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Date: 9th December 2015

Dear Sir/Madam,

A Special meeting of the **Cabinet** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Wednesday, 16th December, 2015** at **2.00 pm** to consider the matters contained in the following agenda.

Yours faithfully,

A handwritten signature in blue ink that reads 'Chris Burns'.

Chris Burns
INTERIM CHIEF EXECUTIVE

A G E N D A

	Pages
1 To receive apologies for absence.	
2 Declarations of Interest. Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest(s) in respect of any item of business on the agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.	
To receive and consider the following reports on which executive decisions are required: -	
3 Rowan Place, Rhymney - Proposed Demolition of Flats - Block 69-72.	1 - 4
4 Proposed Demolition of Former Lansbury Park Community Centre.	5 - 8

A greener place Man gwyrddach



Circulation:

Councillors Mrs C. Forehead, N. George, D.T. Hardacre, K. James, Mrs B. A. Jones, R. Passmore, D.V. Poole, K.V. Reynolds, T.J. Williams and R. Woodyatt,

And Appropriate Officers



CABINET – 16 DECEMBER 2015

SUBJECT: ROWAN PLACE, RHYMNEY – PROPOSED DEMOLITION OF FLATS – BLOCK 69-72

REPORT BY: CORPORATE DIRECTOR - COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To seek Cabinet approval to demolish one block of flats in Rowan Place, Rhymney in conjunction with the improvement of the physical condition of the estate.

2. SUMMARY

- 2.1 Following the identification of severe damp and external defects to the external fabric of the properties in Rowan Place a major investment programme is currently being undertaken to bring the properties up to the WHQS. 48 of the properties are 2 bedroom flats comprising 12 blocks. This is a large concentration in a very small area. One of the blocks currently has no occupiers and an opportunity has therefore arisen to demolish this block creating a more open area in the centre of the estate. Grant funding has been secured from Welsh Government under the Vibrant and Viable Places (VVP) for environmental enhancement works in Rowan Place and the funding will enable works to be undertaken to the site of the demolished block of flats, together with an adjacent site occupied by vacant garages.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards. It is a Welsh Government requirement that the WHQS is achieved by 2020.
- 3.2 The Single Integrated Plan 2013-2017 has a priority to “improve standards of housing and communities, giving appropriate access to services across the County Borough”.
- 3.3 The Council’s Local Housing Strategy “People, Property, and Places” has the following aims:
“To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations.”

4. THE REPORT

- 4.1 A report was presented to Cabinet in July 2014 outlining the significant problems that had been identified in Rowan Place. The report had been the subject of consultation with the Caerphilly Homes Task Group in May 2014 and with Policy and Resources Scrutiny Committee in June 2014.

- 4.2 Rowan Place consists of 72 Council owned properties, 4 leasehold flats and 6 owner occupied houses/bungalows. Surveys of the Council properties had identified severe damp and extensive defects to the external fabric and major works were necessary to bring the stock up to WHQS. The original report pointed out that if all the properties are to remain as part of the housing stock there would be no option but to incur the expenditure to address defects. It is a pre-requisite of WHQS that dwellings must be free from damp and disrepair.
- 4.3 The report also floated the option of some selective demolition. 48 of the properties are 2 bedroom flats resulting in a very high concentration of flats in a very constrained location. In addition due to reputational issues Rowan Place had become a low demand area. There were mixed views during the consultation process about demolition and at the time this was not pursued. Cabinet approved all the recommendations in respect of the necessary works and the additional funding implications but made no decision about demolishing any of the blocks of flats.
- 4.4 Very significant costs are being incurred in refurbishing the blocks of flats and concerns remain about long term lettings. As works have progressed on site an opportunity has arisen to reconsider reducing the stock of 2 bedroom flats, albeit marginally. Block 69-72 currently has no occupiers. It is located in the centre of the estate and its removal linked to the demolition of adjacent vacant garages would create a significant open space at the heart of the estate. The site could be utilised to create a central feature that would enhance the environmental quality and complement the face lift that has been given to the properties.
- 4.5 Although the block is empty no.70 is a leaseholder flat. Communication has been difficult, over a protracted period, but contact has been made and the leaseholder has informally accepted a proposal to move from no.70 to a newly refurbished flat at No.29. The Legal Department has been instructed in the matter and the intention is that the existing lease will be terminated and a new lease issued on the property at No.29. This will result in the Council having full control over block 69-72.
- 4.6 Members will recall that £1m VVP grant was received for Rhymney over 3 years which has been directed to support the refurbishment of Hafod Deg and to provide funding that would supplement the WHQS works in Rowan Place. It is anticipated that this would provide the means to fund works on the site of the demolished flats together with the site of the adjoining garages. At this stage no firm proposals have been agreed but there is the potential to create a central community feature with landscaping, parking and play facilities which will create a different environmental feel to the estate. The proposals will need to be developed in consultation with residents.
- 4.7 The demolition of the block of flats will require the consent of the Welsh Ministers and a formal application for consent will have to be made to Welsh Government. This will need to be accompanied by a statement setting out the purpose of the disposal, a District Valuer's report on the open market value of the property, the financial implications in respect of reduced rent, the Cabinet approval to the disposal/demolition, and the Cabinet report.
- 4.8 Officers consider there are merits in pursuing the demolition of the one block.

5. EQUALITIES IMPLICATIONS

- 5.1 An EqIA screening has been completed in accordance with the Council's Equalities Consultation and Monitoring Guidance and no potential for unlawful discrimination and for lower level or minor negative impact have been identified, therefore a full EqIA has not been carried out. The proposal will result in the loss of 4 housing units but this is a location where currently there are in excess of 20 voids. The Upper Rhymney Valley is generally a low demand area.

