

Welsh Language Standards Annual Report 2022-2023



Community Health Councils (CHCs) are the independent voice of people in Wales who use NHS services. We are made up of local volunteers who listen to and represent the interests of patients and the public. There are 7 CHCs covering different parts of Wales.

The Board of CHCs [the Board] exists to support, assist, advise and manage the performance of CHCs. It represents the collective views of CHCs across Wales.

An electronic copy of this document can be found on our website: www.powyschc.wales

This document is also available in Welsh. If you would like this publication in an alternative format and/or language, please contact us:

**Powys Community Health Council
1st Floor, Neuadd Brycheiniog
Cambrian Way
Brecon
LD3 7HR**

Tel: 01874 624206

Email: enquiries.powyschc@waleschc.org.uk

Twitter:

https://twitter.com/powys_chc

Facebook: facebook.com/PowysCHC

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Executive summary

Powys CHC is the independent watchdog of the National Health Service (NHS) within Powys. We encourage and support people to have a voice in the design and delivery of NHS services. Powys CHC represents the views of people living in Powys whether the NHS services they use are within or outside of Powys.

This Welsh Language Standards Annual Report sets out our compliance with the standards.

Since March 2020 we have changed the way we work, conducting meetings online, and working from home. We are now returning to some face-to-face work, and to hybrid meetings, and believe that this new way of working has not affected our ability to provide our service bilingually.

We are reassured by the fact that we did not receive any concerns from members of the public in relation to our application of the Welsh Standards during the year 2022-2023.

Throughout the year, Powys CHC worked to promote and facilitate the use of Welsh language in all our areas of work, including Welsh training for both our members and staff.

Introduction

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on the Board and the 7 CHCs across Wales to comply with standards relating to the Welsh language.

The Welsh Language Standards [“the standards”] came into force for the Board and the 7 CHCs on 30 May 2019.

As 8 separate statutory bodies, the Board and each CHC in Wales has received separate notification of the Standards that apply to them, determined by the Welsh Language Commissioner and based upon their particular circumstances.

This is the Powys CHC third report on compliance with the standards. It covers the period 1 April 2022 to 31 March 2023.

Katie Blackburn, Chief Officer, has overall responsibility at Powys CHC for the Welsh language. She is responsible for ensuring the implementation of the standards from day to day.

Our year at a glance

Working from home,
and holding
meetings online did
not affect our ability
to provide services
through the medium
of Welsh

Our members
took part in
Welsh
Conversational
Practice Session
and received
Welsh training
materials

We received no
complaints
from the public
in respect of
our Welsh
Language
compliance

Members of our
staff team
attended Welsh
courses online

What we've been doing

During 2022-2023, Powys CHC has worked hard to ensure we meet our obligations under the Welsh Standards Act 2019. We have assessed our compliance against the standards and developed actions for improvement.

Since March 2020 we have changed the way we work, conducting meetings online, and working from homes. We are returning to some face-to-face work, and to hybrid meetings, and do not believe that this new way of working affected our ability to provide our service bilingually.

We produce our briefing notes of meetings which are published on our website, in Welsh and English.

Handling complaints about the Welsh language

Our 'making a complaint about us' procedure sets out the process for dealing with complaints about compliance with the Welsh language standards. You can find out more at the following link <https://powyschc.nhs.wales/about-us/complain-about-us/>

During the period between 1 April 2022 and 31 March 2023 we received no complaints in relation to the Welsh language.

How we have met the Welsh language standards in 2022-2023

We carried out a self-assessment of our compliance with the standards in March 2023. The detailed findings are included at **Appendix A**. A summary of our assessment is shown in the following paragraphs.

Service delivery standards

These standards focus on providing services. Their aim is to promote and facilitate the use of Welsh or to ensure that the Welsh language is not treated less favourably than the English language in service provision.

They cover the Welsh language services we provide to the public, e.g. services by telephone, using the Welsh language in meetings, letters and documents, on-line services.

Service Delivery	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
63	60	0	0	3

The service delivery standards require us to have procedures in place to offer a bilingual service to people when they contact us by telephone, letter, email or through our social media channels. The standards also cover any documents we publish or publicity material we produce.

The action we take to comply with the standards include:

- Our automatic telephone answering system is bilingual

- We record people's language preference when we first communicate with them so that we communicate with them in their language of choice.
- When we send the same correspondence to several people at the same time, it is issued in Welsh and English.
- All standard letter templates have been updated with the statement to say that we welcome correspondence in Welsh and we will respond in Welsh without delay.
- All materials for our Complaints Advocacy Service are in both Welsh and English.
- All public notices, posters and adverts are bilingual.
- Our new website went live in December 2020 and this is bilingual.
- All social media posts written by us are produced in Welsh and English.
- All publicity material, including information leaflets, display boards and promotional banners are either bilingual or produced in Welsh and English.
- All surveys are offered in Welsh and English.

At present, we do not have Welsh speaking staff members in Powys CHC. Whenever staff vacancies are advertised externally, they are advertised with the ability to speak Welsh as an essential criterion in the first instance.

Policy making standards

The policy making standards require us to consider the effect that our policy decisions may have on people’s opportunities to use Welsh and the guiding principle not to treat the Welsh language less favourably than the English language.

These standards require us to do the following 3 things:

1. consider the effects or impacts of our policy decisions on the Welsh language (both positive and negative);
2. consider how to increase positive effects, mitigate or reduce adverse effects and take all opportunities to promote the use of Welsh;
3. seek views on the effects on the Welsh language when engaging or consulting and to seek the views of Welsh speakers and users of the language.

