will be sent by L&W to the recipient in their preferred language.

3	25/01/2017	Service Delivery	<p>When you send correspondence to two individuals who are members of the same household (for example parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if –</p> <p>(a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals;</p> <p>(b) (b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of the correspondence from then onwards when sending correspondence addressed to both of those individuals</p>	<p>When L&amp;W initiates correspondence with two individuals of the same household for the first time the correspondence will be sent bilingually asking the recipient(s) their preferred language of corresponding with us. When the language preference is known this will be recorded. Correspondence from then onwards will be sent to each individual in their preferred language.</p>
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4	25/01/2017	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 you send any English language version.	Correspondence sent to several people will be sent by L&W bilingually unless the language preference of each recipient is known. Standard letters and circulars intended for the Welsh public will be bilingual, L&W's normal practice will be to ensure that both versions are available at the same time.
5	25/01/2017	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.	When L&W is unsure of the language preference of an individual we will correspond bilingually.
6	25/01/2017	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 language version is signed, or if contact details are provide on the English version, then the Welsh version must be treated in the same way).	Both Welsh and English versions of correspondence will be signed. Our stationery, including titles, addresses and logos are bilingual. Other inserts that are borrowed or used under licence will be provided in the language in which they were originally published.

7	25/01/2017	Service Delivery	<p>You must state-</p> <p>(a) in correspondence, and</p> <p>(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 a delay.</p>	<p>Official written correspondence that L&amp;W issue will include the by-line below:-</p> <p>'Correspondence is welcomed in Welsh and English'</p>
8	25/01/2017	Service Delivery	<p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.</p> <p>You must comply with Stand 8 in relation to any main telephone number (or numbers) on any helpline number or call centre number:</p> <ul style="list-style-type: none"> <li>• Located in Wales</li> </ul>	<p>L&amp;W welcome telephone enquiries in both Welsh and English. All our incoming calls will be answered with a bilingual greeting given first in Welsh and then in English.</p>
9	25/01/2018	Service Delivery	<p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.</p>	<p>Our main telephone number operates an automated bilingual answering service which has a recorded message in place, with the Welsh message preceding the English.</p>

11	25/01/2018	Service Delivery	<p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such a point as –</p> <p>(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</p> <p>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p>	<p>Callers will be dealt with in their preferred language. If the caller speaks in Welsh, L&amp;W staff will reply in Welsh, or if unable to do so, will transfer the call to a Welsh speaker without delay.</p> <p>Help-lines or similar facilities, giving information, services or support to the public, will provide a bilingual service.</p>
12	25/01/2017	Service Delivery	<p>When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.</p>	<p>Any L&amp;W helpline numbers and call centre services giving information, services or support to the public in Wales will be bilingual and advertised in both Welsh and English.</p>
13	25/01/2017	Service Delivery	<p>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</p>	<p>L&amp;W operates one main telephone number in Wales which offers a bilingual service to the caller.</p>

14	25/01/2018	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that your welcome calls in Welsh.	When L&W publish any telephone number advertising our services in Wales we will do so bilingually stating that calls are welcomed in both Welsh and English.
15	25/01/2017	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English	The performance indicators for Welsh and English calls are the same.
16	25/01/2017	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	L&W's main telephone number in Wales operates a bilingual recorded answering service with the Welsh message preceding the English where by callers can leave a message in their preferred language.
17	25/01/2018	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.	All L&W telephone numbers which offer a service to the public will offer a bilingual service.

19	25/01/2017	Service Delivery	<p>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 a point as –</p> <p>(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</p> <p>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p>	<p>Callers will be dealt with in their preferred language. If they speak in Welsh, L&amp;W staff will reply in Welsh or, if a staff member is unable to deal with the call in Welsh, they will explain to the caller and will transfer the call to a Welsh speaker without delay. In the event that no Welsh speaker is immediately available, contact details will be taken and the caller called back as soon as a Welsh speaker is available.</p>
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20	25/01/2017	Service Delivery	<p>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.</p> <p>You must comply with Stand 20 in relation to any direct line number (whether on a departments's direct line or on the direct line number of a member of staff):</p> <ul style="list-style-type: none"> <li>• Located in Wales</li> </ul>	All L&W's incoming calls will be answered with a bilingual greeting given first in Welsh and then in English.
21	25/01/2018	Service Delivery	<p>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.</p>	When L&W is contacting an individual by telephone for the first time, the individual will be asked what language they would like to receive calls from us, once the language preference of the individual is known this will be recorded. Calls from then onwards will be in the individual's preferred language.
22	25/01/2017	Service Delivery	<p>Any automated telephone systems that you have must provide the complete automated service in Welsh.</p>	All our automated telephone systems will have a bilingual automated service.

