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Date: 8th July 2015

Dear Sir/Madam,

A meeting of the **Cabinet** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Wednesday, 15th July, 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 approve and sign the following minutes: -	
3 Cabinet held on 1st July 2015 (minute nos. 1 - 5).	1 - 2
To receive and consider the following reports on which an executive decisions are required: -	

A greener place Man gwyrddach



4	Appropriation of Land at Snowdon Close, Risca.	3 - 10
5	Welsh Language Standards - Final Consultation	11 - 64

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

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN ON WEDNESDAY 1ST JULY 2015 AT 2.00 P.M.

PRESENT:

Councillor D.V. Poole - Vice - Chair

Councillors:

Mrs C. Forehead (HR and Governance/Business Manager), K. James (Regeneration, Planning and Sustainable Development), T.J. Williams (Highways, Transportation and Engineering), R. Woodyatt (Social Services)

Together with:

C. Burns (Interim Chief Executive), N. Scammell (Acting Director of Corporate Services), D. Street (Corporate Director Social Services), C. Harry (Corporate Director Education and Community Services)

Also in Attendance:

H. Morgan (Senior Committee Services Officer)

1. **CHRISTINA HARRY - CORPORATE DIRECTOR EDUCATION AND COMMUNITY SERVICES**

Members welcomed Christina Harry to her first meeting of Cabinet.

2. **APOLOGIES FOR ABSENCE**

Apologies for absence had been received from Councillors K.V. Reynolds (Leader), N. George (Community and Leisure Services), D.T. Hardacre (Performance and Asset Management), Mrs B. Jones (Deputy Leader and Cabinet Member for Corporate Services), and R. Passmore (Education and Lifelong Learning).

3. **DECLARATIONS OF INTEREST**

There were no declarations of interest received at the beginning or during the course of the meeting.

4. **CABINET - 17TH JUNE 2015**

RESOLVED that the minutes of the meeting held on 17th June 2015 (minute nos. 1 - 11) be approved and signed as a correct record.

MATTER ON WHICH AN EXECUTIVE DECISION WAS REQUIRED

5. APPROPRIATION OF LAND AT SNOWDON CLOSE, RISCA

The report sought approval to appropriate land at Snowdon Close, Risca (as shown on the plan accompanying the report) from informal leisure purposes to planning purposes.

In view of the responses received during the consultation process and to the fact that the ward members were not able to be present to express their views, it was moved and seconded that the report was deferred to the next meeting (15th July 2015). By a show of hands this was unanimously agreed.

RESOLVED that the report be deferred to the next meeting.

The meeting closed at 2.10pm

Approved and signed as a correct record subject to any corrections made at the meeting held on 15th July 2015.

CHAIR



CABINET – 15TH JULY 2015 DEFERRED FROM CABINET 1ST JULY 2015

SUBJECT: APPROPRIATION OF LAND AT SNOWDON CLOSE

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES

1. PURPOSE OF REPORT

- 1.1 To seek approval to appropriate land at Snowdon Close, Risca (as shown edged black on the plan at Appendix 1 - "the land") from informal leisure purposes to Planning purposes.

2. SUMMARY

- 2.1 The land was acquired, with other land in 1964, as part of the development of the Ty Sign Housing Estate, but has never been developed. Housing Services has assessed the land as no longer being required for its own operational purposes, and so it has been transferred to the General Fund account.
- 2.2 Appropriation for Planning purposes will better safeguard the Council's position in respect of future development of the land.
- 2.3 Appropriation will cleanse the site of all 3rd parties' rights, with the effect of converting such rights into claims for compensation; officers are not aware of the existence of any 3rd party rights.

3. LINKS TO STRATEGY

- 3.1 Under its approved Asset Management Objectives, the Authority aims to manage its land and buildings effectively, efficiently, economically, and provide a safe, sustainable and accessible living and working environment for all users.
- 3.2 The Authority has a medium term financial plan (MTFP), which includes cost saving targets resulting from the disposal of assets.

4. THE REPORT

- 4.1 The land was acquired, with other land in 1964, as part of the development of the Ty Sign Housing Estate. It has never been developed, and has remained as an area of open space on the periphery of the Ty Sign estate. Private sector development has been undertaken to both east and west of the land.
It is crossed from east to west by a public right of way (FP22), that will be rerouted, or extinguished as appropriate, as part of any development

- 4.2 Housing Services has assessed the land as no longer being required for its own operational purposes, and so it has been transferred to the General Fund account.
- 4.3 The site has an area of 1.6 hectares (or thereabouts) and is included in the Council's adopted LDP as part of a much larger area (2,500 hectares) of Visually Important Local Landscape. Corporate Property Officers are proposing that the settlement boundary be amended in the forthcoming LDP Revision to include the site and this report, recommending the land be appropriated for Planning purposes, is a necessary adjunct as it will better safeguard the Council's position in respect of future development of the land.
- 4.4 Local residents have made an application to register the land as Village Green; whilst the application might be successful, it would not preclude future development. However this would make matters more complicated and has the potential to cause delay.
- 4.5 Consequently, the Council, as Commons Registration Authority, must advertise the village green application in the press, serve notice on all parties who have an interest in the land or may wish to object. On Counsel's previous advice it is recommended that, in the Council's perspective as land owner, the land be appropriated for planning purposes. This action will afford a further safeguard should the applicants be in a position to provide sufficient evidence of public use of the application site as of right for the period of 20 years up to the submission of the application.
- 4.6 Risca East Community Council is concerned that the disposal of this land will result in the loss of yet another greenfield site. It feels that this land is a worth keeping as amenity land which can be used by the residents of Ty Sign and the surrounding area
- 4.7 Ward members object to any Planning appropriation, or planned change of boundary or change of use of the land situated adjacent to Snowdon Close, Risca. They state that
1. The community presented a petition (in connection with the Islwyn Local Plan (1991 – 2001), see below) recording the view and opinion of the community to keep it as a resource for the community and to safeguard its leisure use.
 2. The land is fully utilised by the communities of Ty Sign and adjoining communities for recreation and leisure purposes.
 3. There is very little green space within the combined communities
 4. It is an access point to Twmbarlum.
- 4.8 The Head of Planning & Regeneration has been consulted, and has provided a commentary on the status of the site; this is shown below.

PLANNING ISSUES

1. The principle of residential development on the site has been established previously however in more recent years the site has been located outside of the settlement boundary for the area.

2. Site History

Islwyn Borough Council's Interim Policy Statement 1988-1993

The site was originally included in Islwyn Borough Council's Interim Policy Statement on Residential Development in Risca / Pontymister. It was identified as a site to be released for residential development in accordance with the then Structure Plan.

PLANNING ISSUES

Islwyn Local Plan (1991 – 2001)

'Land west of Snowden Close, Risca' [Housing Proposal HP1 (27)] was designated for a residential land use in the Adopted Islwyn Local Plan, 1991-2001. This site measured an area of 1.8 hectares. Land to the east was left within settlement limits (therefore the principle of development was acceptable), however was not allocated for any specific use.

Caerphilly Unitary Development Plan (1996 – 2011)

Consultation on the Caerphilly Draft Unitary Development Plan (1998) identified a site of 3 hectares, west of Snowdon Close for residential development [Site H1 (39)]. Following this public consultation, the council received 1 comment, 16 objectors and 1 petition representing 111 people. As a result, the site was reduced to a size of 1.8 hectares as it appears in the Deposit Unitary Development Plan (1999). This revision removed from the site the area of informal public open space (to the east), which is to be retained. The Development Plan was also revised to put this area of public open space outside the Settlement Boundary where development will not normally be permitted (Policy DC2).

A public Inquiry was called regarding the objections to the deposit draft of the Caerphilly Unitary Development Plan. Objections were raised for traffic safety, general amenity and nature conservation reasons.

The Inspector assessed the evidence and concluded that the reduced site (on the western edge) was suitable for housing, and there was no justification for any modification to the Plan for it to stay as Open Space.

To counter the loss of any open space, land was allocated along Holly Road, Risca as L7 (11) for informal recreation.

Snowdon Close Development Brief (April 2002)

A development brief was created for the site and, on consultation, 18 representations were received, 6 in favour of the development brief, and 12 objecting to it for various reasons.