6. FINANCIAL IMPLICATIONS

- 6.1 The cost plan estimate for the internal improvements to the 72 Council owned properties based on the Savills stock condition survey was £563,000 and for the external works £55,900.
- 6.2 Arising from the report presented to Cabinet in July 2014 a revised budget of £4.2m was approved with the additional costs to be funded within the Business Plan flexibilities.
- 6.3 The average cost of repairs and improvements per property was calculated as £58,800. However if the improvement had progressed to block 69-72 the internal work would not have been undertaken to the leasehold flat. The cost saving of not having to undertake improvement works will be of the order of £180,000. This will be offset by the demolition, clearance and leaving the site tidy which is estimated at £80,000. There would therefore be a net saving of £100,000. (Note these are broad estimates).
- 6.4 There have been long term voids in Rowan Place and therefore historically there has been the ongoing loss of rental income. The reduction of 3, 2 bed flats (& 1 leasehold) would result in a minor adjustment to the housing stock which will have minimal impact in terms of rental income in view of the previous history of the area.

7. PERSONNEL IMPLICATIONS

- 7.1 The in house work force is the main contractor for Rowan Place and will be on site well into the middle of 2016. It is envisaged that a demolition contract could be arranged as a sub-contract to the main contractor.

8. CONSULTATIONS

- 8.1 The proposal to demolish the one block of flats has been discussed with the local ward member. He has indicated he would not oppose the demolition but felt that the residents should be consulted with particular consideration being given to the after use of the site.

9. RECOMMENDATIONS

- 9.1 The Cabinet determine whether to proceed with the demolition of 69-72 Rowan Place and make a formal application to Welsh Government.
- 9.2 Subject to recommendation 1, and having regard to the views of the local ward member, consultation should take place with the residents of Rowan Place in respect of the after use of the cleared site.
- 9.3 Subject to recommendation 1 a report be requested from the District Valuer on the open market value of the property as required by Welsh Government.

10. REASON FOR RECOMMENDATIONS

- 10.1 To consider the opportunity of reducing the number of flats in Rowan Place as part of an overall strategy to transform the quality of Rowan Place.

11. STATUTORY POWER

- 11.1 Housing and Local Government Acts. This is a Cabinet function.

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Consultees:

Cllr Dave V Poole	-	Deputy Leader and Executive Member for Housing
Cllr Carl Cuss	-	Local Ward Member
Chris Burns	-	Interim Chief Executive
Christina Harry	-	Corporate Director Communities
Nicole Scammell	-	Acting Director of Corporate Services and S151 Officer
Shaun Couzens	-	Chief Housing Officer
Gail Williams	-	Interim Head of Legal Services & Monitoring Officer
Alan Edmunds	-	WHQS Project Manager
Jane Roberts-Waite	-	Strategic Co-ordination Manager
Marcus Lloyd	-	Deputy Head of Programmes
Lesley Allen	-	Principal Accountant



CABINET – 16TH DECEMBER 2015

**SUBJECT: PROPOSED DEMOLITION OF FORMER LANSBURY PARK
COMMUNITY CENTRE**

REPORT BY: CORPORATE DIRECTOR - COMMUNITIES

1. PURPOSE OF REPORT

1.1 This report is submitted to seek Cabinet approval for the demolition of the former Lansbury Park Community Centre which has been declared surplus to operational requirements.

2. SUMMARY

2.1 The former Lansbury Park Community Centre was transferred to Housing Services many years ago and was used as an operational store for the on site workforce.

2.2 Following the centralisation of the in-house workforce to Tiryberth Depot, the building has been declared surplus to requirements.

2.3 As there has been no other service requirements for the building and due to its poor condition and appearance, it is recommended that the building be demolished.

3. LINKS TO STRATEGY

3.1 The Single Integrated Plan 2013 – 2017 has a priority to improve standards of housing and communities, giving appropriate access to services across the borough.

3.2 The Council's Local Housing Strategy "People, Property and Places" has the following aims: *"To provide good quality, well managed homes in communities where people want to live"*

3.3 The Council is committed to ensuring that the WHQS investment transforms not only homes, but also lives and communities.

4. THE REPORT

4.1 The former Lansbury Park Community Centre was transferred to Housing Services many years ago as Leisure Services had provided a new community centre at an alternative location on the estate, and was utilised as a stores unit for the site based in-house workforce.

4.2 Following a restructure of the Building Maintenance Service, the workforce was centralised at Tiryberth Depot and as such there was no longer a requirement for the building and last year was declared surplus to requirements.

4.3 The building is located within Graham Court and adjacent to the centralised pedestrian walking on the estate. It is currently in a dilapidated condition and a recent survey has

identified extensive asbestos related issues as well as other repair concerns, including the need for a complete new roof and is deemed to have a limited life expectancy.

- 4.4 Due to its poor condition and appearance the building has become an eyesore within the community and following consultation with local ward members and officers, agreement has been reached to pursue its demolition.
- 4.5 The removal of the building would also contribute towards the Environmental Improvements that are anticipated to be undertaken on the estate as part of the Council's WHQS investment programme. This programme is anticipated to result in the investment of approximately £12m on the Lansbury Park estate to bring all council properties up to the WHQ Standard by 2020, which will include the provision of improved insulation, new kitchens, bathrooms, rewiring and new heating systems where required, as well as external environmental works aimed at improving the community as a whole.
- 4.6 The contracts for the WHQS programme also incorporate social inclusion clauses to achieve community benefits within the locality which include training, apprenticeships and employment opportunities as well as the investment supporting local businesses and contributing towards the economy of the area.
- 4.7 As a means of determining the environmental programme, tenants/residents on the estate would be consulted to establish options for improving the area, if the decision was taken to proceed with the demolition. The funding for the environmental works would also be used to pursue match funding to bring further investment into the area.
- 4.8 Following discussions with Welsh Government, there is also an opportunity for CCBC to bid for Vibrant and Viable Places funding as there appears to be an underspend on the all-Wales allocation for 2015/16. If successful Welsh Government would require that the demolition is completed within the current financial year. Any further grant funded opportunities would also be pursued.
- 4.9 Members will be aware that St James 3 (comprising a large part of Lansbury Park) has been identified as the most deprived area in Wales in the Welsh Index of Multiple Deprivation report published in 2014 and to address this situation a Lansbury Park Project Board has been established comprising the Chief Executive, local ward members and senior managers. The purpose of this group is to add strength and a steer to the existing Lansbury Park Multi Agency Group and to give focus to what can be done in improving the life situations of local people. The proposals within this report support this aim.