24	25/01/2017	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.	When L&W arrange meetings with a member of the public, we will proactively offer the choice of meeting in Welsh or English.
24A	25/01/2017	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)	L&W will ensure that a fluent Welsh speaker will attend meetings with those who prefer to conduct the meeting in Welsh. If this is not possible we will provide a translation service from Welsh to English.
25	25/01/2017	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.	All invitations to L&W organised meetings will be sent bilingually asking each person to inform us if they would wish to use the Welsh language at the meeting.

25A	25/01/2017	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.	L&W will ensure that a simultaneous translation service from Welsh to English is available at meetings where at least 10% of those persons invited have informed us that they wish to use the Welsh language at the meeting.
25D	25/01/2017	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 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)	At any meeting where all invited have informed L&W that they wish to use the Welsh language, we will ensure that all our staff who attend the meeting are fluent Welsh speakers and conduct the meeting in Welsh, or where a Welsh speaker is not available L&W will conduct the meeting with a simultaneous translation service from Welsh to English.
26	25/01/2017	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.	When arranging meetings that are open to the public, L&W will ensure all advertisements and invitations will be bilingual, stating that the use of Welsh and English is welcomed at the meeting. We shall ensure sufficient numbers of fluent Welsh speaking staff attend, to address or contribute at the meeting. Where this is not possible Simultaneous translation service from Welsh to English will be available.

27	25/01/2017	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.	All invitations to meetings which are open to the public will be sent bilingually.
28	25/01/2017	Service Delivery	<p>If you invite persons to speak at a meeting that you arrange which is open to the public you must –</p> <p>(a) ask each persons invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service</p>	When inviting people to speak at a meeting L&W are arranging which is open to the public, we will ask each speaker which language they would prefer to use at the meeting. If a speaker informs us that they wish to use the Welsh language at the meeting, we will ensure that a simultaneous translation service from Welsh to English will be in place at the meeting, (unless all attending have informed us of their wish to use the Welsh language)

29	25/01/2017	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	At all our open public meetings and events that are open to the public in Wales, the Chair will open proceedings with a bilingual greeting, informing those present that they are welcome to use the Welsh language at the meeting and drawing attention to the availability of the translation service from Welsh to English.
30	25/01/2017	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.	All our written/exhibition materials displayed at meetings will be bilingual with the Welsh appearing above or to the left of the English.
31	25/01/2017	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).	When organising a public event or funding at least 50% of a public event we ensure that good bilingual practice is followed. Our input into the event will comply with the requirements of the Standards as outlined in our Compliance Notice

32	25/01/2017	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)	When organising a public event or funding at least 50% of a public event we ensure that the Welsh language is treated no less favourably than the English at the event. Our input into the event will comply with the requirements of the Standards as outlined in our Compliance Notice
33	25/01/2017	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 language version less favourably than you treat the English language version	All our publicity and advertising material will be produced bilingually, Welsh will appear to the left or above the English or be equally prominent. If versions are published separately for practical reasons, both versions will be of equal size and quality. Each version will contain a message stating that the publication is also available in the other language.
34	25/01/2017	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.	All our publicity and advertising material will be produced bilingually, Welsh will appear to the left or above the English or be equally prominent. If versions are published separately for practical reasons, both versions will be of equal size and quality. Each version will contain a message stating that the publication is also available in the other language.
36	25/01/2017	Service Delivery	Any documents that you produce for public use must be produced in Welsh.	Any documents produced for public use will be published bilingually.

44	25/01/2017	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.	Any documents produced, whether separate versions or not, will be of equal size and quality. Each version will contain a message stating that the publication is also available in the other language.
45	25/01/2017	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.	Any documents produced (whether separate versions or not, will be of equal size and quality. Each version will contain a message stating that the publication is also available in the other language.
46	25/01/2017	Service Delivery	Any form that you make available to the public must be produced in Welsh	Forms and associated explanatory material for public use in Wales will be produced bilingual.
46A	25/01/2017	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.	If for practical reasons forms have to be published separately, both versions will be of equal size and quality, be available at the same time and equally accessible. Each will note a message that the form is also available in the other language.

46B	25/01/2017	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 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).	All forms produced for public use in Wales will be bilingual. The deadline for submitting forms and response time will be the same in both languages.
47	25/01/2017	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	As usually any forms we produce are bilingual, pre-entered information on forms will be entered in both Welsh and English. If a separate version is required for both Welsh and English our normal practice will be to issue the form in the language preference of the recipient with the Welsh version pre-entered information completed in Welsh.



48	25/01/2017	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.	Every page of our website is available in Welsh, and are fully functional. The Welsh language is treated no less favourably than the English language on any pages.
51	25/01/2017	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.	Each page on our website gives the user a language option providing a direct link to the corresponding Welsh/English page.
52	25/01/2017	Service Delivery	You must provide the interface and menus on every page of your website in Welsh	The interface and menus on each page of our website is available in either Welsh or English.
53	25/01/2017	Service Delivery	Any app that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to the app.	All apps published by Learning and Work Institute Cymru will be available and fully functional in both Welsh and English.