The development brief was adopted as Supplementary Planning Guidance (SPG) in October 2002 to help instil good development principles into the site

Adopted Local Development Plan (2006 – 2021)

As part of the LDP process, land highlighted in a 2005 Planning Consent (development completed in 2010) meant that the settlement boundary line was drawn to take in the additional dwellings. Land to the east of the site was left outside of settlement limits, as it had been in the UPD. Following on from the allocation made in the UDP, land opposite the housing site was allocated for informal leisure use (LE5.20)

Local Development Plan (First Revision) up to 2031

The site outside of the settlement boundary (directly adjacent to Snowdon Close) has been submitted for consideration as a Candidate Site in the process. The site reference is RSE001

3. The potential loss of open space has been assessed in relation to Policy CW7 (Protection of Open Space) of the adopted LDP, which states that "developments on areas of open space within settlements will only be permitted where:

"A The amount of open space remaining in the neighbourhood would still be adequate to serve local needs; and

"B The site has no significant value as a recreational resource or an area of visual amenity".

PLANNING ISSUES

The Council has adopted a Supplementary Planning Guidance (SPG) document on the Protection of Open Space, which sets out a methodology for assessing open space provision in order to ascertain whether there is sufficient open space to serve local needs in accordance with criterion A of Policy CW7. The methodology in the SPG is based upon the Fields in Trust (FIT) Benchmark Standards for Outdoor Play. The FIT Standard indicates that there should be 0.55ha of informal playing space per 1,000 population, which, when applied to a geographical area, broadly equates to 3ha of informal open space within a 0.5km radius of a given site.

The assessment of open space undertaken in respect of the site indicates that, in terms of usable informal open space in the area, there is sufficient informal recreation space to meet the FIT standard.

The proposal would also need to adhere to criterion B of Policy CW7 and, from a recreational amenity perspective, the site is a gently sloping area of land used for informal play.

However, there appears to be land in the surrounding area that can be readily used for leisure purposes too – namely land identified as informal recreation space in policy LE5.20 of the Adopted LDP. This land could be used by the combined communities although the maintenance of LE5.20 will need to be assessed in order to ensure that the site’s usability is increased

Subject to that proviso, it is considered that the loss of this site would be acceptable with regards to criterion B

- 4.9 For the reasons given, there is no policy objection to the release of the site.
- 4.10 Members should also be aware that appropriation would cleanse the site of all 3rd parties’ rights, with the effect of converting such rights into claims for compensation. However, following investigation of the title, officers are not aware of the existence of any 3rd party rights.

5. EQUALITIES IMPLICATIONS

- 5.1 An Equalities Impact Assessment (EqIA) screening has been completed in accordance with the Council’s Equalities Consultation and Monitoring Guidance and no potential for unlawful discrimination and / or low level or minor negative impact have been identified, therefore a full EqIA has not been carried out.

6. FINANCIAL IMPLICATIONS

- 6.1 Apart from this potential consequence arising from unexpected claims in respect of 3rd party rights, there is no direct cost for the appropriation of the land as the land is already in council ownership. There are cost implications related to the statutory requirements set out in respect of posting legal notices in respect of the procedure, i.e. placing a notice in a local paper for two consecutive weeks. Whilst the exact cost will be dependent upon the size and wording of the required notices, it is likely to be in the region of £5,000, which can be funded from within existing budgets.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications arising out of this report.

8. CONSULTATIONS

- 8.1 Risca East Community Council is concerned that the disposal of this land will result in the loss of yet another greenfield site. It feels that this land is a worth keeping as amenity land which can be used by the residents of Ty Sign and the surrounding area.
- 8.2 Ward members object because the view and opinion of the community is to keep the site as a resource for the community and to safeguard it for leisure use.
- 8.3 These views have been addressed satisfactorily in paragraph 4, and cannot be incorporated in the recommendations as they are rejections of the proposal, requiring the council to retain ownership of the land as an amenity site.
- 8.4 There are no other views expressed as a result of consultation that differ from the recommendation.

9. RECOMMENDATIONS

- 9.1 The Council declares its intention that the land at Snowdon Close, Risca (as shown edged black on the plan at Appendix 1) be appropriated for Planning purposes
- 9.2 The Council causes notice of its intention to appropriate the said land for planning purposes to be advertised for two consecutive weeks in a newspaper circulating in the area in which the land is situated, and consider any objections to the proposed appropriation that may be made to it.
- 9.3 The Head of Performance and Property, in conjunction with the Cabinet Member for Performance and Asset Management be authorised
 - 1. to consider the objections (if any) received as a result of the notice and,
 - 2. unless there are new (i.e. not expressed in this Report) objections in which case a further Report will be presented to Cabinet, to approve the appropriation of the land at Snowdon Close, Risca for Planning purposes.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 The land is no longer required by Housing Services and is regarded as surplus. The appropriation of the land for Planning purposes will facilitate the carrying out of development of the land.
- 10.2 It is anticipated the appropriation will enable housing, including some affordable housing, to be developed on the land.
- 10.3 To meet the statutory requirements for the appropriation of land for planning purposes.

11. STATUTORY POWER

- 11.1 Section 122(A) of the Local Government Act 1972 (as amended)
- 11.2 Section 226 and Section 241 of the Town and Country Planning Act 1990 (as amended)

Author: Colin Jones Head of Performance and Property Services

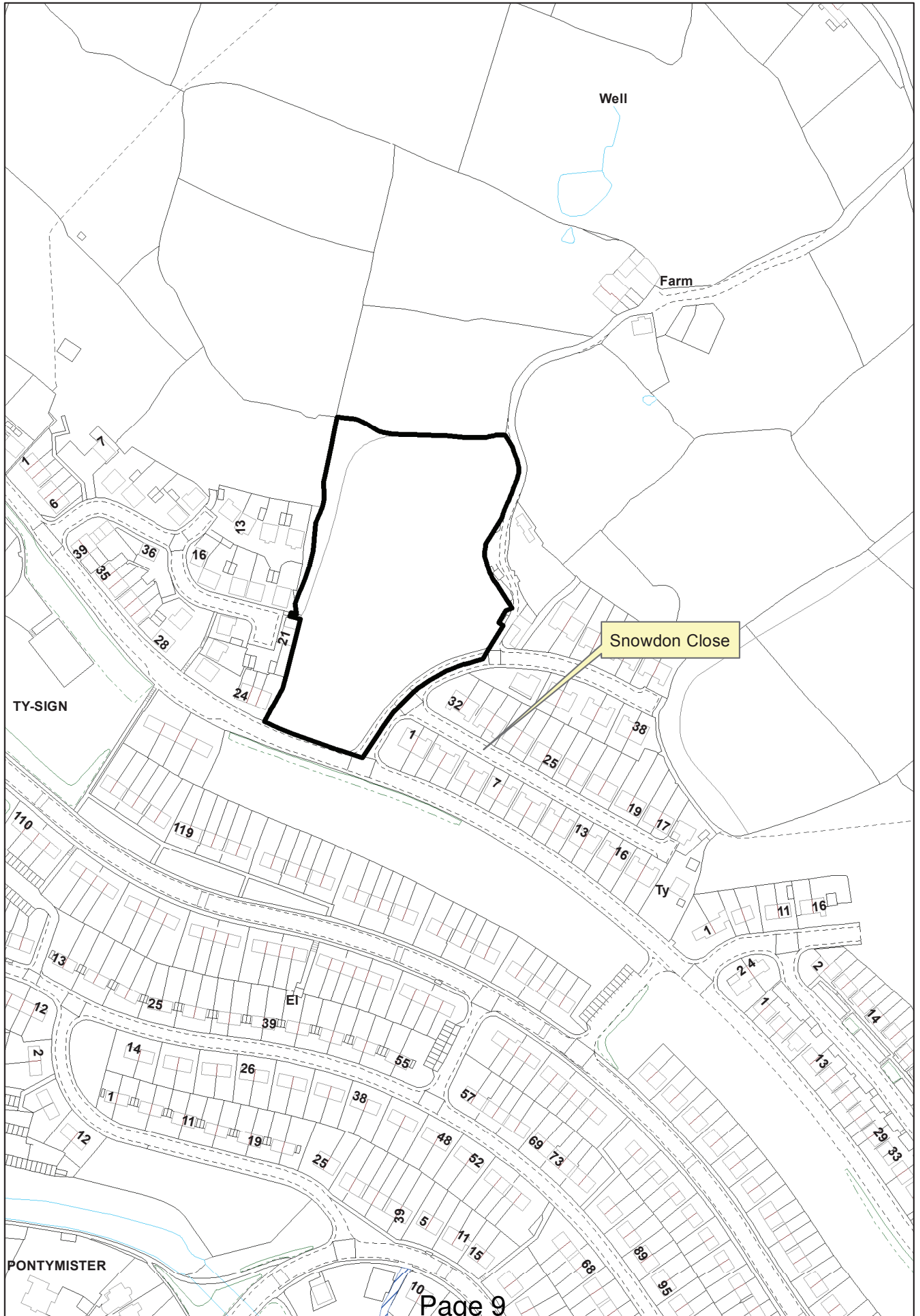
Consultees:

Chris Burns	Interim Chief Executive
Nicole Scammell	Acting Director of Corporate Services
Shaun Couzens	Chief Housing Officer
Pauline Elliott	Head of Regeneration and Planning
Rhian Kyte	Team Leader Strategic & Development Planning
Tim Stephens	Development Control Manager
Richard Crane	Senior Solicitor
Gail Williams	Monitoring Officer
David A Thomas	Senior Policy Officer (Equalities & Welsh Language)
Cllr D Hardacre	Cabinet Member for Performance and Asset Management
Cllr G Jones	Deputy Leader and Cabinet Member for Housing
Cllr N George	Ward Member, Risca East
Cllr P Leonard	Ward Member, Risca East
Cllr R Passmore	Ward Member, Risca East
Mr G. James	Clerk and RFO, Risca East Community Council riscaeastcc@outlook.com

Background Papers:

Appendices:

Appendix 1 Plan showing the land



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CABINET - 15TH JULY 2015

SUBJECT: WELSH LANGUAGE STANDARDS - FINAL CONSULTATION

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES & S151 OFFICER

1. PURPOSE OF REPORT

- 1.1 To allow Members to object or agree to the Standards within the draft Compliance Notice received from the Welsh Language Commissioner on June 22nd 2015.
- 1.2 Also to delegate to the Acting Director of Corporate Services in consultation with the Cabinet Member for Corporate Services to agree the full response from Caerphilly County Borough Council to be submitted by the consultation deadline of 20th July 2015. The response will focus upon the Standards which are not reasonable or proportionate and those which require longer timescales.

2. SUMMARY

- 2.1 Members will be aware because of earlier reports, that the Welsh Language (Wales) Measure 2011 set out to modernise the legal framework regarding the use of the Welsh language in the delivery of public services and makes provision for the specification of standards of conduct in relation to the Welsh language. This replaces the system of Welsh Language Schemes under the previous Welsh Language Act 1993.
- 2.2 The Council previously responded to consultation on the proposed standards in 2014 and has now received the Compliance Notice in accordance with Section 47 of the Welsh Language (Wales) Measure 2011.
- 2.3 The standards cover the following general areas:
 - **Service-delivery standards** in relation to the delivery of services in order to promote or facilitate the use of the Welsh language, or to ensure that it is treated no less favourably than English.
 - **Policy-making standards** that require organisations to consider what effect their policy decisions will have on the ability of persons to use the language and on the principle of treating Welsh no less favourably than English.
 - **Operational standards** that deal with the internal use of Welsh by organisations.
 - **Promotion standards** that require organisations to adopt a strategy setting out how it proposes to promote and facilitate the use of Welsh.
 - **Record-keeping standards** that make it necessary to keep records about some of the other standards, and about any complaints received by an organisation. These records will assist the Commissioner in regulating the organisation's compliance with standards.

- 2.4 Within each of these areas are specific standards, which total 176 in number, some of which have different levels of compliance, together with an overarching requirement around procurement and commissioning. There are substantial financial implications for meeting some of the Standards, such as Standard 41, which requires that all agendas, minutes and other papers made available to the public are produced in Welsh, this would have significant financial implications and could delay the democratic process.
- 2.5 The Compliance Notice shows that standards that will apply to the Council and gives timescales for implementation. The Council is likely to receive the final Compliance Notice in September. If the Council fails to comply with any of the Standards, the Welsh Language Commissioner has enforcement powers, which include a civil penalty of up to £5,000 or seeking a court order to require compliance.

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 goal under the upcoming implementation of the Future Generations Act 2015.

4. THE REPORT

Current Position

- 4.1 The Welsh Government's Welsh Language Standards (No. 1) Regulations 2015 came into force on 31 March 2015, following wide ranging consultation and a Standards Investigation carried out by the Welsh Language Commissioner in 2014.
- 4.2 The final set differs from the set that the Council provided feedback on in April 2014 in that a number of draft standards have been split to make them easier to deal with, a number have been re-worded and a few standards added.
- 4.3 Appendix A details the Standards that have been currently applied to this Council and which the Council has until the 20th July to accept or reject.
- 4.4 A number of the standards that the Council formally objected to in April 2014 have not been applied to us in this Compliance notice. These standards are highlighted in blue and marked "N/A".
- 4.5 In the appendix, each of the standards are listed, along with the Compliance Notice's implementation timescale and a column denoting who may be responsible for ensuring that the implementation work is done on a day-to-day basis. That column is one that the Equalities and Welsh Language team have added to help with this consultation period.

- 4.6 A small number of standards that the Council formally objected to in April 2014 have been applied to this Council. These have been highlighted with a red background and marked “N”. Some other standards are also highlighted in red and marked “N” as in practice, an initial analysis implies they would be difficult if not impossible to achieve whatever the timescale.
- 4.7 Below is a comparison timetable of the 5 Gwent area local authorities. The type of Standard is listed on the left, with each Council then having two columns of either 6 or 12 month compliance, and how many of each standards fall into either timescale.

	Caerphilly		Torfaen		Blaenau Gwent		Newport		Monmouthshire	
	(6)	(12)	(6)	(12)	(6)	(12)	(6)	(12)	(6)	(12)
Service Delivery	77	2	75	4	75	5	74	5	74	5
Policy Making	10	0	10	0	10	0	10	0	10	0
Operational	47	0	42	5	32	15	32	16	32	15
Promotional	0	2	0	2	0	2	0	2	0	2
Record Keeping	8	0	7	1	7	1	7	1	7	1
Supplementary	20	2	20	2	20	2	20	2	20	2
Totals	162	6	154	14	144	25	143	26	143	25

- 4.8 One possible reason that Caerphilly CBC has more 6 month compliance dates than neighbouring authorities is that the Annual Monitoring and Improvement reports (submitted in their current format, since 2007) have demonstrated that this Council is making progress in virtually every area expected.
- 4.9 The majority of the standards are ones that exist in current policy and practice, as the Council’s Strategic Equalities and Welsh Language Objectives and Action Plan (2012-2016) was developed taking into consideration what was being suggested in 2011 as a foundation for the Standards. However, some require substantial additional work.
- 4.10 As is noted in Appendix A however, implementation has not been consistent across the service areas to date.

Current Consultation

- 4.11 In order to give as full a response as possible to the Welsh Language Commissioner in the very short timescale we have, this report and the Appendix have been circulated for comments from Corporate Management Team, Heads of Service and a number of key officers.
- 4.12 The Council has to decide whether it accepts or rejects the standards as reasonable or proportionate for this authority and reply to the consultation accordingly.

- 4.13 In order to object to those standards highlighted in red or any other that the Council may wish to object to, factual evidence must be provided as to why that standard is unreasonable or disproportionate for them or this authority.
- 4.14 Standard 41 will have substantial financial implications for the Council. The Council regularly publishes reports, agendas and minutes from all of its Committee meetings on the Council's website and stores all previous reports, agendas and minutes for the past 14 years. The word count for last year for all of these documents translated into Welsh would lead to a translation cost of £491 k per annum. Additionally, reports are prepared and circulated according to a strict timetable to enable elected Members to consider them appropriately when making decisions. This can often be a lengthy process if a report goes before a scrutiny committee, then with recommendations to Cabinet and on to full Council potentially with more recommendations. Requiring all reports to be produced in Welsh may add delay into the process so that members have less time to consider reports. It is suggested that a more proportionate Standard would be the current process whereby agendas are in Welsh, but minutes and reports are only produced in Welsh for specific topics such as Welsh Medium Education and the Welsh Language Policy or upon request rather than requiring all reports to be produced in Welsh.
- 4.15 Standards 52 to 58 require that all content on the website, for apps and for social media is translated into Welsh. The Council has currently only been able to translate 50% of its website into Welsh. There would be substantial financial implication if all content was required to be translated into Welsh. An initial cost of £25 k (excluding links and the content of apps) with an estimated recurring cost to maintain the website of £25k per annum. Additionally, the requirement that new content, and content of apps or social media be produced in Welsh is disproportionate because it may interfere in the Council's ability to engage with these quicker forms of communication. Other legislation such as the Local Government (Wales) Measure 2011 requires that the Council engage with the public, the Council is trying to use social media and other digital technology to do so, but these are fast paced and translation would cause a delay. It is suggested that a more reasonable standard would be for the main items on the website to be published in Welsh but not all social media content is required to be in Welsh.
- 4.16 Standard 76 requires that tenders are published in Welsh, this is disproportionate and would have a substantial financial implication. Some tenders contain lengthy technical specifications and there would be substantial financial implication in translating them. It is estimated that one off costs of approximately £54 k would be required to translate standard documents and an estimated £462 k per annum for individual contract documentation. It is submitted that a more reasonable standard would be to require translation on request or for specific tenders such as those for Welsh courses.
- 4.17 Standards 108 to 111 relate to publishing all HR policies in Welsh; this would have a significant financial implication and is disproportionate, when consideration is given to the fact that a substantial part of Local Government terms and conditions are agreed at a national UK level in collective agreements and are not produced in Welsh centrally. An estimated one off cost to translate these policies would be £37 k with ongoing maintenance when the policies are updated. An alternative would be for the policies or queries about the policies to be responded to in Welsh or provided in Welsh upon request.
- 4.18 Standard 137A requires that all application forms and job descriptions are produced in Welsh. The Council has over 2000 job descriptions for different posts so to translate these would have a significant financial implication estimated at a minimum of £146 k as a one off cost and hence would be disproportionate. An alternative standard would be only job descriptions for posts where Welsh is essential to be produced in Welsh.