5. EQUALITIES IMPLICATIONS

- 5.1 There are no potential equalities implications and no requirement to complete the Equalities Impact Questionnaire.

6. PERSONNEL IMPLICATIONS

- 6.1 Due to the timescale to complete the demolition within the current financial year, there would be implications in allocating the required resources in relation to Procurement and Technical support e.g. Corporate Property. There may be a requirement to seek external support.

7. FINANCIAL IMPLICATIONS

- 7.1 It is estimated that the cost of asbestos removal and demolition would be £100k. This funding would be pursued via VVP and if unsuccessful, could be funded from the WHQS environmental programme, or form part of a new bid from VVP funding in 2016/17.

8. CONSULTATIONS

- 8.1 Consultation with local ward members and relevant officers has taken place and comments have been reflected within the report.

9. RECOMMENDATIONS

- 9.1 It is recommended that members of Cabinet support proposals for the demolition of the former Lansbury Park Community Centre.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 The former community centre has been declared surplus to any operational requirements.
- 10.2 The building is in a poor condition with regards to repairs and maintenance and has become an eyesore within the community.
- 10.3 The removal of the building would enhance the area and provide an opportunity to consult with tenants and residents on alternative options for the site.
- 10.4 The building has become a maintenance liability and demolition is seen as the most economically advantageous solution.

11. STATUTORY POWER

- 11.1 This is a Cabinet function.

Author : Shaun Couzens - Chief Housing Officer
Consultees: Christina Harry – Corporate Director – Communities
Steve Harris – Head of Finance
Phil Davy – Head of Programmes
Colin Jones – Head of Performance and Property
Cllr. D. Poole – Deputy Leader and Cabinet Member for Housing
Cllr. B. Jones – Deputy Leader and Cabinet Member for Corporate Services
Cllr. C. Forehead – Cabinet Member for Human Resources and Governance
Cllr. E. Forehead – Ward Member for St James

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CABINET – 9TH DECEMBER 2015

SUBJECT: WELSH LANGUAGE STANDARDS – COMPLIANCE AND CHALLENGES

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND S151 OFFICER

1. PURPOSE OF REPORT

- 1.1 To provide Members with an update regarding the Welsh Language Standards and where the Council now stands in terms of the 172 Standards that were issued to it by the Welsh Language Commissioner on 30th September 2015.

2. SUMMARY

- 2.1 The Welsh Language (Wales) Measure 2011 included a commitment to set a common standard for Welsh Language service across public bodies, thus facilitating the public's understanding and access to those services.
- 2.2 The related action plan and requirement to comply with the Standards will replace the Council's Welsh Language Scheme from 30th March 2016 and is a corporate objective under the draft Strategic Equality Plan 2016-2020, currently out for consultation.
- 2.3 This report covers the position the Council is in, as of 30th September 2015, noting the changes made to the specific Caerphilly CBC set of Standards following the evidence submitted during the consultation period and covering an initial set of Standards that can be challenged further.

3. LINKS TO STRATEGY

- 3.1 Welsh Language issues, along with the wider Equalities work are a cross-cutting theme of 'Caerphilly Delivers', the LSB single integrated plan and are specifically detailed in the Strategic Equalities and Welsh Language Objectives and Action Plan 2012-2016.
- 3.2 It is also part of Caerphilly CBC's Education work in terms of Welsh-medium education issues (via the Welsh in Education Strategic Plan for example) and the Youth Service Strategy; also regional work for the Gwent EAS and the SEW Safeguarding Children Board; also Health, Social Care and Social Services under the national "More Than Just Words" Strategy.
- 3.3 Welsh Language is also one of the 7 aims under the Welsh Government's *Well-being of Future Generations (Wales) Act 2015*.

4. THE REPORT

- 4.1 The Welsh Language (Wales) Measure 2011 included a commitment to set a common standard for Welsh Language service across public bodies and on 24th March 2015 the Welsh Government passed into legislation 176 Standards under the Welsh Language Standards (No. 1) Regulations 2015.