54	25/01/2017	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.	All our Wales corporate social media accounts (Twitter, Linked-In, Facebook and YouTube) will be bilingual at all times, with the Welsh message presented so that it appears and is read first. Staff who operate individual social media accounts will do so in their preferred language.
55	25/01/2017	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required)	All our Wales corporate social media accounts (Twitter, Linked-In, Facebook and YouTube) will be bilingual at all times, with the Welsh message presented so that it appears and is read first. Staff who operate individual social media accounts will do so in their preferred language.
57	25/01/2017	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 English, you must not treat the Welsh language text less favourably than the English language text.	All of our permanent and temporary signage, and electronic or computerised signage that gives information to the public will be bilingual with Welsh and English text treated equally for size, legibility and prominence.

58	25/01/2017	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.	On all our signage the Welsh text will appear to the left or above the English text so that the Welsh is likely to be read first.
59	25/01/2017	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression	Text on signs will be checked by our external translators for accuracy in terms of meaning and expression
60	25/01/2017	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.	L&W does not have a public reception desk but on the occasion we have visitors we will welcome enquiries in both Welsh and English. If a Welsh speaker is not immediately available to deal with a Welsh speaking visitor a Welsh speaking colleague will be called upon to deal with the enquiry without delay.
63	25/01/2017	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.	L&W does not have a public reception area
64	25/01/2017	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.	L&W does not have a public reception area

65	25/01/2017	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.	All our notices which are published or displayed will be bilingual with the Welsh appearing above or to the left of the English. If for practical reasons they are published separately they will be of equal size and prominence and available at the same time
66	25/01/2017	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.	When we publish or display a notice, the Welsh language text will appear to the left or above the English text so that the Welsh is likely to be read first.
67	25/01/2017	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.	All associated materials published which relate to applications for a grant will be published bilingually, or if produced separately for practical reasons they will be of equal size and prominence and available at the same time.
68	25/01/2017	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.	All invitations, documents and forms will state that applications are welcomed in both Welsh and English, applications received in Welsh will be treated no less favourably than those received in English.

68A	25/01/2017	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).	Closing dates and target time for receiving and replying to applicants will be the same for both Welsh and English applications.
70	25/01/2017	Service Delivery	<p>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 –</p> <p>(a) Offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and</p> <p>(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)</p>	Applications received in Welsh will be dealt with in Welsh if the applicant wishes in terms of all written correspondence, telephone communication and if there will be a need to conduct an interview it will be carried out through the medium of Welsh. Either a suitable fluent Welsh speaker will be available to deal with the applicant and interview process, or we will provide a simultaneous translation service.

71	25/01/2017	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.	All written correspondence received in Welsh will be replied to in that same language.
72	25/01/2017	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 and English language version.	All associated materials published which relate to invitations to tender for a contract will be published bilingually, or if produced separately for practical reasons they will be of equal size and prominence and available at the same time.
73	25/01/2017	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.	All invitations, documents and forms will state that tenders are welcomed in both Welsh and English, tenders received in Welsh will be treated no less favourably than those received in English.
73A	25/01/2017	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 timescale for informing of decisions).	Timescale for closing dates, dealing with a tender and informing of decisions will be the same for those received in both Welsh and English.

75	25/01/2017	Service Delivery	<p>If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must –</p> <p>(a) Offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and</p> <p>(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)</p>	<p>Tenders received in Welsh will be dealt with in Welsh if the applicant wishes in terms of all written correspondence, telephone communication and if there will be a need to conduct an interview it will be carried out through the medium of Welsh. Either a suitable fluent Welsh speaker will be available to deal with the tender and interview process or we will provide a simultaneous translation service.</p>
76	25/01/2017	Service Delivery	<p>When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.</p>	<p>All written correspondence received in Welsh will be replied to in that same language.</p>
77	25/01/2017	Service Delivery	<p>You must promote any Welsh language service that you provide, and advertise that service in Welsh.</p>	<p>All advertisements promoting our services will be done so bilingually.</p>

78	25/01/2017	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 you publish which refers to the English service must also state that a corresponding service is available in Welsh.	All publicity or documents that we produce advertising services we provide will be done so bilingually and published on our website.
79	25/01/2017	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	We have a bilingual corporate identity and public image in Wales. Our name, contact details, logo, slogans and other standard information will appear in Welsh and English on all materials which display our corporate identity.
83	25/01/2017	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 English, the announcement must be made in Welsh first.	L&W does not have a public address system.
84	25/01/2017	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	When formulating a new or amend existing policy we will do so in accordance with the requirements of the Welsh Language Standards. The Wales strategic board will assess the positive or adverse effects it would have on opportunities to use the Welsh language. This will consider how the decision can have positive effects on opportunities to use Welsh, have no adverse effects on opportunities to use Welsh and ensure that the Welsh language is treated no less favourably than the English language.