Policy making	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
9	9	0	0	0

The action we take to comply with the policy making standards include:

- An Equality Impact Assessment (EIA) is used to consider the effects of policy decisions, and must be completed when developing, revising or amending any of our policies. Welsh language is one of the characteristics we consider when we are completing EIAs.
- Each year, we invite members of the public and key stakeholders to submit suggestions for the development of our annual plan of work. The invitation gives equal opportunity for a response in Welsh and English.

Operational standards

These standards deal with the way the Board and CHCs promote and use Welsh internally, working towards a bilingual workplace.

Operational Standards	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
17	17	0	0	0

During 2022-2023, the Board of CHCs updated the guidance for Board and CHC staff and members about the use of the Welsh language. New guidance issued was:

- Using Welsh effectively in bilingual meetings
- Using bilingual out of office messages
- Good practice advice on developing our Welsh language practice

The Board of CHCs provided links to resources for staff and members for learning the Welsh language

Members of the staff team have taken part in Welsh online training and a facilitated Welsh conversational session.

We have worked with PAVO to share Welsh training materials with Members and staff.

Record keeping standards

This standard covers keeping a record of the number of complaints received relating to our compliance with the standards.

Record keeping	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
1	1	0	0	0

During 2022-2023, we received no complaints relating to our compliance with Welsh Language Standards.

Welsh language skills

The CHC has offered online courses to staff for them to learn Welsh.

We asked our CHC staff to self-assess their Welsh language skills using the framework at **Appendix B**. The table below shows the results:

WELSH LANGUAGE SELF-ASSESSMENT COMPETENCIES MATRIX							
Numbers and levels of Welsh speaking staff working in Powys Community Health Council							
Pay band	0	1	2	3	4	5	Total
8B	1						1
7		1					1
6	2						2
5	1						1
4	2						2
3		1					1
	6	2					8

Staff attending Welsh language courses

STAFF ATTENDANCE ON WELSH LANGUAGE COURSES	
ONLINE COURSE LEVEL	NUMBER OF STAFF ATTENDED
TASTER	3
LEVEL 1	2
TOTAL	5

Staff recruitment

There was one vacancy advertised during the year.

Looking forward

Powys CHC works hard to ensure its obligations under the Welsh Standards Act 2019. There remains more for us to do before we can provide a fully bilingual service. We have a small team of staff, none of whom are bilingual. We will build on the taster and Level 1 training already undertaken. And continue to work with PAVO on providing opportunities for both Members and staff to practice Welsh. We will ensure any staff vacancies advertised externally will request Welsh language skills as essential/desirable when advertised.

Appendix A


Powys CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT End of March 2023


No	Theme	Standard detail	RAG	Comments
GREEN – Our CHC has put in place clear arrangements and these are consistently working well				
AMBER – Our CHC has put in place clear arrangements but these are not yet consistently working well. Our CHC needs to do more to ensure compliance				
RED – Our CHC has not put in place clear arrangements, or the arrangements we have put in place are not working. Our CHC needs to do more to ensure compliance, and we may need help to do this.				
1	Service Delivery	<p>If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.</p> <p>You must comply with standard 1 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ when you receive correspondence from a person acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the 		We have Welsh language translation support via CHC colleagues for sensitive communications.

		person who hosts you.	
2	Service Delivery	<p>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-</p> <p>(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 that A is to complete from then onwards in Welsh.</p>	<p>We have made active requests to regular correspondents for their language preference via a standard bilingual message –</p> <p>“Bore da/Prynhawn da</p> <p>Rwy'n ysgrifennu atoch i ofyn am eich dewis iaith er mwyn gallu gohebu â chi yn yr iaith honno. A wnewch chi gadarnhau drwy ymateb i'r neges hon a hoffech i mi ysgrifennu atoch, neu siarad â chi yn Gymraeg, Saesneg neu iaith arall.</p> <p>Diolch o galon</p> <p>Good morning/Good afternoon</p> <p>I am writing to seek your language preference in order to correspond with you in your language of choice. Please can you confirm by way of reply if you wish for me to</p>

				<p>write to or speak with you in Welsh, English or another language.”</p> <p>Advocacy clients are asked for their language preferences at the point of first contact and this is recorded within their Datix record.</p> <p>Powys CHC language choice log is an internal spreadsheet – cannot attach as interested members of the public are cited therein.</p>
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3	Service Delivery	<p>When you send correspondence addressed to one or more 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) all 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 all of those individuals;</p> <p>(b) one (but not all) 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 all of those individuals.</p>		<p>Advocacy clients' Welsh Language choices are recorded on their individual Datix record and their preference is taken during their first call or email to the office via the Datix information sheet. Due to confidentiality, we cannot link evidence of correspondence.</p> <p>All other individuals' (stakeholders) preferred language choice is recorded on an internal spreadsheet saved within our shared drive.</p>
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4	Service Delivery	<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>You must comply with standard 4 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ when you send the same correspondence to several persons, and all of those persons have informed you that they do not wish to receive correspondence in Welsh; or ▪ when you send the same correspondence to several persons, and all of those persons are acting in a capacity of representing: <ul style="list-style-type: none"> - a Community Health Council; or - Powys Teaching Health Board as the person who hosts you. 		<p>This can include email distribution lists to multiple NHS (except Powys) staff, unless you know that all individuals in the distribution list have given their language preferences previously and are logged on the internal spreadsheet.</p> <p>This will include letters, surveys, newsletters, report publications etc. sent to multiple external stakeholders and members of the public.</p> <p>Example 1 –</p> <div style="text-align: center;">  <p>Meeting Poster MONTGOMERY - APR</p> </div>
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5	Service Delivery	<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>You must comply with standard 5 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ when you correspond with a person who is acting in a capacity of representing: <ul style="list-style-type: none"> - a Community Health Council; or - Powys Teaching Health Board as the person who hosts you. 		<p>As above. Example 2 –</p>  <p>New Standard Letter for Welcome Packs.dc</p>
6	Service Delivery	<p>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>Welcome letters, public notices. Any document that is produced in English and Welsh, which requires a signature, are signed on both documents.</p>