- 4.2 In June 2015, a draft compliance notice was sent to the Council containing 168 Standards, with a month's consultation period in order for the Council to submit evidence as to why those Standards were acceptable, or unreasonable and disproportionate, either in scope or due to the timescales involved.
- 4.3 Despite the short timescale to be able to fully analyse the impact, a detailed response was submitted by the deadline date of 20th July providing a number of evidence based objections to many Standards. It also contained acceptance of many others, based on what the Council is already doing, as noted in the annual reports produced each year.
- 4.4 On 30th September 2015, the final Compliance Notice was received and a number of amendments or complete changes in Standards had been made, based on the Council's evidence submission. In other cases, some where evidence had been provided and some where there was no evidence, no changes had been made to those particular Standards.
- 4.5 Appendix 1 of this report is a copy of the final Compliance Notice, outlining the 172 Standards, and the exemptions where relevant, together with the timescales for implementation.
- 4.6 Appendix 2 of this report is a quick guide of what Standards have changed and which have stayed the same since the summer's consultation period. Policy Unit staff have broken down the 172 Standards and their sub-sections into 11 groups for ease of reference and discussion within the Council (these groupings have no formal status beyond that). These groups are:
- **Group A** - Those Standards to which the Council had agreed in July 2015 and no further changes have been made to them - the position therefore remains unchanged.
 - **Group B** - Those Standards to which the Council had agreed in July 2015 but with a request for an extension to the timescales or some other amendment, to which the Commissioner's office has agreed.
 - **Group C** - Those Standards the Council were not given a compliance notice for in July 2015 and the situation remains unchanged.
 - **Group D** - Those Standards the Council had rejected in July 2015 and the Commissioner's office has now removed from the final Compliance Notice.
 - **Group E** - Those Standards the Council had accepted in July 2015 but the Commissioner's office has extended the original deadline.
 - **Group F** - Those Standards the Council had rejected in July 2015 and the Commissioner's office has imposed a different one instead with more reasonable expectations.
 - **Group G** - Those Standards the Council were not given a compliance notice for in July 2015 but have now been given in the final notice, as a result of the changes noted in Group F above.
 - **Group H** - Those Standards to which the Council had agreed in July 2015 but with a request for an extension to the timescales or some other amendment, which the Commissioner's office has rejected.
 - **Group I** - Those Standards the Council had rejected in July 2015 but the Commissioner's office has imposed with an amendment.
 - **Group J** - Those Standards the Council had rejected in July 2015 but the Commissioner's office has imposed anyway, but with a change of timetable.
 - **Group K** - Those Standards the Council had rejected in July 2015 but the Commissioner's office has imposed with no change or amendments.
- 4.7 The recommendations for each of the above groups are officer recommendations only, for initial debate as part of the overall discussion.
- 4.8 Appendix 3 of this report is a document showing the 6 Standards currently being recommended for a formal challenge, following receipt of the final Compliance Notice. This does not preclude any further Standards from being challenged.

5. EQUALITIES IMPLICATIONS

- 5.1 No full impact assessment has been undertaken on this report, however implementation of the Standards will impact on service delivery plans across all council services and so those plans will be impact assessed and incorporate the relevant Standards at an operational level as they are developed.

6. FINANCIAL IMPLICATIONS

- 6.1 Financial implications in terms of specific standards depend on a range of factors. Many have no implications beyond current resources, as the Council is already complying with them. Others require minimum or one-off investment to ensure compliance.
- 6.2 Those that may involve greater financial implications or are deemed unreasonable are shown mainly (but not necessarily exclusively) in **Groups H, I, J and K** (under 4.6 above and detailed in **Appendix 2**) and need a Cabinet decision on whether to challenge them or not.
- 6.3 Members should note that non-compliance with any Standard in future brings organisational risk to the Council, in that any complaint that may be upheld, and reaches the final stage of the process, potentially brings with it a fine of up to £5,000 per breach of Standard. This is the ultimate sanction after other stages have been exhausted, however the greater the ability of the Council to meet its duties now mitigates against financial penalties in future.

7. PERSONNEL IMPLICATIONS

- 7.1 Personnel implications in terms of some specific standards also depend on a range of factors. As with 6.1 above, many have no implications beyond current resources as the Council is already complying with them and others require minimum or one-off investment or HR/IT staff time to ensure compliance.
- 7.2 Those Standards that may involve greater personnel implications or are deemed unreasonable are also shown mainly (but not necessarily exclusively) in **Groups H, I, J and K** (under 4.6 above and detailed in **Appendix 2**) and need a Cabinet decision on whether to challenge them or not.

8. CONSULTATION

- 8.1 The consultees are shown at the end of this report and comments received have been incorporated into the body of the report.

9. RECOMMENDATIONS

- 9.1 That Cabinet approve the submission of the evidence to challenge the 6 Standards as outlined in Appendix 3.
- 9.2 That the Standards shown in **Groups A - G** are formally agreed as reasonable and proportionate, excluding any specific Standards that Cabinet wish to consider for challenge.
- 9.3 That, following on from the above, after due consideration of the other Standards, shown mainly (but not necessarily exclusively) in **Groups H, I, J and K**, any further challenges agreed upon by Cabinet are progressed in accordance with the evidence available.

10. REASONS FOR RECOMMENDATIONS

- 10.1 To ensure that the Council's final set of Welsh Language Standards, to be implemented from 30th March 2016, is reasonable and appropriate for the county borough.

11. STATUTORY POWER

- 11.1 Welsh Language (Wales) Measure 2011 (specifically the Welsh Language Standards (No. 1) Regulations 2015); *Well-being of Future Generations (Wales) Act 2015*.

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Consultees: Chris Burns, Interim Chief Executive
Nicole Scammell, Acting Director of Corporate Services & S151 Officer
Rob Hartshorn, Head of Public Protection
Gail Williams, Interim Head of Legal Services/Monitoring Officer
Howard Rees, Programme Manager - Partnership Development and Collaborative Improvement
Jackie Dix, Policy and Research Manager

Background Papers:

Cabinet Report and Appendices - Welsh Language Standards - Final Consultation dated 15/07/15

Appendices:

Appendix 1: CCBC Welsh Language Standards Final Compliance Notice 30/09/15

Appendix 2: Guide to the changes to CCBC Welsh Language Standards since July 2015

Appendix 3: Initial Standards Challenges 02/12/15



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

Caerphilly County Borough Council – Issue Date: 30/09/2015

Standards required to comply with within 6 months.