			(b) treating the Welsh language no less favourably than the English language	
85	25/01/2017	Policy Making	<p>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 –</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p>	<p>When formulating a new or amend existing policy we will do so in accordance with the requirements of the Welsh Language Standards. The Wales strategic board will assess how the policy decision would have positive or increased positive effect on opportunities to use the Welsh language. This will consider how the decision can have positive or increased positive effects on opportunities to use Welsh, and ensure that the Welsh language is treated no less favourably than the English language</p>

86	25/01/2017	Policy Making	<p>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 –</p> <p>(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language</p>	<p>When formulating a new or amend existing policy we will do so in accordance with the requirements of the Welsh Language Standards. The Wales strategic board will assess how the policy decision would not have adverse effects, or decreased adverse effects on opportunities to use the Welsh language. This will consider how the decision can have no adverse or decreased adverse effects on opportunities to use Welsh and ensure that the Welsh language is treated no less favourably than the English language.</p>
87	25/01/2017	Policy Making	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on –</p> <p>(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language</p>	<p>When we publish consultation documents which relates to a policy decision, the document will seek views on the positive or adverse effects that the policy decision under consideration would have on opportunities to use the Welsh language. This will consider how the decision can have no adverse or decreased adverse effects on opportunities to use Welsh and ensure that the Welsh language is treated no less favourably than the English language</p>

88	25/01/2017	Policy Making	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects on –</p> <p>(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language</p>	<p>When we publish consultation documents which relates to a policy decision, the document will seek views on the positive effects or increased positive effects that the policy decision under consideration would have on opportunities to use the Welsh language. This will consider how the decision can have positive or increased positive effects on opportunities to use Welsh and ensure that the Welsh language is treated no less favourably than the English language</p>
89	25/01/2017	Policy Making	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on –</p> <p>(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language</p>	<p>When we publish consultation documents which relates to a policy decision, the document will seek views on how the policy decision would not have adverse effects or decreased adverse effects on opportunities to use the Welsh language. This will consider how the decision can have no adverse or decreased adverse effects on opportunities to use Welsh and ensure that the Welsh language is treated no less favourably than the English language</p>

90	25/01/2017	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 the 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</p> <p>(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>(ii) (ii) 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</p>	<p>When we publish a new or amend an existing policy on awarding grants for activities to be undertaken in Wales, we will do so in accordance with the requirements of the Welsh Language Standards, including application, assessment, offer, payment monitoring and reporting elements.</p> <p>When we produce, publish or amend a policy on awarding grants, we will take into account how the policy decision in relation to awarding the grant can have positive or increased positive effects on opportunities to use Welsh, have no adverse or decreased adverse effects on opportunities to use Welsh and ensure that the Welsh language is treated no less favourably than the English language</p> <p>Those overseeing the programme or project that we support with a grant will monitor compliance with the Welsh Language Standards.</p>
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			<p>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) (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> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) (ii) treating the Welsh language no less favourably than the English language</p>	
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91	25/01/2017	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on –</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p>	<p>Any research that we would commission to assist in making a policy decision will do so in accordance with the Welsh Language Standards and consider how the decision can have positive effects on opportunities to use Welsh, have no detrimental effects on opportunities to use Welsh and ensure that the Welsh language is treated no less favourably than the English language.</p>
92	25/01/2017	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on –</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p>	<p>Any research that we would commission to assist in making a policy decision will do so in accordance with the Welsh Language Standards and consider how the decision can have positive or increased positive effects on opportunities to use Welsh and ensure that the Welsh language is treated no less favourably than the English language.</p>

93	25/01/2017	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on –</p> <p>(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language</p>	Any research that we would commission to assist in making a policy decision will do so in accordance with the Welsh Language Standards and consider how the decision can have no detrimental effects on opportunities to use Welsh and ensure that the Welsh language is treated no less favourably than the English language.
94	25/07/2017	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	L&W have a policy on how to use Welsh internally.
95	25/07/2017	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 service to be provided in Welsh; and if this is the individuals wish you must provide the contract in Welsh.	All our recruitment information is available bilingually; all applicants are asked their language preference. Correspondence will be sent in Welsh to those who have stipulated that their language preference is Welsh.