- 4.19 Standards 25 and 28 require that meetings to discuss someone's well-being are conducted in Welsh without simultaneous translation. This is unreasonable and disproportionate as it could apply to a number of the Council's service users and the Council does not have the resources to enable compliance with these standards. Even with simultaneous translation, this would have a substantial financial implication and may cause delay in receipt of services provided to vulnerable service users. A more reasonable standard would be for the Council to be required to use its best endeavours to provide service in Welsh to discuss someone's well-being. This requirement would also be an issue in other standards requiring the same level of compliance.
- 4.20 Across all standards, whether current policy or those objected to previously, the Council can also object to the timescale and request a different compliance timescale for that standard.
- 4.21 Therefore the Council, or specific service areas, may also chose to accept a standard but reject the timescale and request a longer period in which to comply. Again this would need evidence to back up the request for extension.

5. EQUALITIES IMPLICATIONS

- 5.1 This report and appendix form an Impact Assessment on how the Welsh Language Standards affect different Council Services. The substantial financial implications for the standards highlighted in red and marked "N" may have a disproportionate effect on other groups with protected characteristics because their implementation would require other Council services to be reduced or removed in order to make savings and provide a budget.

6. FINANCIAL IMPLICATIONS

- 6.1 There are financial implications to the implementation of the Welsh Language Standards but it is impossible to detail the full extent of all of these at this time. Those standards with the most significant financial resource have been costed at £262 k one off expenditure and £978 k per annum recurring spend. This is currently the minimum requirement.
- 6.2 These cost implications would need to be factored into Medium Term Financial Planning work being undertaken and would require substantial additional savings to be found which will undoubtedly result in reductions in Council services.
- 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 civil penalty of up to £5,000 or a court order requiring compliance. These are 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.
- 6.4 Currently the Equalities and Welsh Language staff in the Corporate Policy Unit have a corporate budget with which to support Equalities and Welsh Language work across the Council. Any MTFP changes would need to be impact assessed taking the implementation of the standards into consideration. There would need to be careful consideration of the impact and Equalities implications that any further savings would have upon other groups with protected characteristics.

7. PERSONNEL IMPLICATIONS

- 7.1 There are personnel implications to the implementation of the Welsh Language Standards in three ways.

- 7.2 Currently the Equalities and Welsh Language staff in the Corporate Policy Unit support Equalities and Welsh Language work across the council. The standards, as drafted would require additional staff or external translators for the Council to be able to comply.
- 7.3 Across all service areas, the standards as drafted would require additional staff resources to plan, implement and maintain compliance. As stated above, this could have substantial financial implications and could cause delays to services.
- 7.4 Funding the additional resource to comply with the Welsh Language Standards included in the current Draft Compliance Notice could lead to a reduction in staff numbers in service areas outside of the Equalities and Welsh Language Team. It is unlikely that these displaced staff will be able to be redeployed into posts requiring the ability to be able to translate from English to Welsh. Hence, there are likely to be redundancy costs associated with the implementation of a number of the standards included in the Draft Compliance Notice.

8. CONSULTATION

- 8.1 This draft covering report and Appendix were circulated to Cabinet Members, Corporate Management Team, Heads of Service and other relevant officers for comments and evidence gathering in order to help with Cabinet's decision of agreeing to, or rejecting, any of the Standards covered by the draft Compliance Notice.
- 8.2 Any additional evidence not included in the report in respect of those areas highlighted in amber or with a "?" will be presented at Cabinet on 15 July.

9. RECOMMENDATIONS

- 9.1 That Cabinet approve the submission of the response to the Welsh Language Commissioner including agreement to Standards highlighted in green with a "Y" and objection to Standards highlighted in red with a "N" on the grounds that they are disproportionate.
- 9.2 It is recommended that the Acting Director of Corporate Services in consultation with the Cabinet Member for Corporate Services is delegated the power to agree the final response using the template provided by the Welsh Language Commissioner along with supporting evidence by 20 July 2015.

10. REASONS FOR RECOMMENDATIONS

- 10.1 To ensure that the Council's evidence is used to determine the final Compliance Notice that will be placed upon Caerphilly County Borough Council in September 2015.

11. STATUTORY POWER

- 11.1 Welsh Language (Wales) Measure 2011, Local Government Act 2000, Local Government (Wales) Measure 2010.

Author: David A. Thomas, Senior Policy Officer (Equalities and Welsh Language)
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Howard Rees, Programme Manager - Partnership Development and Collaborative Improvement
Jackie Dix, Policy and Research Manager
Ros Roberts, Performance Manager
Steve Pugh, Corporate Communications Manager
Liz Sharma, Consultation and Engagement Officer
Paul Lewis, IT Development Manager

Background Papers:

Welsh Language Scheme 2012

Strategic Equality Plan 2012

Strategic Equalities and Welsh Language Objectives and Action Plan (2012-2016)

(These are available electronically for information if requested)

Appendices:

Appendix A - Excel Spreadsheet of the Welsh Language Standards contained in the CCBC Compliance Notice

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OVERARCHING PRINCIPLE

Title, commencement, application and interpretation	Service Area	Compliance Timescale
<p>(5) In these Regulations— (a) references to any activity being carried out by a body, or to any service being provided by a body, are to be read as including a reference to that activity being carried out on the body's behalf or to that service being provided on the body's behalf by a third party under arrangements made between the third party and the body;</p> <p>(b) accordingly, unless a compliance notice provides to the contrary, a body will have failed to comply with a standard in respect of an activity or service it has arranged to be carried out or provided by a third party if that activity or service has not been carried out or provided in accordance with the standard.</p> <p>N.B. this overarching principle covers all procurement and commissioning processes</p>	<p>?</p> <p>Procurement / Social Services / Education / Corporate Property / Engineering / Building Consultancy / Others?</p>	<p>On implementation of the relevant standard, however this is existing practice across much of the Council.</p>

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SERVICE DELIVERY STANDARDS

Service Area

Compliance Timescale

1 Standards relating to correspondence sent by a body

(1) When a body replies to correspondence

Standard 1: *MUST* If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person *ALSO COMPLY* has indicated that there is no need to reply in Welsh.
WITH STANDARD 7

?

All

Existing policy but implemented patchily.

6 months.

(2) When a body initiates correspondence

(a) When a body corresponds with an individual

Page 21

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—

N

All

6 months.

(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.

(b) When a body corresponds with more than one member of the same household

<p>Standard 3: <i>MUST ALSO COMPLY WITH STANDARD 6</i></p>	<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> <p>(a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals;</p> <p>(b) 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.</p> <p>(c) When a body corresponds with several persons (for example, when it sends a circular, or sends the same letter to a number of homes)</p>	<p>N</p>	<p>All</p>	<p>6 months.</p> <p>We have noted this in red as in practice, we're unsure how this can be implemented or monitored?</p>
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<p>Standard 4: <i>MUST ALSO COMPLY WITH STANDARD 6 and 7</i></p>	<p>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.</p>	<p>N</p>	<p>All</p>	<p>Existing policy in that documents are sent out bilingually.</p>
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(3) General standards relating to correspondence

<p>Standard 5: <i>MUST ALSO COMPLY WITH STANDARD 6 and 7</i></p>	<p>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.</p>	<p>N</p>	<p>All</p>	<p>Existing policy but implemented patchily.</p> <p>6 months.</p>
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<p>Standard 6: If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).</p>	<p>Y</p>	<p>All</p>	<p>Existing policy.</p>
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<p>Standard 7: MUST You must state— <i>ALSO COMPLY WITH STANDARD 1</i></p> <p>(a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</p>	?	All	<p>Existing policy but implemented patchily.</p> <p>6 months.</p>
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2 Standards relating to telephone calls made and received by a body

(1) Telephone calls made to a body’s main contact number and to any helplines or call centres

<p>Standard 8: When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.</p>	N	Customer Services	6 months.
<p>Standard 9: MUST 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. <i>ALSO COMPLY WITH One or more of the following: Standard 10 Standard 11</i></p>	N	Customer Services	6 months.
<p>Standard 10: When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person’s wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh). <i>MUST ALSO COMPLY WITH STANDARD 9 and 14</i></p>	N	Customer Services	6 months.