Standard Number	Class of Standard	Standard	Imposition Date
1	Service Delivery	If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.	30/03/2016
4	Service Delivery	When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.	30/03/2016
5	Service Delivery	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	30/03/2016
6	Service Delivery	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	30/03/2016

7	Service Delivery	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 any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	30/03/2016
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.	30/03/2016
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.	30/03/2016
11	Service Delivery	When a person contacts you on your main telephone number [or numbers], or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as - (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2016
12	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/03/2016
13	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.	30/03/2016

14	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.	30/03/2016
15	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.	30/03/2016
16	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	30/03/2016
17	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	30/03/2016
19	Service Delivery	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as - (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	30/03/2016
20	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English	30/03/2016

		language.	
22	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/03/2016
24	Service Delivery	If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.	30/03/2016
24A	Service Delivery	If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
26	Service Delivery	If you invite an individual ("A") to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.	30/03/2016
26A	Service Delivery	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting - (a) if the meeting relates to the well-being of an invited individual ("A"), and (b) if A has informed you that A wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	30/03/2016
27	Service Delivery	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language	30/03/2016

		at the meeting.	
27A	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting.	30/03/2016
27D	Service Delivery	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	30/03/2016
29	Service Delivery	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose	30/03/2016
29A	Service Delivery	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she	30/03/2016

		wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	
30	Service Delivery	If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	30/03/2016
31	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.	30/03/2016
32	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public you must - (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	30/03/2016
33	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. You must comply with standard 33 in every circumstance, except:	30/03/2016

		<ul style="list-style-type: none"> ○ where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting. 	
34	Service Delivery	If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	30/03/2016
35	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	30/03/2016
37	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.	30/03/2016
38	Service Delivery	Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.	30/03/2016
41	Service Delivery	<p>If you produce the following documents you must produce them in Welsh -</p> <p>(a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings;</p> <p>(b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p>You must comply with standard 41(a) in every circumstance,</p>	30/03/2016

		<p>except:</p> <ul style="list-style-type: none"> ○ other papers that are available to the public, which relate to management board or cabinet meetings. <p>You must comply with standard 41(b) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers for meetings that are open to the public. 	
42	Service Delivery	Any licence or certificate you produce must be produced in Welsh.	30/03/2016
43	Service Delivery	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	30/03/2016
46	Service Delivery	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.	30/03/2016
47	Service Delivery	<p>If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh -</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p>	30/03/2016
48	Service Delivery	If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	30/03/2016
49	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	30/03/2016

		Welsh.	
50	Service Delivery	Any form that you produce for public use must be produced in Welsh.	30/03/2016
50A	Service Delivery	If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	30/03/2016
50B	Service Delivery	If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	30/03/2016
51	Service Delivery	If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.	30/03/2016
55	Service Delivery	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	30/03/2016
56	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.	30/03/2016
58	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language.	30/03/2016
59	Service Delivery	If a person contacts you by social media in Welsh, you must reply in	30/03/2016

		Welsh (if an answer is required).	
61	Service Delivery	When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
62	Service Delivery	When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
63	Service Delivery	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	30/03/2016
64	Service Delivery	<p>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.</p> <p>You must comply with standard 64 in relation to the following by 30 March 2016:</p> <ul style="list-style-type: none"> ○ The body's main reception service. <p>You must comply with standard 64 in relation to the following by 30 September 2016:</p> <ul style="list-style-type: none"> ○ Every other reception service. 	30/03/2016
67	Service Delivery	You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	30/03/2016

68	Service Delivery	You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	30/03/2016
69	Service Delivery	Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	30/03/2016
70	Service Delivery	When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
71	Service Delivery	Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	30/03/2016
72	Service Delivery	When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.	30/03/2016
72A	Service Delivery	You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).	30/03/2016
74	Service Delivery	If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must - (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2016

75	Service Delivery	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	30/03/2016
76	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version. You must comply with standard 76 in the following circumstances: (a) If the subject matter of the 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.	30/03/2016
77	Service Delivery	When you publish invitations to tender for a contract, you must state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.	30/03/2016
77A	Service Delivery	You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions).	30/03/2016
79	Service Delivery	If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must - (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).	30/03/2016

80	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.	30/03/2016
81	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/03/2016
82	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	30/03/2016
83	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/03/2016
84	Service Delivery	<p>If you offer an education course that is open to the public, you must offer it in Welsh.</p> <p>Standard 84 must be complied with in every circumstance except :</p> <ul style="list-style-type: none"> ○ when an assessment carried out in accordance with standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh. 	30/03/2016
86	Service Delivery	If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.	30/03/2016
87	Service Delivery	When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
98	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	30/03/2016

		publish that policy on your intranet.	
99	Operational	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.	30/03/2016
112	Operational	You must allow each member of staff - (a) to make complaints to you in Welsh, and (b) to respond in Welsh to any complaint made about him or about her.	30/03/2016
112A	Operational	You must state in any document that you have that sets out your procedures for making complaints that each member of staff may - (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.	30/03/2016
114	Operational	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting; (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).	30/03/2016
115	Operational	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff -	30/03/2016

		(a) made the complaint in Welsh, (b) responded in Welsh to a complaint about him or about her, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint.	
116	Operational	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	30/03/2016
116A	Operational	You must - (a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.	30/03/2016
118	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must - (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and (b) explain that you will provide a translation service for that purpose if it is required; and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service).	30/03/2016
119	Operational	When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff - (a) responded to allegations made against him or her in Welsh,	30/03/2016

		(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.	
122	Operational	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet.	30/03/2016
124	Operational	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	30/03/2016
125	Operational	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	30/03/2016
126	Operational	You must provide the interface and menus on your intranet pages in Welsh.	30/03/2016
127	Operational	You must assess the Welsh languages skills of your employees.	30/03/2016
130	Operational	You must provide opportunities during working hours - (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers.	30/03/2016
131	Operational	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of	30/03/2016

		charge, to develop their language skills.	
133	Operational	When you provide information to new employees (for example by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language.	30/03/2016
134	Operational	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	30/03/2016
135	Operational	You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	30/03/2016
136	Operational	When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
136A	Operational	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must - (a) specify that when advertising the post, and (b) advertise the post in Welsh.	30/03/2016
137	Operational	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	30/03/2016