7	Service Delivery	<p>You must state:</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond with you that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</p> <p>You must comply with standard 7 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ in correspondence, and publications and notices to persons who are acting in a capacity of representing: <ul style="list-style-type: none"> - a Community Health Council; or - Powys Teaching Health Board as the person who hosts you. 		<p>All standard letters and CHC letter headed templates have been updated with statement and all individual staff email signatures should display the statement.</p> <p>Example 3 –</p> <p>Rydym yn croesawu gohebiaeth yn Gymraeg. Byddwn yn ymateb yn Gymraeg heb oedi.</p> <p>We welcome correspondence in Welsh. We will respond in Welsh without delay.</p>
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any		New phone line system introduced on 31.10.2021. All callers receive a

		helpline numbers or call centre numbers, you must greet the person in Welsh.		message giving the option of pressing 1 for Welsh and 2 for English in both Welsh and English. Requests for a Welsh call then go to a Welsh speaker in the Board office.
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.		New phone line system introduced on 31.10.2021. All callers receive a message giving the option of pressing 1 for Welsh and 2 for English in both Welsh and English. Requests for a Welsh call then go to a Welsh speaker in the Board office.
10	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.		New phone line system introduced on 31.10.2021. All callers receive a message giving the option of pressing 1 for Welsh and 2 for English in both Welsh and English. Requests for a Welsh call then go to a Welsh speaker in the Board office.

11	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.		New phone line system introduced on 31.10.2021 which offers both Welsh and English.
12	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.		New phone line system introduced on 31.10.2021. All phone numbers provide an English and Welsh service.
13	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.		<p>New phone line system introduced on 31.10.2021. All callers receive a message giving the option of pressing 1 for Welsh and 2 for English in both Welsh and English. Requests for a Welsh call then go to a Welsh speaker in the Board office. Example provided of website -</p>  <p>Screen Shot of welcome calls in Engli</p>

14	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.		N/A Only applies if Performance Indicators are applied
15	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.		New phone line system introduced on 31.10.2021. All callers receive a message giving the option of pressing 1 for Welsh and 2 for English in both Welsh and English. Requests for a Welsh call then go to a Welsh speaker in the Board office, where they can leave a message if they wish to.
16	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.		New phone line system introduced on 31.10.2021. All callers receive a message giving the option of pressing 1 for Welsh and 2 for English in both Welsh and English. Requests for a Welsh call then go to a Welsh speaker in the Board office.
17	Service Delivery	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct		New phone line system introduced on 31.10.2021. All callers receive a message giving the option of

		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.		pressing 1 for Welsh and 2 for English in both Welsh and English. Requests for a Welsh call then go to a Welsh speaker in the Board office.
18	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.		New phone line system introduced on 31.10.2021. All callers receive a message giving the option of pressing 1 for Welsh and 2 for English in both Welsh and English. Requests for a Welsh call then go to a Welsh speaker in the Board office.
19	Service Delivery	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from		All individuals who contact us, or whom we contact initially, are asked their language preference. Advocacy clients – their preferred language is recorded in their individual Datix record and cannot

		then onwards in Welsh.		<p>be attached as evidence for confidentiality.</p> <p>All other stakeholders are recorded on the internal language preference spreadsheet.</p> <p>Example 4 – Internal spreadsheet – cannot attach as interested members of the public are cited therein.</p>
20	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.		Our in-hours and out-of-hours automated messages are all bilingual.
21	Service Delivery	<p>If you invite one person only (“P”) to a meeting—</p> <p>(a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and</p> <p>(b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if</p>		<p>Advocacy clients – Language preference is taken from clients at the start of their contact with the service, you therefore do not need to ask client again what their language choices are for meetings.</p> <p>Visits – the “spot-checks” referred to are our CHC visits to wards and departments etc. and are therefore exempt from the standards.</p>