<p>Standard 11: 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—</p> <p><i>MUST ALSO COMPLY WITH STANDARD 9 and 14</i></p> <p>(a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p>		N/A	None	Compliance notice not placed on CCBC for this Standard.
<p>Standard 12: When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.</p>				
<p>Standard 13: If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.</p>		N	Customer Services	6 months
<p>Standard 14: When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.</p> <p><i>MUST ALSO COMPLY WITH One or more of the following: Standard 10 Standard 11 and also Standard 16, and Standard 17</i></p>		N	Customer Services	6 months
<p>Standard 15: If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.</p>		?	Customer Services	6 months
<p>Standard 16: Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.</p>		N	Customer Services	6 months
<p>Standard 17: When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.</p>		N	Customer Services	6 months

(2) Telephone calls made to departments and to members of a body's staff

Standard 18: 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 provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).	?	All	6 months
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Standard 19: 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.	N/A	None	Compliance notice not placed on CCBC for this Standard.
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Standard 20: When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	?	All	6 months
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(3) Telephone calls made by a body

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.	N	All	6 months
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(4) A body dealing with telephone calls using an automated system

Standard 22: Any automated telephone systems that you have must provide the complete automated service in Welsh.	?	All	6 months
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3 Standards relating to a body holding meetings that are not open to the general public

(1) Meetings between a body and one other invited person

<p>Standard 23: If you invite one person only (“P”) to a meeting, you must offer to conduct the meeting in Welsh; and if P informs you that P wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).</p>	<p>N/A</p>	<p>None</p>	<p>Compliance notice not placed on CCBC for this Standard.</p>
<p>Standard 24: If you invite one person only (“P”) to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose. <i>MUST ALSO COMPLY WITH One or more of the following: Standard 24A Standard 24B</i></p>	<p>N</p>	<p>All</p>	<p>Existing policy but implemented patchily. 6 months.</p>
<p>Standard 24A: If you have invited one person only (“P”) to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service). <i>MUST ALSO COMPLY WITH STANDARD 24</i></p>	<p>N</p>	<p>All</p>	<p>Existing policy but implemented patchily. 6 months.</p>
<p>Standard 24B: 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 consecutive 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). <i>MUST ALSO COMPLY WITH STANDARD 24</i></p>	<p>N/A</p>	<p>None</p>	<p>Compliance notice not placed on CCBC for this Standard.</p>
<p>Standard 25: If you invite an individual (“A”) to a meeting, and the meeting relates to the well-being of A, you must— (a) ask A whether A wishes for the meeting to be conducted in Welsh, and (b) if A informs you that A wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).</p>	<p>N</p>	<p>All</p>	<p>6 months</p>

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Standard 26: <i>must also comply with One or more of the following: Standard 26A Standard 26B</i>	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.	N/A	None	Compliance notice not placed on CCBC for this Standard.
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Standard 26A: <i>Must also comply with Standard 26</i>	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.	N/A	None	Compliance notice not placed on CCBC for this Standard.
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Standard 26B: <i>Must also comply with Standard 26</i>	You must arrange for a consecutive 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.	N/A	None	Compliance notice not placed on CCBC for this Standard.
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(2) Meetings between a body and more than one invited person

Standard 27: <i>Must also comply with One or more of the following: Standard 27A Standard 27B Standard 27C and also one or more of the following: Standard 27CH Standard 27D</i>	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 at the meeting.	N	All	6 months
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<p>Standard 27A: 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.</p> <p>Must also comply with Standard 27</p>	N	All	6 months
<p>Standard 27B: 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 20% (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.</p> <p>Must also comply with Standard 27</p>	N/A	None	Compliance notice not placed on CCBC for this Standard.
<p>Standard 27C: 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 30% (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.</p> <p>Must also comply with Standard 27</p>	N/A	None	Compliance notice not placed on CCBC for this Standard.
<p>Standard 27CH: 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 conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).</p> <p><i>Must also comply with Standard 27</i></p>	N/A	None	Compliance notice not placed on CCBC for this Standard.
<p>Standard 27D: If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).</p> <p><i>Must also comply with Standard 27</i></p>	N	All	Existing policy but implemented patchily. 6 months.
<p>Standard 28: 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—</p> <p>(a) ask that individual or each of those individuals whether he or she wishes for the meeting to be conducted in Welsh, and</p> <p>(b) if that individual, or if each of those individuals, informs you that he or she wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).</p>	N	All	Existing policy but implemented patchily. 6 months.

<p>Standard 29: <i>Must also comply with One or more of the following:</i> Standard 29A Standard 29B</p>	<p>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—</p> <p>(a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and</p> <p>(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.</p>	<p>N/A</p>	<p>None</p>	<p>Compliance notice not placed on CCBC for this Standard.</p>
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<p>Standard 29A: <i>Must also comply with Standard 29</i></p>	<p>You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting—</p> <p>(a) if you have invited more than one person to the meeting,</p> <p>(b) if the meeting relates to the well-being of one or more of the individuals invited, and</p> <p>(c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.</p>	<p>N/A</p>	<p>None</p>	<p>Compliance notice not placed on CCBC for this Standard.</p>
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<p>Standard 29B: <i>Must also comply with Standard 29</i></p>	<p>You must provide a consecutive translation service from Welsh to English and from English to Welsh at a meeting—</p> <p>(a) if you have invited more than one person to the meeting,</p> <p>(b) if the meeting relates to the well-being of one or more of the individuals invited, and</p> <p>(c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.</p>	<p>N/A</p>	<p>None</p>	<p>Compliance notice not placed on CCBC for this Standard.</p>
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4 Standards relating to meetings arranged by a body that are open to the public

Standard 30: *Must also comply with Standard 33* 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. ? All Existing policy but implemented patchily. 6 months.

Standard 31: When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh. ? All Existing policy but implemented patchily. 6 months.

Standard 32: 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). N All 6 months

Standard 33: *Must also comply with Standard 30* 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. ? All Existing policy but implemented patchily. 6 months.

Standard 34: 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. ? All Existing policy but implemented patchily. 6 months.

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5 Standards relating to public events organised or funded by a body

<p>Standard 35: If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or</p>	<p>?</p>	<p>Events and Tourism / Parks Services / Environment / Others?</p>	<p>Existing policy but implemented patchily. 6 months.</p>
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<p>Standard 36: If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs displayed at the event and in relation to audio announcements made at the event).</p>	<p>?</p>	<p>Events and Tourism / Parks Services / Environment / Others?</p>	<p>Existing policy but implemented patchily. 12 months.</p>
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6 Standard relating to a body's publicity and advertising

<p>Standard 37: Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language</p>	<p>?</p>	<p>Communications / Graphic Design / All?</p>	<p>Existing policy but implemented patchily. 6 months.</p>
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7 Standards relating to a body displaying material in public

<p>Standard 38: Any material that you display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.</p>	<p>?</p>	<p>All</p>	<p>Existing policy but implemented patchily. 6 months.</p>
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Standard 39: Any material that you display at a public exhibition organised by you must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than you treat an English language version.	N/A	None	Compliance notice not placed on CCBC for this Standard.
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8 Standards relating to a body producing and publishing documents

Standard 40: <i>Must also comply with Standard 48 and 49</i> Any documents that you produce for public use must be produced in Welsh.	N/A	None	Compliance notice not placed on CCBC for this Standard.
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Standard 41: <i>Must also comply with Standard 48 and 49</i> If you produce the following documents you must produce them in Welsh— (a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.	N	Legal and Democratic Services	12 months. This standard has significant translation implications as it is not current practice.
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Standard 42: <i>Must also comply with Standard 48 and 49</i> Any licence or certificate you produce must be produced in Welsh.	?	Licensing / Trading Standards / Education / Others?	Existing policy but implemented patchily. 6 months.
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Standard 43: <i>Must also comply with Standard 48 and 49</i> Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	?	All	Existing policy but implemented patchily. 6 months.
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Standard 44: <i>Must also comply with Standard 48 and 49</i>	If you produce the following documents, and they are available to the public, you must produce them in Welsh—		All	Existing policy apart from consultation papers, which will have a translation resource implication.
	(a) policies, strategies, annual reports and corporate plans;	?		
	(b) guidelines and codes of practice;	?		
	(c) consultation papers.	N		
Standard 45: <i>Must also comply with Standard 48 and 49</i>	Any rules that you publish that apply to the public must be published in Welsh.	?	All	Existing policy but implemented patchily.
				6 months.
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.	?	Communications	6 months - existing policy but simultaneous publication not currently always achievable.
Standard 47: <i>Must also comply with Standard 48 and 49</i>	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—	N/A	None	Compliance notice not placed on CCBC for this Standard.
	(a) if the subject matter of the document suggests that it should be produced in Welsh, or			
	(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.			