96	25/07/2017	Operational	<p>You must –</p> <p>(a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and</p> <p>(b) if an employee so wishes, provide any such correspondence to that employee in Welsh.</p>	<p>All existing staff have been asked their language preference for receiving correspondence relating to their employment, all new staff will be asked upon appointment. Once known, their language choice will be noted for future reference and from there on correspondence addressed to him or her personally relating to their employment will be sent in the language choice of the individual.</p>
97	25/07/2017	Operational	<p>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.</p>	<p>All policies, procedures and accompanying documentation on training needs or requirements (performance and development plans) are available to staff in both Welsh and English</p>
98	25/07/2017	Operational	<p>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.</p>	<p>All policies, procedures and accompanying documentation outlining performance objectives (performance and development plans) are available to staff in both Welsh and English.</p>



99	25/07/2017	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/her in Welsh.	All historical employee records will remain in their original language, future documents in relation to an individual's career plan will be available in their language preference.
101	25/07/2017	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.	All new employees are asked if they wish to receive any of the forms highlighted in standard 101 in Welsh, and if requested, these documents are provided to the employee in Welsh.
101	25/07/2017	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh	Our policies and procedures relating to behaviour in the workplace are available in both Welsh and English
102	25/07/2017	Operational	If you publish a policy relating to health and wellbeing at work, you must publish it in Welsh	Our policies and procedures relating to health and well-being at work are available in both Welsh and English
103	25/07/2017	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh	Our policies and procedures relating to salaries or workplace benefits are available in both Welsh and English
104	25/07/2017	Operational	If you publish a policy relating to performance management, you must publish it in Welsh	Our policy and procedures relating to performance management are available in both Welsh and English

105	25/07/2017	Operational	If you publish a policy about absence from work, you must publish it in Welsh	Our policy and procedures about absence from work are available in both Welsh and English
106	25/07/2017	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh	Our policies and procedures relating to working conditions are available in both Welsh and English
107	25/07/2017	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh	Our policies and procedures relating to work patterns, are available in both Welsh and English
108	25/01/2017	Operational	You must allow each member of staff – (a) to make complaints to you in Welsh (b) to respond in Welsh to any complaint made about him or about her	Our staff complaints policy and procedures state that staff are welcome to make complaints in their preferred language, we will respond in that same language. Any meeting held will be conducted in that same language with the assistance of a simultaneous translator or a suitable fluent Welsh speaker to conduct the meeting.
108A	25/01/2017	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 (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.	Our complaints policy states that staff are able to make a complaint in their preferred language, complaints received in Welsh will be responded to in Welsh.

110	25/01/2017	Operational	<p>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 –</p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting;</p> <p>(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)</p>	<p>Staff will be offered the choice of conducting meetings regarding complaints in their preferred language. For staff whose language preference is Welsh, we will ensure a suitable fluent Welsh speaker conducts the meeting or provide the assistance of a simultaneous translation service</p>
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111	25/01/2017	Operational	<p>When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff –</p> <p>(a) made the complaint in Welsh,  (b) responded in Welsh to a complaint about him or about her,  (c) asked for a meeting about the complaint to be conducted in Welsh, or  (ch) asked to use the Welsh language at a meeting about the complaint</p>	When a member of staff makes a complaint in Welsh, we will respond in Welsh and ensure that all subsequent correspondence and meetings will be conducted in Welsh if they so wish.
112	25/01/2017	Operational	<p>You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.</p>	Staff are able to respond to allegations made against them in internal disciplinary process in their preferred language.

112A	25/01/2017	Operational	<p>You must –</p> <p>(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</p> <p>(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right</p>	Our disciplinary policy states that staff are welcome to respond to allegations made against them in their preferred language.
114	25/01/2017	Operational	<p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must –</p> <p>(a) ask a member of staff whether he or she wishes to use the Welsh language at the meeting, and</p> <p>(b) explain that you will provide a translation service for that purpose if it is required; and, if the 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</p>	Staff will be offered a language choice at any meeting regarding disciplinary matters relating to his or her conduct. At meetings where staff wish for the meeting to be conducted in Welsh, we will ensure that a suitable Welsh speaker conducts the meeting or provide the assistance of a simultaneous translation service.

115	25/01/2017	Operational	<p>When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff –</p> <p>(a) responded to allegations made against him or her in Welsh  (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.</p>	Staff will be informed of any decision following a disciplinary process in their preferred language.
116	25/01/2017	Operational	<p>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)</p>	All staff will have the choice of a Welsh or English interface on their computers where the interface exists. Welsh spellcheck, grammar check and dictionary software is available to staff upon request from our ICT department.