	<p>necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 21 in every circumstance except:</p> <p>when you invite a person to a meeting who is acting in a capacity of representing:</p> <ul style="list-style-type: none"> ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. <p>when you invite a person to a meeting as part of a spot check visit:</p> <ul style="list-style-type: none"> ▪ when that meeting is arranged on the day of the visit; and ▪ where it is not possible to conduct the meeting in Welsh without a translation service. 	<p>Stakeholders e.g. NHS/Health related organisations – if a person is invited to meeting, they are asked for their language preference and this is recorded on the internal spreadsheet.</p> <p>For online Live meetings, any requests for simultaneous translation will be conducted via TEAMS, which supports a number of channels for people to select their preferred language for the meeting. A professional translator will be commissioned to support the Welsh language channel.</p>
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22	Service Delivery	<p>If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p>You must comply with standard 22 in every circumstance except:</p> <p>when you invite persons to a meeting who are acting in a capacity of representing:</p> <ul style="list-style-type: none"> ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. <p>when you invite a person to a meeting as part of a spot check visit:</p> <ul style="list-style-type: none"> ▪ when that meeting is arranged on the day of the visit; and ▪ where it is not possible to conduct the meeting in Welsh without a translation service. 	<p>Advocacy clients – Language preference is taken from clients at the start of their contact with the service, you therefore do not need to ask client again what their language choices are for meetings.</p> <p>If we become aware that a client wishes to bring further support such as a friend or relative to a meeting, then each further attendee is asked what their language preference is and this is recorded in the clients’ main Datix record in the Action log on the day the service took this request.</p> <p>Visits – the “spot-checks” referred to are our CHC visits to wards and departments etc. and are therefore exempt from the standards.</p> <p>Stakeholders e.g. NHS/Health related organisations – if more than one person is invited to a meeting, they are each asked for their language preference and this is</p>
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				<p>recorded on the internal spreadsheet.</p> <p>For online Live meetings, any requests for simultaneous translation will be conducted via TEAMS, which supports a number of channels for people to select their preferred language for the meeting. A professional translator will be commissioned to support the Welsh language channel.</p>
22A	Service Delivery	<p>If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 22A in every circumstance except:</p> <ul style="list-style-type: none"> when you invite persons to a meeting who are acting in a capacity of 		As above (22)

		<p>representing:</p> <ul style="list-style-type: none"> ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. <p>when you invite a person to a meeting as part of a spot check visit:</p> <ul style="list-style-type: none"> ▪ when that meeting is arranged on the day of the visit; and ▪ where it is not possible to conduct the meeting in Welsh without a translation service. 		
22C H	Service Delivery	<p>If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 22CH in every circumstance except:</p>		As above (22)



		<ul style="list-style-type: none"> ▪ when you invite persons to a meeting who are acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. <p>when you invite a person to a meeting as part of a spot check visit:</p> <ul style="list-style-type: none"> ▪ when that meeting is arranged on the day of the visit; and ▪ where it is not possible to conduct the meeting in Welsh without a translation service. 		
26	Service Delivery	If you arrange a meeting that is open to the public and at which public participation is allowed 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 public notices and public specific letters include a statement regarding Welsh Language services for the CHC.
27	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh.		All public notices and public specific letters include a statement regarding Welsh Language services for the CHC.

28	Service Delivery	<p>If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must—</p> <p>(a) ask each person invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).</p>		<p>Public meetings - We ask all guest speakers if they wish to present in Welsh e.g. NHS staff or stakeholder presentations. Their language preference is then recorded on the internal spreadsheet referred to above in response to other standards.</p> <p>For online Live meetings, any requests for simultaneous translation will be conducted via TEAMS, which supports a number of channels for people to select their preferred language for the meeting. A professional translator will be commissioned to support the Welsh language channel.</p>
29	Service Delivery	<p>If you arrange a meeting that is open to the public and at which public participation is allowed, 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</p>		<p>The variation to this standard means that we are able to request from the public their Welsh language service requirements before a specified time prior to the public meeting taking place.</p>

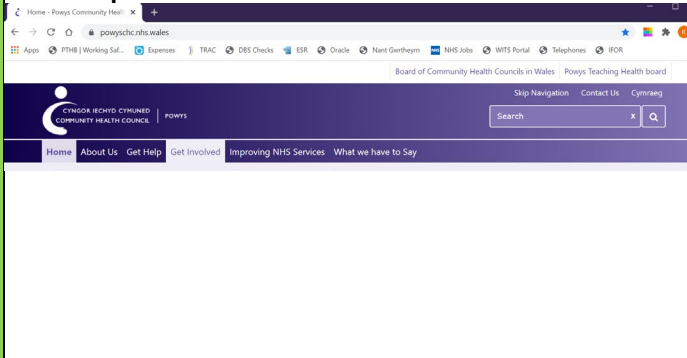
		<p>Welsh—</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p> <p>You must comply with standard 29 in every circumstance, except:</p> <ul style="list-style-type: none"> where an invitation or material advertising a meeting has asked the public to inform you whether they wish to use the Welsh language, and none of them have informed you that they wish to use the Welsh language at the meeting. 		<p>We therefore ask for Welsh Language Service registrations 7 days or more before the date of the meeting.</p> <p>If no registrations are received before this time, then we are exempt of the requirement of this standard to offer simultaneous translation at the meeting to individuals or persons who did not register their preference beforehand.</p> <p>For online Live meetings, any requests for simultaneous translation will be conducted via TEAMS, which supports a number of channels for people to select their preferred language for the meeting. A professional translator will be commissioned to support the Welsh language channel.</p>
30	Service Delivery	If you produce and display any written material at a meeting that you arrange which is open to the public, you must		All display boards and pull up signs are bilingual.

		ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.	
31	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).	<p>All public notices (including social media) and public specific letters inviting people to a public meeting are bilingual and published/promoted at the same time.</p> <p>See twitter handle @powys_chc and Facebook "Powys Community Health Council".</p>
32	Service Delivery	<p>If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event).</p> <p>You must comply with standard 32 in every</p>	<p>Public events mean "engagement stand" for the CHC e.g. our stand at a wider public event that our staff and members attend to raise CHC awareness etc.</p> <p>All signs and display material are bilingual.</p> <p>We do not undertake audio announcements.</p>

		<p>circumstance, except in relation to face to face services offered at the event.</p> <p>In relation to face to face services offered at the event, you must comply in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ where it is necessary for a representative who does not speak Welsh to provide a service on a specific subject matter; and ▪ where no Welsh speaking representative is available to ▪ provide a service on that specific subject matter. 		
33	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.		<p>All publicity and advertising material is bilingual and publicised at the same time.</p> <p>Example –</p>

				<div data-bbox="1444 145 2139 694"> <p>ys Community ... Edit Call Now Promote View as visitor</p> <p>Powys Community Health Council Published by Naren CHC · 9 February at 10:58 · ...</p> <p>Please see feedback below of a Powys resident's experience of receiving their first vaccination.</p> <p>"I had my first vaccination yesterday evening at Newtown Leisure Centre. I had put my name on the last minute call form and got an email at 4.30 to be there anytime up to 6.30. It went fine. Plenty of room in the car park and calm friendly staff.</p> <p>It was about a 20 minute wait, but most of the time was sitting down - good stewarding to keep the queue moving, remember who was ... See more</p> <hr/> <p>ys Community ... Edit Call Now Promote View as visitor</p> <p>Powys Community Health Council Published by Naren CHC · 9 February at 10:59 · ...</p> <p>Gweler yr adborth isod o brofiad preswlydd Powys o dderbyn ei frechiad cyntaf.</p> <p>"Cefais fy mrechriad cyntaf nos ddoe yng Nghanolfan Hamdden y Drenewydd. Roeddwn i wedi rhoi fy enw ar y ffurflen alwad munud olaf a chefais e-bost am 4.30 i fod yno unrhyw bryd hyd at 6.30. Aeth yn iawn. Digon o le yn y maes parcio a staff cyfeillgar.</p> <p>Roedd yr amser aros tua 20 munud, ond roedd y rhan fwyaf o'r amser yn eistedd i lawr - stiwardio da i gadw'r ciw i symud, cofio pwy oedd nesaf a g... See more</p> </div>
34	Service Delivery	Any material that you produce and 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.		As per above material and all display boards and pull up signs are bilingual and used in conjunction. This includes leaflets, newsletters, operational plan etc.
36	Service Delivery	If you produce a form that is to be completed by an individual, you must produce it in Welsh.		<p>All surveys and forms are offered in an English/Welsh version.</p> <p>Examples</p> <div data-bbox="1444 1189 1859 1324">  Dental Practice Survey - Last Updated  Dental Practice Survey - Last Updated </div>

37	Service Delivery	<p>If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh-</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p>		<p>All public facing documents are produced in Welsh and English. All evidence can be found via our website and social media platforms. This includes leaflets, newsletters, public notices, reports, meeting schedules, surveys etc.</p>
38	Service Delivery	<p>If you produce a document or a form in Welsh and in English you must—</p> <p>(a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not);</p> <p>(b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form.</p>		<p>No CHC forms or documents set different deadlines of English and Welsh versions or responses.</p>

39	Service Delivery	<p>You must ensure that—</p> <p>(a) the text of each page of your website is available in Welsh,</p> <p>(b) every Welsh language page on your website is fully functional, and</p> <p>(c) the Welsh language is not treated less favourably than the English language on your website.</p>		<p>Our website is fully up to date and functional on both English and Welsh versions:</p> <p>English - https://powyschc.nhs.wales/</p> <p>Welsh - https://powyscic.gig.cymru/</p>
42	Service Delivery	<p>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.</p>		<p>The English language page has a direct link to the Welsh version in the menu bar. All pages have this link to the equivalent Welsh page.</p> <p>Example –</p>  <p>The screenshot shows a browser window with the URL powyschc.nhs.wales. The page header includes the Powys logo and navigation links: Home, About Us, Get Help, Get Involved, Improving NHS Services, and What we have to Say. A search bar is also visible.</p>
43	Service Delivery	<p>You must provide the interface and menus on every page of your website in Welsh.</p>		<p>Both versions of the English/Welsh site mirror in terms of menu options and interface.</p>



				See web-links under response for standard 39.
44	Service Delivery	All apps that you publish must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.		We do not own the Surveyme app, but all surveys published by us through Surveyme are bilingual.
45	Service Delivery	When you use social media you must not treat the Welsh language less favourably than the English language. You must comply with standard 45 in the following circumstances: <ul style="list-style-type: none"> when using social media on your corporate and departmental accounts. 		All CHC posts are delivered in Welsh then in English in instant succession. See twitter handle: @powys_chc See Facebook handle Powys Community Health Council See Standard 33.
46	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).		If a reply were received in Welsh via our social media platform, we would provide a translated reply. We have internal Welsh language translation in place via the Board of CHCs. To date, this has not yet occurred,

				and so we are unable to attach evidence.
47	Service Delivery	<p>When you—</p> <p>(a) erect a new sign or renew a sign (including temporary signs); or</p> <p>(b) publish or display a notice;</p> <p>any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); 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>		Internal signs and external engagement pull up signs are all bilingual.
48	Service Delivery	<p>When you—</p> <p>(a) erect a new sign or renew a sign (including temporary signs); or</p> <p>(b) publish or display a notice; 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>Office signs are positioned in Welsh then English order to ensure that the Welsh is seen first.</p> <p>Sign placements and likelihood of first visibility to the Welsh sign will depend on which direction a person has approached the sign. E.g., our engagement pull-up banners are</p>

				always set side by side and are always in an open space to allow public approach from either the right or the left, so placement of Welsh first will depend on the route the public took and this cannot be predicted. We are compliant because the visibility of Welsh from English is clear.
49	Service Delivery	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.		All our Welsh language text on signs has been translated via an external company and the fees for professional language translation include second person proof reading before being returned to us.
57	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh if the subject matter of the contract suggests that it should be produced in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.		Not applicable, we do not undertake this.
58	Service Delivery	When you publish invitations to tender for a contract, you must— (a) state in the invitation that tenders may		Not applicable, we do not undertake this.