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Standard 48: If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.	?	All	Existing policy but implemented patchily. 6 months.
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Standard 49: If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.	?	All	Existing policy but implemented patchily. 6 months.
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9 Standards relating to a body producing and publishing forms

Standard 50: <i>Must</i> Any form that you produce for public use must be produced in Welsh. <i>also comply with Standard 50A and 50B</i>	?	All	Existing policy but implemented patchily. 6 months.
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Standard 50A: If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.	?	All	Existing policy but implemented patchily. 6 months.
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Standard 50B: If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).	?	All	Existing policy but implemented patchily. 6 months.
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Standard 51: If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.

N

IT / All

We have noted this in red as in practice, we're unsure how this can be implemented in practice?

10 Standards relating to a body's websites and on-line services

(1) Websites published by a body

Standard 52: *Must* You must ensure that—
also comply with Standard 55

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IT specifically but All Service areas in terms of content

Existing policy but implemented patchily. This has a translation resource implication

- (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.

Standard 53: *Must* You must ensure that—
also comply with Standard 55

N/A

None

Compliance notice not placed on CCBC for this Standard.

- (a) the text of the homepage of your website is available in Welsh,
- (b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website.

Standard 54: *Must* You must ensure that when you publish a new page on your website or amend a page—
also comply with Standard 55

N/A

None

Compliance notice not placed on CCBC for this Standard.

- (a) the text of that page is available in Welsh,
- (b) any Welsh language version of that page is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language in relation to that page.

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Standard 55: If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.	Y	IT	Existing practice where the pages exist.
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Standard 56: You must provide the interface and menus on every page of your website in Welsh.	?	IT	Existing practice where the pages exist.
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(2) Apps published by a body

Standard 57: All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.	?	IT / Parks Services / Events and Tourism / Communications / Others?	6 months.
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11 Standards relating to a body's use of social media

Page 36	Standard 58: When you use social media you must not treat the Welsh language less favourably than the English language.	?	Communications / Others?	6 months - existing policy but simultaneous publication not currently always achievable via Communications. No information available on Welsh content from other service areas on their own FB or Twitter accounts.
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Standard 59:	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	?	Communications / Others?	6 months - existing policy but simultaneous publication not currently always achievable via Communications. No information available on Welsh content from other service areas on their own FB or Twitter accounts.
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12 Standard relating to self service machines

Standard 60:	You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.	?	Catering / Engineering	6 months.
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13 Standards relating to signs displayed by a body

Standard 61: <i>Must also comply with Standard 63</i>	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.	Y	All	Existing practice. 6 months.
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Standard 62: <i>Must also comply with Standard 63</i>	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.	N	All	6 months.
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Standard 63:	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	Y	All	Existing practice. 6 months.
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14 Standards relating to a body receiving visitors at its buildings

Standard 64: <i>Must also comply with Standard 67 and 68</i> 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.	?	Customer Services	6 months.
Standard 65: <i>Must also comply with Standard 65A</i> If you arrange a visit or appointment in advance for a person ("P") which will mean that P will come to your reception, you must ask P whether P wishes to receive a Welsh language reception service (unless you already know whether P wishes to receive that service in Welsh).	?	All / Customer Services	6 months.
Standard 65A: You must provide a face to face Welsh language reception service for a person ("P") at your reception if you have arranged a visit or appointment for P in advance and— (a) P has informed you in advance that P wishes to receive the service in Welsh, or (b) you are already aware that P wishes to receive the service in Welsh.	?	All / Customer Services	6 months.
Standard 66: <i>Must also comply with Standard 67</i> If you have no face to face Welsh language reception service available, you must ensure that a Welsh language reception service is available over a phone in your reception.	?	All / Customer Services	6 months.
Standard 67: <i>Must also comply with one or more of the following: Standard 64 Standard 66</i> You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.	?	Customer Services	6 months.
Standard 68: You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.	?	Customer Services	Existing practice. 6 months.

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15 Standards relating to official notices made by a body

Standard 69: Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.	?	All / Communications	6 months.
Standard 70: When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.	N	All / Communications	6 months.

16 Standards relating to a body awarding grants

Standard 71: Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.	?	Regeneration and Planning, Performance and Property, Children's Services / Others?	Existing policy but implemented patchily. 6 months.
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<p>Standard 72: <i>Must also comply with Standard 72A and 75</i> 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.</p>	?	Regeneration and Planning, Performance and Property, Children's Services / Others?	Existing policy but implemented patchily. 6 months.
<p>Standard 72A: You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).</p>	?	Regeneration and Planning, Performance and Property, Children's Services / Others?	Existing policy but implemented patchily. 6 months.
<p>Standard 73: <i>Must also comply with Standard 72 and 72A</i> If you receive an application for a grant in Welsh and it is necessary to interview an applicant as part of your assessment of the application, you must offer to conduct that interview in Welsh and, if the applicant so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).</p>	N/A	None	Compliance notice not placed on CCBC for this Standard.

Standard 74: <i>Must also comply with Standard 72 and 72A</i>	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).	?	Regeneration and Planning, Performance and Property, Children's Services / Others?	Existing policy but implemented patchily. 6 months.
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Standard 75:	When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.	Y	Regeneration and Planning, Performance and Property, Children's Services / Others?	Existing policy but implemented patchily. 6 months.
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17 Standards relating to a body awarding contracts

Standard 76:	Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.	N	Procurement	6 months.
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Standard 77: <i>Must also comply with Standard 77A and 80</i>	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.	?	Procurement	6 months.
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Standard 77A:	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).	Y	Procurement	6 months.
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Standard 78: <i>Must also comply with Standard 77 and 77A</i>	If you receive a tender in Welsh and it is necessary to interview a tenderer as part of your assessment of the tender, you must offer to conduct that interview in Welsh and, if the tenderer so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).	N	Procurement	6 months.
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Standard 79: 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).	N	Procurement	6 months.
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Standard 80: 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.	Y	Procurement	6 months.
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18 Standards for raising awareness about Welsh language services provided by a body

Standard 81: You must promote any Welsh language service that you provide, and advertise that service in Welsh.	Y	All	6 months.
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Standard 82: 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.	Y	All	6 months.
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19 Standard relating to a body's corporate identity

Standard 83: When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	?	Communications / All	Existing policy but implemented patchily. 6 months.
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20 Standards relating to courses offered by a body

Standard 84: If you offer an education course that is open to the public, you must offer it in Welsh.	N/A	None	Compliance notice not placed on CCBC for this Standard.
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Standard 85: If you offer an education course that is open to the public and which is aimed specifically at persons aged 18 or under, you must offer it in Welsh.	?	Education	6 months. Is this current practice? Are any existing courses available?
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Standard 86: 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.	?	Education	6 months. Is this current practice? Are any existing courses available?
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21 Standard relating to public address systems used by a body

Standard 87: 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.	N	Events and Tourism	6 months.
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POLICY MAKING STANDARDS

1 Standards relating to considering the effects of a body's policy decisions on the Welsh language

		Service Area	Compliance Timescale
<p>Standard 88: When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on</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>	Y	All / Equalities and Welsh Language Team	Existing practice. 6 months.
<p>Standard 89: When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on</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>	?	All / Equalities and Welsh Language Team	Existing practice. 6 months.
<p>Standard 90: When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on</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>	?	All / Equalities and Welsh Language Team	Existing practice. 6 months.
<p>Standard 91: When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	?	All / Communications / Equalities and Welsh Language Team	Existing practice. 6 months.
<p>Standard 92: When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	?	All / Communications / Equalities and Welsh Language Team	Existing practice. 6 months.