118	25/07/2017	Operational	<p>You must ensure that –</p> <p>(a) the text of the homepage of your intranet is available in Welsh,</p> <p>(b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet</p>	L&W does not have an intranet, but should this be introduced we will ensure that the homepage is bilingual, fully functional and treated no less favourably than the English language homepage of the intranet.
120	25/07/2017	Operational	<p>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.</p>	L&W does not have an intranet, but should this be introduced we will ensure that the intranet provides a direct language choice of either Welsh or English on each page.
121	25/07/2017	Operational	<p>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</p>	<p>L&amp;W does not have an intranet, but should this be introduced we will ensure that our intranet provides page/s</p> <p>dedicated to the Welsh language, where staff can access the policy, staff guidance and Welsh language training information.</p>

122	25/07/2017	Operational	You must provide the interface and menus on your intranet pages in Welsh	L&W does not have an intranet, but should this be introduced we will ensure that the interfaces and menu's of the intranet are provided in Welsh.
123	25/01/2017	Operational	You must assess the Welsh language skills of your employees.	All staff are asked to self-assess their Welsh language skills and are recorded into a central system.
124	25/07/2017	Operational	<p>You must provide training in Welsh in the following areas; if you provide such training in English –</p> <p>(a) recruitment and interviewing;  (b) performance management;  (c) complaints and disciplinary procedures;  (ch) induction;  (d) dealing with the public; and  (dd) health and safety.</p>	Training will be provided upon request in Welsh to staff on recruitment and interviewing, performance management, complaints and disciplinary procedures, induction, dealing with the public, and health and safety
125	25/07/2017	Operational	<p>You must provide training (in Welsh) on using Welsh effectively in –</p> <p>(a) meetings;  (b) interviews; and  (c) complaints and disciplinary procedures.</p>	Training will be provided (in Welsh) upon request for using Welsh effectively in meetings, interviews and complaints and disciplinary procedures.



126	25/01/2017	Operational	<p>You must provide opportunities during working hours –</p> <p>(a) for your employees to receive basic Welsh language lessons, and</p> <p>(b) for employees who manage others to receive training on using the Welsh language in their role as managers</p>	<p>L&amp;W will provide opportunities upon request for employees to receive basic Welsh language lessons and Managers to receive training on using the Welsh language in their role during working hours.</p>
127	25/01/2017	Operational	<p>You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.</p>	<p>L&amp;W will provide opportunities upon request for employees who have completed basic Welsh language training to receive further training, free of charge, to develop their language skills.</p>
128	25/01/2017	Operational	<p>You must provide training courses so that your employees can develop –</p> <p>(a) an awareness of the Welsh language (including awareness of its history and its role in Welsh culture);</p> <p>(b) an understanding of the duty to operate in accordance with the Welsh language standards;</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p>	<p>Our induction process includes a requirement for staff based in Wales about the requirements of the Welsh Language Standards, any Welsh language training requirements and asking the new employee to self-assess and record their Welsh language skills.</p>

129	25/01/2017	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)	L&W Wales team inducts all new staff on the requirements of the Welsh Language Standards and raise their awareness of the Welsh language in our work.
130	25/01/2017	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	Our Welsh speakers will either use the Iaith Gwaith logo or will insert Siaradwr Cymraeg/Dysgwr Cymraeg into their e-mail signatures to indicate that they either speak or are learning to speak Welsh.
131	25/01/2017	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.	All staff e-mail signatures including job titles and contact details will be bilingual. All staff out of office messages will be bilingual.

132	25/01/2017	Operational	<p>When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply –</p> <p>(a) Welsh language skills are essential;  (b) Welsh language skills need to be learnt when appointed to the post;  (c) Welsh language skills are desirable; or  (ch) Welsh language skills are not necessary.</p>	<p>The Welsh language skills for each new or vacant post within the organisation will be assessed initially by the Recruiting Manager and using our Staffing and Recruitment guidance, bearing in mind the requirements of the vacancy in question and the capacity of Welsh speakers within the team.</p> <p>The Welsh language skills level and linguistic requirement will be clearly indicated in the contribution statement for each new or vacant post. Each Welsh language skill identified will be advertised as essential for each vacancy.</p>
132A	25/01/2017	Operational	<p>If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must –</p> <p>(a) specify that when advertising the post, and  (b) advertise the post in Welsh.</p>	<p>The Welsh language skill of all new or vacant posts will be advertised as essential, giving a clear description of the language level and the linguistic requirement for the post. All posts will be advertised bilingually.</p>
133	25/01/2017	Operational	<p>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</p>	<p>Advertisements and application forms to do with recruitment are available in both Welsh and English. It is clearly indicated that we welcome candidates to apply in their preferred language, and applications received in Welsh and English will be dealt with within the same timescale</p>

133A	25/01/2017	Operational	<p>If you publish –</p> <p>(a) application forms for posts;</p> <p>(b) material that explains your procedure for applying for posts;</p> <p>(c) information about your interview process, or about other assessment methods when applying for posts;</p> <p>(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.</p>	All our policies, procedures, advertisements and application forms to do with recruitment in Wales are available in both Welsh and English.
133B	25/01/2017	Operational	<p>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.</p>	Applications received in Welsh and English will be dealt with within the same timescale.

135	25/01/2017	Operational	<p>You must ensure that your application forms for post –</p> <p>(a) provide enough space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and</p> <p>(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 simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service)</p>	Application paperwork provide a space for individuals to indicate their language preference for interview or other method of assessment.
136	25/01/2017	Operational	<p>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.</p>	We will correspond with applicants in their preferred language.