137A	Operational	<p>If you publish -</p> <ul style="list-style-type: none"> (a) application forms for posts; (b) material that explains your procedure for applying for posts; (c) information about your interview process, or about other assessment methods when applying for posts; (ch) job descriptions; <p>you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English language versions of those documents.</p> <p>You must comply with standard 137A in every circumstance, except:</p> <ul style="list-style-type: none"> ○ job descriptions where a post has been categorised as one where Welsh language skills are not necessary. 	30/03/2016
137B	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 time-scale for informing individuals of decisions).</p>	30/03/2016
138	Operational	<p>You must ensure that your application forms for posts provide a space for individuals to indicate that they wish an interview or other method of assessment in Welsh and if an individual so wishes, you must conduct any interview or other method of assessment in Welsh (without the assistance of a simultaneous or consecutive translation service).</p>	30/03/2016
140	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>	30/03/2016

141	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.	30/03/2016
142	Operational	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	30/03/2016
143	Operational	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	30/03/2016
144	Operational	When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	30/03/2016
147	Record Keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	30/03/2016
148	Record Keeping	You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	30/03/2016
149	Record Keeping	You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	30/03/2016
150	Record Keeping	You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	30/03/2016

151	Record Keeping	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 127), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.	30/03/2016
153	Record Keeping	You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	30/03/2016
154	Record Keeping	You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where - (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	30/03/2016
155	Supplementary - Service Delivery	You must ensure that a document which records the service delivery standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/03/2016
156	Supplementary - Service Delivery	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and	30/03/2016

		<p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	
157	Supplementary - Service Delivery	<p>You must -</p> <p>(a) ensure that you have arrangements for</p> <p>(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	30/03/2016
158	Supplementary - Service Delivery	<p>(1) You must produce a report (an "annual report"), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.</p> <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual</p>	30/03/2016

		<p>report.</p> <p>(5) You must ensure that a current copy of your annual report is available -</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	
159	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	30/03/2016
160	Supplementary - Service Delivery	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	30/03/2016
161	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, and</p> <p>(b) in each of your offices that are open to the public.</p>	30/03/2016
162	Supplementary - Policy Making	<p>You must -</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters -</p> <p>(i) how you intend to deal with complaints relating to your compliance with the 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 that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your</p>	30/03/2016

		offices that are open to the public.	
163	Supplementary - Policy Making	You must - (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply, (b) publish a document that records those arrangements on your website, and (c) ensure that a copy of that document is available in each of your offices that are open to the public.	30/03/2016
164	Supplementary - Policy Making	(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. (2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making standards with which you were under a duty to comply. (3) You must publish the annual report no later than 30 June following 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.	30/03/2016
165	Supplementary - Policy Making	You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.	30/03/2016
166	Supplementary - Policy	You must provide any information requested by the Welsh Language	30/03/2016

	Making	Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.	
167	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, and (b) in each of your offices that are open to the public.	30/03/2016
168	Supplementary - Operational	You must - (a) ensure that you have a complaints procedure that deals with the following matters - (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, and (b) publish a document that records that procedure on your intranet.	30/03/2016
169	Supplementary - Operational	You must - (a) ensure that you have arrangements for (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitate the use of those services, and (b) publish document that records that procedure on your intranet.	30/03/2016
170	Supplementary - Operational	(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	30/03/2016

		<p>under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to) -</p> <p>(a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151);</p> <p>(b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152);</p> <p>(c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 152);</p> <p>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where -</p> <p>(i) Welsh language skills were essential,</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p>(iii) Welsh language skills were desirable, or</p> <p>(iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154);</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 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual</p>	
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		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.	
171	Supplementary - Operational	You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.	30/03/2016
172	Supplementary - Operational	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.	30/03/2016
175	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, and (b) in each of your offices that are open to the public.	30/03/2016
176	Supplementary - Record Keeping	You must provide any records you kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	30/03/2016

Standards required to comply with within a year.

Standard Number	Class of Standard	Standard	Imposition Date
2	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	30/09/2016

		<p>correspondence in Welsh you must –</p> <ul style="list-style-type: none"> (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. 	
3	Service Delivery	<p>When you send correspondence addressed to two individuals who are members of the same household (for example, the 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> <ul style="list-style-type: none"> (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; (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 correspondence from then onwards when sending correspondence addressed to both of those individuals. 	30/09/2016
21	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>	30/09/2016
36	Service Delivery	<p>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</p>	30/09/2016

		announcements made at the event).	
44	Service Delivery	If you produce the following documents, and they are available to the public, you must produce them in Welsh - (a) policies, strategies, annual reports and corporate plans; (b) guidelines and codes of practice; (c) consultation papers.	30/09/2016
45	Service Delivery	Any rules that you publish that apply to the public must be published in Welsh.	30/09/2016
52	Service Delivery	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	30/09/2016
57	Service Delivery	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	30/09/2016
60	Service Delivery	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	30/09/2016
88	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
89	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how	30/09/2016

		an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	
90	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
91	Policy Making	When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
92	Policy Making	When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
93	Policy Making	When you publish a consultation document which relates to a policy	30/09/2016

		<p>decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on -</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	
94	Policy Making	<p>You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant –</p> <p>(a) what effects, if any (and whether positive or negative), the awarding of a grant would have on -</p> <p>(i) opportunities for persons to use the Welsh language, and</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) treating the Welsh language no less favourably than the English language;</p> <p>(c) how the decision could be taken or implemented (for example, by imposing conditions of grant) so that it would not have adverse effects, or so that it would have decreased adverse effects on -</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language;</p>	30/09/2016

		(ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on - (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.	
95	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
96	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/09/2016
97	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on - (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English	30/09/2016

		language.	
100	Operational	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.	30/09/2016
101	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
102	Operational	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
103	Operational	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	30/09/2016
104	Operational	You must ask each employee whether he or she wishes to receive any forms that record and authorise - (a) annual leave, (b) absences from work, and (c) flexible working hours, in Welsh; and if that is an employee's wish, you must provide any such forms to him or to her in Welsh.	30/09/2016
105	Operational	If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	30/09/2016