<p>Standard 93: When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	?	All / Communications / Equalities and Welsh Language Team	Existing practice. 6 months.
<p>Standard 94: 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> <p>(ch) whether you need to ask the applicant for any additional information in order to assist you in assessing the effects of awarding a grant on—</p> <p>(i) opportunities for persons to use the Welsh language, and</p> <p>(ii) treating the Welsh language no less favourably than the English language.</p>	?	Regeneration and Planning, Performance and Property, Children's Services / Others?	6 months. Could this be done as a Corporate policy covering all areas? Does one exist that just needs updating?
<p>Standard 95: When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	?	CMT / Management Network?	6 months
<p>Standard 96: When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effects, or so that it would have increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	?	CMT / Management Network?	6 months
<p>Standard 97: When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	?	CMT / Management Network?	6 months

OPERATIONAL STANDARDS

Service Area **Compliance Timescale**

1 Standards relating to the use of the Welsh language within a body's internal administration

Standard 98: You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet.	Y	Equalities and Welsh Language Team	6 months.
Standard 99: When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract	?	HR	6 months.
Standard 100: You must— (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh, and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	?	HR	6 months.
Standard 101: You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	N	HR	6 months.
Standard 102: You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	N	HR	6 months.
Standard 103: You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh; and if that is the employee's wish you must provide any such documents to him or to her in Welsh.	N	HR	6 months.
Standard 104: 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.	N	HR	6 months.

Standard 105: If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh.	?	HR	6 months.
Standard 106: If you publish a policy relating to health and well-being at work, you must publish it in Welsh.	?	HR	6 months.
Standard 107: If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh.	?	HR	6 months.
Standard 108: If you publish a policy relating to performance management, you must publish it in Welsh.	?	HR	6 months.
Standard 109: If you publish a policy about absence from work, you must publish it in Welsh.	?	HR	6 months.
Standard 110: If you publish a policy relating to working conditions, you must publish it in Welsh.	?	HR	6 months.
Standard 111: If you publish a policy regarding work patterns, you must publish it in Welsh.	?	HR	6 months.

2 Standards relating to complaints made by a member of a body's staff

<p>Standard 112: : You must allow each member of staff—</p> <p><i>must also comply with Standard 112A</i></p> <p>(a) to make complaints to you in Welsh, and</p> <p>(b) to respond in Welsh to any complaint made about him or about her.</p>	?	Complaints Group / Equalities and Welsh Language Team	6 months.
<p>Standard 112A: You must state in any document that you have that sets out your procedures for making complaints that each member of staff</p> <p><i>must also comply with Standard 112</i></p> <p>may -</p> <p>(a) make a complaint to you in Welsh, and</p> <p>(b) respond to a complaint made about him or about her in Welsh;</p> <p>and you must also inform each member of staff of that right.</p>	?	Complaints Group / Equalities and Welsh Language Team	6 months.

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<p>Standard 113: If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must—</p> <p>(a) offer to conduct the meeting in Welsh, and</p> <p>(b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).</p>	N/A	None	Compliance notice not placed on CCBC for this Standard.
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<p>Standard 114: If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must—</p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting;</p> <p>(b) explain that you will provide a translation service from Welsh to English for that purpose if it is required;</p> <p>and if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services).</p>	N	HR / Heads of Service?	6 months.
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<p>Standard 115: When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff -</p> <p>(a) made the complaint in Welsh,</p> <p>(b) responded in Welsh to a complaint about him or about her,</p> <p>(c) asked for a meeting about the complaint to be conducted in Welsh, or</p> <p>(ch) asked to use the Welsh language at a meeting about the complaint.</p>	Y	HR / Heads of Service?	6 months.
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3 Standards relating to a body disciplining staff

<p>Standard 116: You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.</p> <p><i>must also comply with Standard 116A</i></p>	?	HR / Heads of Service?	6 months.
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<p>Standard 116A: You must—</p> <p><i>must also comply with Standard 116</i></p> <p>(a) state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and</p> <p>(b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.</p>	?	HR / Heads of Service?	6 months.
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<p>Standard 117: If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you</p> <p>(a) offer to conduct the meeting in Welsh; and</p> <p>(b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).</p>	N/A	None	Compliance notice not placed on CCBC for this Standard.
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<p>Standard 118: If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must—</p> <p>(a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting, and</p> <p>(b) explain that you will provide a translation service for that purpose if it is required;</p> <p>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).</p>	N	HR	6 months.
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<p>Standard 119: When you inform a member of staff of a decision you have reached following a disciplinary process, you must do so in Welsh if that member of staff—</p> <p>(a) responded to allegations made against him or her in Welsh,</p> <p>(b) asked for a meeting regarding the disciplinary process to be conducted in Welsh, or</p> <p>(c) asked to use the Welsh language at a meeting regarding the disciplinary process.</p>	Y	HR	6 months.
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4 Standards relating to a body’s information technology and about support material provided by a body, and relating to the intranet

<p>Standard 120: You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).</p>	?	IT / Equalities and Welsh Language Team	<p>Ad hoc for individuals at present, a corporate license would have a one-off cost implication.</p> <p>6 months.</p>
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<p>Standard 121: You must ensure that—</p> <p><i>must also comply with Standard 124</i></p> <p>(a) the text of each page of your intranet is available in Welsh,</p> <p>(b) every Welsh language page on your intranet is fully functional, and</p> <p>(c) the Welsh language is treated no less favourably than the English language on your intranet.</p>	N/A	None	<p>Compliance notice not placed on CCBC for this Standard.</p>
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Standard 122: You must ensure that— <i>must also comply with Standard 124</i> (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	?	IT	6 months.
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Standard 123: You must ensure that each time you publish a new intranet page or amend a page— <i>must also comply with Standard 124</i> (a) the text of that page is available in Welsh, (b) any Welsh language version of that page is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the text of that page.	N/A	None	Compliance notice not placed on CCBC for this Standard.
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Standard 124: If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the corresponding English language page.	?	IT	6 months.
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Standard 125: You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language.	Y	Equalities and Welsh Language Team	Existing page on Equalities and Welsh Language Intranet Portal
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Standard 126: You must provide the interface and menus on your intranet pages in Welsh.	N	IT	6 months.
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5 Standards relating to a body developing Welsh language skills through planning and training its workforce

Standard 127: You must assess the Welsh languages skills of your employees.	?	HR / Equalities and Welsh Language Team	6 months.
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Standard 128: You must provide training in Welsh in the following areas, if you provide such training in English—	?	HR / Equalities and Welsh Language Team	6 months.
(a) recruitment and interviewing;			
(b) performance management;			
(c) complaints and disciplinary procedures;			
(ch) induction;			
(d) dealing with the public; and			
(dd) health and safety.			

Standard 129: You must provide training (in Welsh) on using Welsh effectively in—	?	HR / Equalities and Welsh Language Team	6 months.
(a) meetings;			
(b) interviews; and			
(c) complaints and disciplinary procedures.			

Standard 130: You must provide opportunities during working hours—		Equalities and Welsh Language Team / All	6 months.
(a) for your employees to receive basic Welsh language lessons, and	Y		
(b) for employees who manage others to receive training on using the Welsh language in their role as managers.	?		

Standard 131: You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge, to develop their language skills.	Y	Equalities and Welsh Language Team / All	6 months.
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Standard 132: You must provide training courses so that your employees can develop -	?	Equalities and Welsh Language Team / All	6 months.
(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);			
(b) an understanding of the duty to operate in accordance with the Welsh language standards;			
(c) an understanding of how the Welsh language can be used in the workplace.			

Standard 133: 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.	?	HR / Equalities and Welsh Language Team	6 months.
Standard 134: You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	?	IT / HR / Equalities and Welsh Language Team	6 months.
Standard 135: You must provide wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to e-mail messages.	?	IT / Equalities and Welsh Language Team	6 months.

6 Standards relating to a body recruiting and appointing

<p>Standard 136: When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where one or more of the following apply—</p> <p><i>must also comply with Standard 136A</i></p> <ul style="list-style-type: none"> (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. 	N	HR / Equalities and Welsh Language Team	6 months.
<p>Standard 136A: If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must—</p> <ul style="list-style-type: none"> (a) specify that when advertising the post, and (b) advertise the post in Welsh. 	Y	HR / Equalities and Welsh Language Team	6 months.

<p>Standard 137: When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.</p> <p><i>must also comply with Standard 137A, Standard 137B and Standard 140</i></p>	?	HR / Communications	6 months.
<p>Standard 137A: 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>	N	HR / IT / Communications	6 months.
<p>Standard 137B: You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).</p>	Y	HR	6 months.
<p>Standard 138: 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>	Y	HR	6 months.
<p>Standard 139: You must ensure that your application forms for posts—</p> <ul style="list-style-type: none"> (a) provide a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment, and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required; <p>and, if the individual wishes to use the Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without that translation service).</p>	N/A	None	Compliance notice not placed on CCBC for this Standard.
<p>Standard 140: When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.</p>	Y	HR	6 months.