137	25/01/2017	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 less favourably than the English language text.	All of our permanent and temporary signage, and electronic or computerised signage, that gives information to the public will be bilingual with Welsh and English text treated equally for size, legibility and prominence.
138	25/01/2017	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs), which convey the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	All of our permanent and temporary signage, and electronic or computerised signage, that gives information to the public will be bilingual. The Welsh language text will to the left of or above the English text.
139	25/01/2017	Operational	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression	All text on signs displayed within our workplaces will be subject to proof reading by our external Translation Team or a fluent Welsh speaker to ensure accuracy in terms of meaning and expression.
141	25/01/2017	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.	A record of all complaints relating to the Welsh language received is kept by the organisation for each financial year. The record includes the nature of the complaint and what action/s we take in response.

142	25/01/2017	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	Records and copies of written complaints received that relate to the Welsh Language Standards are kept centrally by our Wales Office Manager.
143	25/01/2017	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 ).	All written complaints we receive that relate to the Welsh language are kept centrally by our Wales Office Manager.
144	25/01/2017	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	In making policy decisions, we will use the Wales Strategic Board, to assess the positive or adverse effects it would have on opportunities to use the Welsh language. This will consider how the decision can have positive effects on opportunities to use Welsh, have no detrimental effects on opportunities to use Welsh and ensure that the Welsh language is treated no less favourably than the English language.
145	25/01/2017	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 these employees	All staff are asked to self-assess their Welsh language skills and recorded with the Wales Office Manager, which allows the organisation to report on the Welsh language skills of our workforce.

146	25/07/2017	Record Keeping	<p>You must keep a record, for each financial year of –</p> <p>(a) the number of members of staff who attended training courses provided in Welsh (in accordance with standard 124), and</p> <p>(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.</p>	Records will be kept for each financial year on the number of staff who attended training courses provided in Welsh and the percentage of staff who attended courses provided in Welsh.
147	25/01/2017	Record Keeping	<p>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.</p>	Records of all assessments carried out to identify a Welsh language level for all new and vacant posts is kept for each financial year including the language ability of the successful candidate.



148	25/01/2017	Record Keeping	<p>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 –</p> <p>(a) Welsh language skills are essential;  (b) Welsh language skills need to be learnt when appointed to the post;  (c) Welsh language skills are desirable; or  (ch) Welsh language skills are not necessary.</p>	Record of the Welsh language skill level and linguistic requirement for each new or vacant post will be kept for each financial year.
149	25/01/2017	Supplementary - Service Delivery	<p>You must ensure that a document which records the service delivery standard 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  (b) in each of your offices open to the public</p>	We have a Welsh Language Standard policy in place which outlines how L&W will comply with the Service Delivery Standards which we are under a duty to comply with. The policy is available on our website and in each of our offices open to the public upon request.

150	25/01/2017	Supplementary - Service Delivery	<p>You must –</p> <p>(a) ensure you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records the procedure on your website , and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public</p>	<p>We welcome complaints and have a policy and procedure in place to deal with all complaints received by the organisation. All complaints received are dealt with in accordance with this policy which is published on our website and available at each of our offices open to the public upon request.</p>
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151	25/01/2017	Supplementary - Service Delivery	<p>You must –</p> <p>(a) ensure you have arrangements for -</p> <p>(i) overseeing the way you comply with the service delivery standards with which you are under duty to comply.</p> <p>(ii) promoting the service 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 documnet is available in each of your offices that are open to the public.</p>	<p>We will take positive steps to promote the Welsh language more widely when dealing with others, as well as internally across our organisation. We will also seek to promote or facilitate the broader use of Welsh in the community. We will monitor progress in implementing against targets in an Annual Action Plan.</p> <p>We have a Welsh Language standing agenda item on our Wales Strategic Board in place to oversee and monitor Standards implementation in Wales.</p> <p>Our Wales Office Manager, Project Officer and Translation service will play an important part in helping to implement the Standards and provide necessary advice and support.</p> <p>Our Board and Executive Team will be presented with an annual report on the implementation of the Standards with a copy sent to the Welsh Language Commissioner and published on our website.</p> <p>We will maintain an up to date and adequate record of information relating to the Standards implementation, allowing us to monitor and report on the Standards.</p>
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152	25/01/2017	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 were 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 open to the public</p>	<p>On an annual basis we will produce and present an Annual Report which will include how our organisation have complied with the Service Delivery Standards.</p> <p>The report will be published within the timescale required under the Welsh Language Standards and presented to the Welsh Language Commissioner. The report will be published on our website and will be available at each of our offices open to the public upon request.</p>
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153	25/01/2017	Supplementary - Service Delivery	You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	Our Welsh Language Standards Policy will be published on our website and will specify how the organisation intends to comply with all the Standards including the Service Delivery Standards with which we are under a duty to comply in our Compliance Notice issued to us in July 2016
154	25/01/2017	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.	The organisation will provide information to the Welsh Language Commissioner relating to compliance with the Service Delivery Standards which we are under a duty to comply in our Compliance Notice issued to us in July 2016
155	25/01/2017	Supplementary - Policy Making	<p>You must ensure that a document which records the policy making standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available –</p> <p>(a) on your website (b) in each of your offices open to the public</p>	<p>Our Welsh Language Standards Policy will be published on our website and will specify how our organisation intends to comply with all the Standards including the Policy Making Standards which we are under a duty to comply.</p> <p>The policy is available on our website and at each of our offices that are open to the public upon request.</p>