		<p>be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and</p> <p>(b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).</p>		
59	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.		Not applicable, we do not undertake this.
60	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.		<p>All communication invites call for correspondence in Welsh or English, this is present in our automated call messaging, all letter headed templates, website, leaflets etc.</p> <p>Example - website</p> <p><small>Os oes gennych unrhyw gwestiynau am y wefan hon neu'r wybodaeth a gynhysir ynddi, gallwch gysylltu â ni drwy'r post, e-bost neu ffôn. Rydym yn croesawu gohebiaeth yn Gymraeg ac yn Saesneg.</small></p> <p><small>If you have any questions about this site or the information contained within it, you can contact us by telephone, post or e-mail. We welcome correspondence in both Welsh and English.</small></p>
61	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in		Existing publicity leaflets about CHC functions will continue to be

		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.	<p>distributed (as advised by WLCs office).</p> <p>New print runs will include additional text to meet this standard.</p> <p>Our website states that the Advocacy Service is also available in Welsh via the statement:</p> <p>This service is available in Welsh</p> <p>Mae'r gwasanaeth hwn ar gael yn Gymraeg</p> <p>We are confident that there are processes in place to comply in full with this standard when re-prints of physical leaflets are run.</p>
62	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	Corporate identity is bilingual. All corporate ID material also displays "CIC Powys CHC" or full title where Welsh is presented first.
63	Service Delivery	If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the	<p>All staff are asked if they:</p> <p>a) wish to undertake Welsh language courses.</p>

		<p>need for that course to be offered in Welsh;</p> <p>(b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh.</p>	<p>b) if other courses which are not specific to Welsh language learning are required to be delivered in Welsh.</p> <p>If this request is made, we would facilitate it. To date, one staff member has requested this.</p>
69	Policy Making	<p>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>	<p>Our Welsh language requirements now form part of the CHCs annual Equality plans.</p> <p>Our Equality Impact Assessments have been updated to include Welsh language opportunities and what standards each project or policy will need to take account of</p> <p>Example</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Agenda item 6 (Doc</p> </div> <div style="text-align: center;">  <p>Agenda item 9 (Doc</p> </div> </div> <p>5a) SMT Nov 2020 (U7g) SMT Nov 2020 (G</p>

70	Policy Making	<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on—</p> <ul style="list-style-type: none"> (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language. 		As above
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71	Policy Making	<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		As above
72	Policy Making	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		<p>As above.</p> <p>Also,</p> <p>Each year we publish information inviting members of the public and other key stakeholders to submit suggestions for the development of our annual operational plan (as described above). The comments submitted help us decide in a co-produced way how we focus our</p>

				<p>activities for the next 12 months and assist us in drafting the annual operation plan.</p> <p>The invitation that is published, invites equal opportunity for a response in Welsh and English, see below.</p> <p>Example</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <small>FINAL POWYS CHC Annual Report 2019-z</small> </div> <div style="text-align: center;">  <small>FINAL POWYS Annual report 2019-2</small> </div> <div style="text-align: center;">  <small>Email to Stakeholders.docx</small> </div> </div>
73	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less</p>		<p>As above for answers given in 69, 70, 71 and 72</p>

		favourably than the English language		
74	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		As above for answers given in 69, 70, 71, 72 and 73
75	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p>		<p>As above for answers given in 69, 70, 71, 72, 73 and 74</p> <p>Also,</p> <p>We do not undertake research projects for the purposes of “policy” decision making. However, our published online surveys, which gather general</p>

		(b) treating the Welsh language no less favourably than the English language.		<p>NHS experience data, can be classed as research in view of us seeking the public's views on their experiences, to identify any trends that then need to be acted upon.</p> <p>This research may then affect our strategic decision making for urgent visits or senior officer escalation actions.</p> <p>All online surveys that gather data are published in Welsh and English to ensure opportunities for persons to use the Welsh language.</p>
76	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on—		As above for answers given in 69, 70, 71, 72, 73, 74 and 75

		(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		
77	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		As above for answers given in 69, 70, 71, 72, 73, 74, 75 and 76
79	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet. You must comply with standard 79 in		Produced by the Board of CHCs and located on the N: drive N:\Agreed versions of guidance and standards for staff and CHCs\Welsh language\Using the welsh language internally (Interim


		<p>every circumstance, except:</p> <ul style="list-style-type: none"> publishing the policy on your intranet. 		guide for staff and members - 30 May 2019) - ENGLISH.pdf
80	Operational	<p>When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh.</p> <p>You must comply with standard 80 in relation to the following:</p> <ul style="list-style-type: none"> Co-opted members. 		<p>We ask successful candidates their language preference and adhere to their wishes. To date, this request has not been made.</p>
82	Operational	<p>If you publish any of the following, you must publish it in Welsh -</p> <ul style="list-style-type: none"> (a) a policy relating to behaviour in the workplace; (b) a policy relating to health and well-being at work; (c) a policy relating to salaries or workplace benefits; (ch) a policy relating to performance management; (d) a policy relating to absence from work; d) a policy relating to working conditions; 		<p>These documents are produced by the Board of CHCs and/or Powys Teaching Health Board.</p> <p>Our staff are given links or direct documents to this information via the Board or Powys. All Powys documents are published in English and Welsh</p> <p>http://nww.powysthb.wales.nhs.u</p>