106	Operational	If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	30/09/2016
107	Operational	If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	30/09/2016
108	Operational	If you publish a policy relating to performance management, you must publish it in Welsh.	30/09/2016
109	Operational	If you publish a policy about absence from work, you must publish it in Welsh.	30/09/2016
110	Operational	If you publish a policy relating to working conditions, you must publish it in Welsh.	30/09/2016
111	Operational	If you publish a policy regarding work patterns, you must publish it in Welsh.	30/09/2016
120	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	30/09/2016
128	Operational	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety	30/09/2016
129	Operational	You must provide training (in Welsh) on using Welsh effectively in - (a) meetings; (b) interviews; and	30/09/2016

		(c) complaints and disciplinary procedures.	
132	Operational	<p>You must provide training courses so that your employees can develop -</p> <p>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);</p> <p>(b) an understanding of the duty to operate in accordance with the Welsh language standards;</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p>	30/09/2016
145	Promotion	<p>You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) -</p> <p>(a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and</p> <p>(b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).</p>	30/09/2016
146	Promotion	<p>Five years after publishing a strategy in accordance with standard 145 you must -</p> <p>(a) assess to what extent you have followed that strategy and have reached the target set by it, and</p> <p>(b) publish that assessment on your website, ensuring that it contains the following information -</p> <p>(i) the number of Welsh speakers in your area, and the age of those speakers;</p>	30/09/2016

		(ii) a list of the activities that you have arranged or funded during the previous 5 years in order to promote the use of the Welsh language.	
152	Record Keeping	You must keep a record, for each financial year of - (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.	30/09/2016
173	Supplementary - Promotion	You must ensure that a document which records the promotion standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available - (a) on your website, and (b) in each of your offices that are open to the public.	30/09/2016
174	Supplementary - Promotion	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the promotion standards with which you are under a duty to comply.	30/09/2016

Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 30/09/2015

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Standards - Group A

Those Standards to which the Council had agreed in July 2015 and no further changes have been made to them - the position therefore remains unchanged.

1, 6, 12, 55, 61, 63, 68, 75, 77, 77a, 80, 81, 82, 98, 115, 119, 125, 130a, 131, 134, 135, 136a, 137b, 138, 140, 141, 143, 147, 148, 149, 150, 151, 155(a), 156(a), 156(b), 157(a), 157(b), 158(1), 158(2), 158(3), 158(4), 158(5)(a), 159, 160, 161(a), 162(a), 162(b), 163(a), 163(b), 164(1), 164(2), 164(3), 164(4), 164(5)(a), 165, 166, 167(a), 168, 169, 170(1), 170(2)(a), 170(2)(b), 170(2)(c), 170(2)(d), 170(3), 170(4), 170(5)(a), 171, 172, 175(a).

Total:

70 Standards or sub-clauses.

Recommendation:

As these were agreed as reasonable and proportionate during the compliance notice consultation period, it is recommended these are now formally accepted with no further discussion needed.

Standards - Group B

Those Standards to which the Council had agreed in July 2015 but with a request for an extension to the timescales or some other amendment, to which the Commissioner's office has agreed.

33.

(Exception added, current policy now complies with this Standard)

45, 88, 89, 90, 91, 92, 93, 120, 132, 145, 146, 173(a), 174.

(The Council had requested a timetable extension from 6 months compliance to 12, 18 or 24 - these have all been extended, but to 12 months only)

Total:

14 Standards or sub-clauses.

Recommendation:

As these were agreed as reasonable and proportionate during the compliance notice consultation period with some changes or extensions, and the Commissioner's office has done so (even though the extension periods are not fully as the Council had requested) it is recommended these are now formally accepted as in all likelihood further challenges on timescale would prove unsuccessful.

Standards - Group C

Those Standards the Council were not given a compliance notice for in July 2015 and the situation remains unchanged.

23, 24(b), 26(b), 27(b), 27(c), 27(ch), 29(b), 39, 40, 53, 54, 73, 113, 117, 121, 123, 139.

Total:

17 Standards or sub-clauses.

Recommendation:

None required.

Standards - Group D

Those Standards the Council had rejected in July 2015 and the Commissioner's office has now removed from the final Compliance Notice.

65, 65(a), 66, 78

Total:

4 Standards or sub-clauses.

Recommendation:

None required.

Standards - Group E

Those Standards the Council had accepted in July 2015 but the Commissioner's office has extended the original deadline.

152

Total:

1 Standard.

Recommendation:

None required - it is possible the timescale was extended from 6 to 12 months to match other local authority requests, but this was not a request made by CCBC during the consultation period.

Standards - Group F

Those Standards the Council had rejected in July 2015 and the Commissioner's office has imposed a different one instead with more reasonable expectations.

10	changed to	11
18	changed to	19
25	changed to	26 and 26(a)
28	changed to	29 and 29(a)
85	changed to	84

Total:

5 Standards removed and 7 Standards and sub-clauses imposed in their place.

Recommendation:

The replacement Standards are ones that are current practice in CCBC and therefore it is recommended that these are formally agreed.

Standards - Group G

Those Standards the Council were not given a compliance notice for in July 2015 but have now been given in the final notice, as a result of the changes noted in Group F above.

47, 124, 126(b)

Total:

3 Standards or sub-clauses.

Recommendation:

As these are additional ones that go together with Group F above, as a result of changes to those following Council comments, it is recommended that these are formally agreed.

Standards - Group H

Those Standards to which the Council had agreed in July 2015 but with a request for an extension to the timescales or some other amendment, which the Commissioner's office has rejected.