156	25/01/2017	Supplementary - Policy Making	<p>You must –</p> <p>(a) ensure you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records the procedure on your website , and</p> <p>(c) ensure that a copy of that documnet is available in each of your offices that are open to the public.</p>	<p>We have a complaints policy and procedure in place which is published on our website for all complaints received.</p> <p>A copy of the policy and procedure is available at each of our offices open to the public upon request.</p>
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157	25/01/2017	Supplementary - Policy Making	<p>You must –</p> <p>(a) ensure you have arrangements for overseeing the way you comply with the policy making standards with which you are under duty to comply.</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>	<p>In making policy decisions, we will use the Wales Strategic Board, to assess the positive or adverse effects it would have on opportunities to use the Welsh language. Our Equality and Diversity policy and procedures is published on our website and a copy available upon request from each of our offices open to the public upon request.</p>
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158	25/01/2017	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 that you received during that year which were 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 open to the public</p>	<p>On an annual basis we will produce and present an Annual Report which will include how our organisation has complied with the Policy Making Standards.</p> <p>The report will be published within the timescale required under the Welsh Language Standards and presented to the Welsh Language Commissioner. The report will be published on our website and will be available at each of our offices open to the public upon request.</p>
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159	25/01/2017	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.	We have a Welsh Language Standards Policy which explains how we intend to comply with all the Standards including the policy making standards.
160	25/01/2017	Supplementary - Policy Making	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the policy making standards with which you are under a duty to comply.	The organisation will provide information to the Welsh Language Commissioner relating to compliance with the policy making standards which we are under a duty to comply in our Compliance Notice issued to us in July 2016
161	25/01/2017	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 your website (b) in each of your offices open to the public	Our Welsh Language Standards policy records how our organisation will comply with all the standards including the Operational Standards we are under duty to comply with. This policy is published on our website and available at all our offices open to the public upon request.

162	25/01/2017	Supplementary - Operational	<p>You must –</p> <p>(a) ensure you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records the procedure on your website , and</p>	<p>We have a complaints policy and procedure in place which explains how all complaints received by the organisation are dealt with. The policy and procedures is published on our website and available at each of our offices open to the public upon request.</p>
163	25/01/2017	Supplementary - Operational	<p>You must –</p> <p>(a) ensure that you have arrangements for -</p> <p>(i) overseeing the way you comply with the operational standards with which you are under duty to comply</p> <p>(ii) promoting the service 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 the procedure on your intranet</p>	<p>Our organisation will report annually on its compliance with the Language Standards to the Welsh Language Commissioner. The implementation of this policy will be reviewed annually and adapted as required and published on our website</p>

164	25/01/2017	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 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 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>On an annual basis we will produce and present an Annual Report in Welsh and English on our compliance with the Welsh Language Standards which we are under a duty to comply and include the information requested as outlined in Standard 164.</p> <p>The implementation of this policy will be reviewed annually and adapted as required.</p>
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			<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 where 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 (on the basis of the records you kept in accordance with standard 148)</p> <p>(d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</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 - (a) on your website, and</p> <p>(b) in each of your offices open to the public</p>	
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165	25/01/2017	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.	Our Welsh Language Standards policy records how our organisation will comply with all the standards we are under duty to comply including the Operational Standards. This policy is published on our website.
166	25/01/2017	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the operational standards with which you are under a duty to comply.	The organisation will provide information to the Welsh Language Commissioner relating to compliance with the operational standards which we are under a duty to comply in our Compliance Notice issued to us in July 2016 upon request.
167	25/01/2017	Supplementary - Record Keeping	You must ensure that a document which records the record keeping standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website (b) in each of your offices open to the public	Our Welsh Language Standards policy records how our organisation will comply with all the standards we are under duty to comply including the Record Keeping Standards. This policy is published on our website and available upon request at our offices open to the public.
168	25/01/2017	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.	The organisation will provide information to the Welsh Language Commissioner relating to compliance with the record keeping standards which we are under a duty to comply in our Compliance Notice issued to us in July 2016 upon request