		(e) a policy relating to work patterns.		k/accessing-workforce-and-od-policies
83	Operational	<p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff 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; and you must also inform each member of staff of that right.</p>		<p>These documents are produced by the Board of CHCs.</p> <p>   FINAL - MAKING A COMPLAINT ABOUT COMPLAINT ABOUT </p> <p>   Using the welsh language internally language internally </p>
84	Operational	<p>If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation</p>		As above for answer to Standard 83

		<p>service from Welsh to English for that purpose; and</p> <p>if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.</p>		
85	Operational	<p>When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A -</p> <p>(a) made the complaint in Welsh,</p> <p>(b) responded in Welsh to a complaint about A,</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>		As above for answer to Standard 83 and 84

86	Operational	<p>You must -</p> <p>(a) allow and 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>		<p>This right is set out in Powys Teaching HBs All Wales Disciplinary Policy and Procedure HR010</p>
87	Operational	<p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</p> <p>(b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh</p>		<p>This right is set out in Powys Teaching HBs All Wales Disciplinary Policy and Procedure HR010</p>

		to English.		
88	Operational	<p>When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A -</p> <p>(a) responded to allegations made against A in Welsh,</p> <p>(b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or</p> <p>(c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.</p>		<p>This right is set out in Powys Teaching HBs All Wales Disciplinary Policy and Procedure HR010</p>
89	Operational	<p>You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).</p>		<p>Spelling and Grammar checking software has been installed on all CHC staff logins via the Cysgeir application</p> <p>Example -</p>

				
97	Operational	<p>You must provide opportunities for training in Welsh in the following areas, if you provide such training in English -</p> <ul style="list-style-type: none"> (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety. 		<p>If this training is applicable to staff in our CHC, we would provide opportunities for training in Welsh.</p> <p>All members of staff in Powys CHC are attending training-Taster or Level 1 with Nant Gwrtheyrn in March/ April 2022. All Powys CHC Members are attending a conversational welsh session in March with Dysgu Cymraeg. All members and staff have been issued with Flash cards to help them with basic Welsh.</p>

98	Operational	<p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <ul style="list-style-type: none"> (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures. 		<p>If this training is applicable to staff in our CHC, we would provide opportunities for training in Welsh.</p> <p>All members of staff in Powys CHC have attended training-Taster or Level 1 with Nant Gwrtheyrn in March/ April 2022. All Powys CHC Members are attending a conversational Welsh session in March with Dysgu Cymraeg.</p> <p>All members and staff have been issued with Flash cards to help them with basic Welsh.</p>
104	Operational	<p>You must provide -</p> <ul style="list-style-type: none"> (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and <p>wording for your employees which will</p>		<p>All Powys CHC staff have been provided with the following:</p>

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 email messages.

You must comply with standard 104, except:

- Part (b) - providing Welsh language wording for your employees' contact details and to inform others that they are unavailable to respond to e-mail messages.



**I'm learning
Welsh**

**Dwi'n dysgu
Cymraeg**

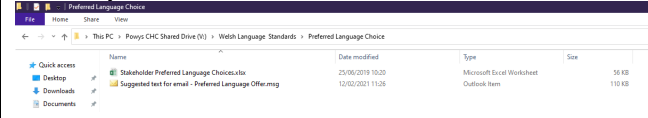
All email signatures are bilingual, which offer Welsh language version of contact details

Out of office messages for emails (even though exempt).

Example -

				<p>Diolch am eich gohebiaeth. Rwyf allan o'r swyddfa tan 02.01.2022 byddaf yn ymateb ar ôl imi ddychwelyd.</p> <p>Os mae eich gohebiaeth yn un frys, cysylltwch â'm cyd-weithwyr ar 01633 838516 Diolch</p> <p>Thank you for your correspondence. I'm out of the office until 02.01.2023 and will answer on my return.</p> <p>If your correspondence is urgent, please contact my colleagues on 01633 838516 Thank you.</p>
105	Operational	You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and		Staff are aware that they can request either a lanyard or badge to wear if they speak fluent Welsh. To date, this

		(b) promote the wearing of the badge to members of staff.		request has not been made.
111	Operational	<p>When you -</p> <p>(a) erect a new sign or renew a sign in your workplace (including temporary signs), or</p> <p>(b) publish or display a notice in your workplace;</p> <p>any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), 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>		See response to standard 47.
112	Operational	<p>When you -</p> <p>(a) erect a new sign or renew a sign in your workplace (including temporary signs); or</p> <p>(b) publish or display a notice in your</p>		See responses to standards 47 and 111.

		workplace; 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.		
113	Operational	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.		The signage made for our office displays was undertaken via a translation service.
115	Record keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.		Internal spreadsheet Example – 
118	Supplementary	You must ensure that a document which records the 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 on your website.		Our compliance notice is published in Welsh and English on our Website: Example –