7, 15, 20, 22, 30, 31, 32, 34, 35, 37, 38, 44(a), 48, 49, 50, 50(a), 50(b), 51, 69, 71, 72, 72(a), 83, 99, 112(a), 116, 122, 127, 137, 176.

Total:

30 Standards or sub-clauses.

Recommendation:

Though disappointing that the timetable extension was not agreed, as the Council had agreed these as reasonable and proportionate during the compliance notice consultation period, it is recommended that these are now formally accepted.

In all likelihood further challenges would prove unsuccessful with no further evidence to support those challenges, however Cabinet may wish to decide to proceed with a challenge in any case.

Standards - Group I

Those Standards the Council had rejected in July 2015 but the Commissioner's office has imposed with an amendment.

41 Exception added - removal of "other papers"

64 Exception added:

- main reception service in 6 months
- every other reception service in 12 months

(see also Group D as three related Standards have been removed)

76 Exception added - current policy now complies with this Standard

137(a) Exception added

Total:

4 Standards or sub-clauses.

Recommendation:

It is recommended that these be discussed and reconsidered due to the changes made in the final Compliance Notice and a new decision be made regarding accepting them now or going ahead with a formal challenge.

The changes made to 41 and 76 have significantly reduced the costs associated with compliance, to which the Council had previously objected.

Standards - Group J

Those Standards the Council had rejected in July 2015 but the Commissioner's office has imposed anyway, but with a change of timetable.

2, 3, 21, 27, 27(a), 27(d), 36, 52, 57, 60, 94, 95, 96, 97, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 128, 129, 173(b).

(Timetable change from 6 months compliance to 12 months)

Total:

29 Standards or sub-clauses.

Recommendation:

It is recommended that these be discussed and reconsidered due to the changes made in the final Compliance Notice timetable and a new decision be made regarding accepting them or going ahead with a formal challenge.

Standards - Group K

Those Standards the Council had rejected in July 2015 but the Commissioner's office has imposed with no change or amendments.

4, 5, 8, 9, 13, 14, 16, 17, 24, 24(a), 42, 43, 44(b), 44(c), 46, 56, 58, 59, 62, 67, 70, 74, 78, 87, 112, 114, 116(a), 118, 130(b), 133, 136, 142, 144, 153, 154, 155(b), 156(c), 157(c), 158(5)(b), 161(b), 162(c), 163(c), 164(5)(b), 167(b), 170(2)(ch), 170(5)(b), 175(b)

Total:

47 Standards or sub-clauses.

Recommendation:

It is recommended that these be discussed and reconsidered and a new decision be made regarding formally accepting them or going ahead with a formal challenge.

WELSH LANGUAGE STANDARDS – CAERPHELLY CBC INITIAL CHALLENGES 09/12/15

Standard 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.
Standard 3:	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if - (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; (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 correspondence from then onwards when sending correspondence addressed to both of those individuals.
Standard 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.

In the Council response in July 2015, we noted objections to these related standards on the following basis:

Unable to comply due to additional resources being required to record and monitor this information to assess compliance . . .

. . . in practice, we are unsure how this can be implemented or monitored.

The current position is that the above Standards have been imposed despite the objection, the only change being that the timetable has been extended from 6 to 12 months in the final Compliance Notice.

<p>Standard 41: <i>Must also comply with Standard 48 and 49</i></p>	<p>If you produce the following documents you must produce them in Welsh -</p> <p>(a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings;</p> <p>(b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p>You must comply with standard 41(a) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers that are available to the public, which relate to management board or cabinet meetings. <p>You must comply with standard 41(b) in every circumstance, except:</p> <ul style="list-style-type: none"> ○ other papers for meetings that are open to the public.
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The evidence provided in the summer proved a successful argument for CCBC in that for both 41 (a) and 41(b) “and other papers” has been exempted from the Council’s compliance notice.

This significantly reduces the cost/translation requirements however CMT felt that a further challenge should be made to 41(b) in that the minutes for meetings, conferences and seminars open to the public was still a huge requirement.

A recent analysis of just Scrutiny meetings alone estimates around 162,952 words for a 12 month period, and using the same median translation cost of £75 per thousand words, this equates to £12,241.40 per year.

It is recommended that the requirement is challenged and that an exemption is added to allow the Council to translate only those minutes where a clear Welsh language audience/requirement is evident (i.e. annual Welsh Language reports, Welsh medium Education issues etc.).

Standard 46:	When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.
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This is existing policy but as CCBC noted in the summer, simultaneous publication of every press notice is not currently always achievable. Additional resources would be required and a possible delay could occur.

It is also CMT's position that translating every press notice for publications when many of those publications only publish in English is a waste of resources.

An exemption allowing for the Council to publish its own press statements in its own publications and website only as opposed to the press in general, unless that statement has a clear Welsh medium audience e.g. around Education issues where it would be picked up by Welsh medium press, would make this a more reasonable and achievable Standard.

Standard 64: <i>Must also comply with Standard 67 and 68</i>	<p>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.</p> <p>You must comply with standard 64 in relation to the following by 30 March 2016:</p> <ul style="list-style-type: none"> ○ The body's main reception service. <p>You must comply with standard 64 in relation to the following by 30 September 2016:</p> <ul style="list-style-type: none"> ○ Every other reception service.
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This Standard was objected to in the summer as it has resource implications in terms of current staffing / recruitment issues and the ability to guarantee delivery of such a bilingual service.

The bold exemptions shown above in terms of the main reception is more reasonable however the second part of the Standard in terms of every other reception service within 12 months, considering the number of satellite offices the Council has across the county borough and across many service areas, is impossible to achieve with the current workforce profile of Welsh speakers.

Further, an initial and quick review of demand has shown that there are no recorded requests for Welsh language service in other reception services, and approximately 15 in the last year or so at Penallta House. The latter have been successfully dealt with under current practice and with current staffing resources.

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