7 Standards relating to signs displayed in a body's workplace

<p>Standard 141: When you erect a new sign or renew a sign in your workplace (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as the corresponding English language text or on a separate sign), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p> <p><i>must also comply with Standard 143</i></p>	<p>Y</p>	<p>All / Communications / Facilities Management</p>	<p>6 months.</p>
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<p>Standard 142: When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and in English, the Welsh-language text must be positioned so that it is likely to be read first.</p>	<p>?</p>	<p>All / Communications / Facilities Management</p>	<p>6 months.</p>
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<p>Standard 143: You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.</p>	<p>Y</p>	<p>All / Communications / Facilities Management</p>	<p>6 months.</p>
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8 Standard relating to audio announcements and messages in a body's workplace

<p>Standard 144: When you make announcements in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.</p>	<p>?</p>	<p>Facilities Management</p>	<p>6 months.</p> <p>Some automated announcements already are bilingual, but would need to be changed. Ad hoc announcements are potentially more of an issue.</p>
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PROMOTIONAL STANDARDS

Service Area **Compliance Timescale**

1 Standards relating to a body promoting the Welsh language

Standard 145: 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)—

- (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and
- (b) a statement setting out how you intend to reach that target;

and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).

Y

Equalities and Welsh Language Team then approval via CMT / P&R and Cabinet

12 months.

Standard 146: Five years after publishing a strategy in accordance with standard 145 you must—

must also comply with Standard 145

- (a) assess to what extent you have followed that strategy and have reached the target set by it, and
- (b) publish that assessment on your website, ensuring that it contains the following information—
 - (i) the number of Welsh speakers in your area, and the age of those speakers;
 - (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.

Y

Equalities and Welsh Language Team then approval via CMT / P&R and Cabinet

12 months.

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RECORD KEEPING STANDARD

1 Standards relating to a body keeping records

		Service Area	Compliance Timescale
Standard 147: You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	Y	Equalities and Welsh Language Team / Complaints Group	6 months.
Standard 148: You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.	Y	Equalities and Welsh Language Team / Complaints Group	6 months.
Standard 149: You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).	Y	Equalities and Welsh Language Team / Complaints Group	6 months.
Standard 150: You must keep a record of the steps that you have taken in order to ensure compliance with the policy making standards with which you are under a duty to comply.	Y	Equalities and Welsh Language Team	6 months.
Standard 151: 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.	N	HR / Equalities and Welsh Language Team	6 months.
Standard 152: You must keep a record, for each financial year of— (a) the number of members of staff who attended training courses offered by you in Welsh (in accordance with standard 128), and (b) if a Welsh version of a course was offered by you in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.	Y	Equalities and Welsh Language Team	6 months.
Standard 153: You must keep a copy of every assessment that you carry out (in accordance with standard 136) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	N	HR	6 months.
Standard 154: You must keep a record, in relation to each financial year of the number of new and vacant posts which were categorised (in accordance with standard 136) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	N	HR	6 months.

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SUPPLEMENTARY MATTERS

SERVICE DELIVERY STANDARDS

Service
Area

Compliance
Timescale

1 A body publicising service delivery standards

Standard 155: 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—

Y

Equalities and
Welsh Language
Team

6 months.

(a) on your website, and

(b) in each of your offices that are open to the public.

?

2 A body publishing a complaints procedure

Standard 156: You must—

Y

Equalities and
Welsh Language
Team / Legal and
Democratic
Services

6 months.

(a) ensure that you have a complaints procedure that deals with the following matters—

(i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and

(ii) how you will provide training for your staff in relation to dealing with those complaints,

(b) publish a document that records that procedure on your website, and

(c) ensure that a copy of that document is available in each of your offices that are open to the public.

?

3 A body publishing arrangements for oversight, promotion etc.

Standard 157: You must—

Y

Equalities and
Welsh Language
Team /
Performance /
Legal and
Democratic
Services

6 months.

(a) ensure that you have arrangements for—

(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,

(ii) promoting the services that you offer in accordance with those standards, and

(iii) facilitating the use of those services,

(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.

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4 A body producing an annual report regarding service delivery standards

Standard 158: (1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.

(2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.

(3) You must publish the annual report no later than 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.

Y

Equalities and
Welsh Language
Team

6 months.

?

5 A body publicising the way it intends to comply with service delivery standards

Standard 159: You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
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6 A body providing information to the Welsh Language Commissioner

Standard 160: You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
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POLICY MAKING STANDARDS

7 A body publicising policy making standards

Standard 161: 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—	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
(a) on your website, and			
(b) in each of your offices that are open to the public.	?		

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8 A body publishing a complaints procedure

Standard 162: You must—	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
(a) ensure that you have a complaints procedure that deals with the following matters—			
(i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and			
(ii) how you will provide training for your staff in relation to dealing with those complaints,			
(b) publish a document that records that procedure on your website, and			
(c) ensure that a copy of that document is available in each of your offices that are open to the public.	?		

9 A body publishing arrangements for oversight

Standard 163: You must—	Y	Equalities and Welsh Language Team	6 months.
(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.	?		

10 A body producing an annual report regarding policy making standards

<p>Standard 164: (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—</p>	<p>Y</p>	<p>Equalities and Welsh Language Team</p>	<p>6 months.</p>
<p>(a) on your website, and (b) in each of your offices that are open to the public.</p>	<p>?</p>		

11 A body publicising the way it intends to comply with policy making standards

<p>Standard 165 You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.</p>	<p>Y</p>	<p>Equalities and Welsh Language Team</p>	<p>6 months.</p>
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12 A body providing information to the Welsh Language Commissioner

<p>Standard 166: You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the policy making standards with which you are under a duty to comply.</p>	<p>Y</p>	<p>Equalities and Welsh Language Team / Legal and Democratic Services</p>	<p>6 months.</p>
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OPERATIONAL STANDARDS

13 A body publicising operational standards

Standard 167: You must ensure that a document which records the operational standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available— (a) on your website, and (b) in each of your offices that are open to the public.	Y ?	Equalities and Welsh Language Team	6 months.
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14 A body publishing a complaints procedure

Standard 168: You must— (a) ensure that you have a complaints procedure that deals with the following matters— (i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and (ii) how you will provide training for your staff in relation to dealing with those complaints, and (b) publish a document that records that procedure on your intranet.	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
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15 A body publishing oversight arrangements, promotion etc.

Standard 169: You must— (a) ensure that you have arrangements for— (i) overseeing the way you comply with the operational standards with which you are under a duty to comply, (ii) promoting the services that you offer in accordance with those standards, and (iii) facilitate the use of those services, and (b) publish document that records that procedure on your intranet.	Y	Equalities and Welsh Language Team	6 months.
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16 A body producing an annual report regarding operational standards

<p>Standard 170: (1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—</p> <ul style="list-style-type: none"> (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 151); (b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 152); (c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 153); (ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where— <ul style="list-style-type: none"> (i) Welsh language skills were essential, (ii) Welsh language skills needed to be learnt when appointed to the post, (iii) Welsh language skills were desirable, or (iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154); (d) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply. <p>(3) You must publish the annual report no later than 30 June following the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <ul style="list-style-type: none"> (a) on your website, and (b) in each of your offices that are open to the public. 	?	Equalities and Welsh Language Team	6 months.
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17 A body publicising the way it intends to comply with operational standards

<p>Standard 171: You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.</p>	Y	Equalities and Welsh Language Team	6 months.
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18 A body providing information to the Welsh Language Commissioner

<p>Standard 172: You must provide any information requested by the Welsh Language Commissioner which relates to compliance with which you are under a duty to comply.</p>	Y	Equalities and Welsh Language Team / Legal and Democratic Services	6 months.
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PROMOTION STANDARDS

19 A body publicising promotion standards

Standard 173: 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—	Y	Equalities and Welsh Language Team / Legal and Democratic Services	12 months
(a) on your website, and (b) in each of your offices that are open to the public.	?		

20 A body providing information to the Welsh Language Commissioner

Standard 174: 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.	Y	Equalities and Welsh Language Team / Legal and Democratic Services	12 months
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RECORD KEEPING STANDARDS

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21 A body publicising record keeping standards

Standard 175: 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—	Y	Equalities and Welsh Language Team	6 months.
(a) on your website, and (b) in each of your offices that are open to the public.	?		

22 A body providing information to the Welsh Language Commissioner

Standard 176: 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.	Y	Equalities and Welsh Language Team / Legal and Democratic Services	12 months
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