				<p>Welsh Language Standards</p> <p>The Welsh Language Standards were created because of a measure passed by the Welsh Assembly in 2011, the Welsh Language (Wales) Measure.</p> <p>The purpose of Welsh Language Standards is to:</p> <ul style="list-style-type: none"> • ensure clarity to organisations in relation to the Welsh language • ensure clarity to Welsh speakers on what services they can expect to receive in Welsh • ensure greater consistency in Welsh language services and improve quality to users" <p>Every public services organisation in Wales has to comply with language duties. From 30 May 2019 the Board of CHCs and CHCs in Wales must follow the Welsh Language Standards that apply to them. You can find out more (including what standards have been applied) at the Welsh Language Commissioner's website:</p> <p>http://www.comisiynyddygyraeg.cymru/English/Pages/Home.aspx</p> <p>Safonau'r Gymraeg</p> <p>Crëwyd Safonau'r Gymraeg oherwydd mesur a basiwyd gan Gynulliad Cenedlaethol Cymru yn 2011, sef Mesur y Gymraeg (Cymru).</p> <p>Pwrpas Safonau'r Gymraeg yw:</p> <ul style="list-style-type: none"> • Ei gwneud yn fwy eglur i sefydliadau beth yw eu dyletswyddau mewn perthynas â'r Gymraeg • Ei gwneud yn fwy eglur i siaradwyr Cymraeg pa wasanaethau y gallant ddisgwyl eu cael yn Gymraeg • Sicrhau mwy o gysondeb o ran gwasanaethau Cymraeg a gwella eu hansawdd i ddefnyddwyr" <p>Rhaid i bob sefydliad gwasanaethau cyhoeddus yng Nghymru gydymffurfio â dyletswyddau iaith. O 30 Mai 2019 ymlaen, rhaid i'r Bwrdd C1Cau a C1Cau yng Nghymru ddilyn y Safonau iaith sy'n berthnasol iddynt. Gallwch gael gwybod mwy (gan gynnwys pa safonau sy'n berthnasol) ar wefan Comisiynydd y Gymraeg:</p> <p>http://www.comisiynyddygyraeg.cymru/Cymraeg/Pages/Hafan.aspx</p>
119	Supplementar y	You must— (a) ensure that you have a complaints procedure that deals with how you intend		Our complaints procedure, which included complaints about our compliance against the Welsh

to deal with complaints relating to your compliance with the standards with which you are under a duty to comply, and
(b) publish a document that records that procedure on your website.

Language standards is included in the Board of CHCs national document "Making a complaint about us".

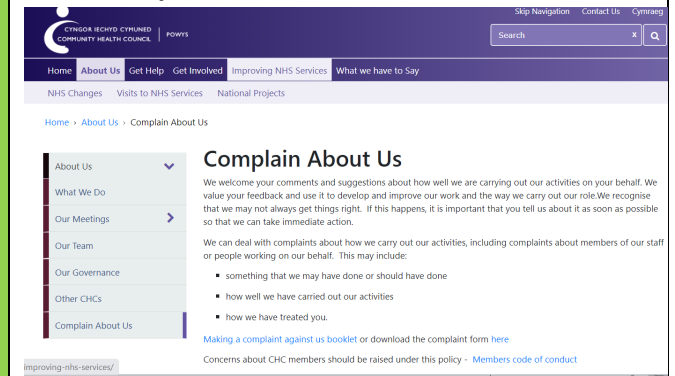


FINAL - MAKING A COMPLAINT ABOUT





FINAL - MAKING A COMPLAINT ABOUT

This is published on our website:



The screenshot shows the NHS Community Health Council website. The header includes the logo and navigation links: Home, About Us, Get Help, Get Involved, Improving NHS Services, and What we have to Say. A search bar is also present. The main content area is titled 'Complain About Us' and includes a sub-menu on the left with options like 'About Us', 'What We Do', 'Our Meetings', 'Our Team', 'Our Governance', 'Other CHCs', and 'Complain About Us'. The main text explains the council's commitment to handling complaints and provides a list of examples of issues they can deal with, such as 'something that we may have done or should have done', 'how well we have carried out our activities', and 'how we have treated you'. There are links to 'Making a complaint against us booklet' and 'download the complaint form here'.

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120	Supplementary	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—</p> <p>(a) the number of complaints that you received during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115);</p> <p>(b) 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 116);</p> <p>(c) the number (on the basis of the records</p>		<p>First report for 2019/2020 published September 2020:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>WLS Board and CHC annual report template</p> </div> <div style="text-align: center;">  <p>WLS Board and CHC annual report template</p> </div> </div>
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you kept in accordance with standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where—

- (i) Welsh language skills were essential;
- (ii) Welsh language skills needed to be learnt when appointed to the post;
- (iii) Welsh language skills were desirable; or
- (iv) Welsh language skills were not necessary.

(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.

(4) You must ensure that a current copy of your annual report is available on your website.

121	Supplementary	You must provide the Welsh Language Commissioner (if requested by the Commissioner) with any information which relates to your compliance with the service delivery standards, the policy making standards or the operational standards with which you are under a duty to comply.		<p>We will adhere to this standard when requests are made, to date no requests have been made by the WLC since in implementation of the standards.</p> <p>We are however compliant with this standard as all previous requests for evidence relating to the superseded Welsh Language Scheme were undertaken and submitted at the request of the WLC in previous years.</p>
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Appendix B

Welsh language self-assessment tool

	LISTENING / SPEAKING	READING / UNDERSTANDING	WRITING
LEVEL 0 NO SKILL	<ul style="list-style-type: none"> • No appreciable ability 	<ul style="list-style-type: none"> • No appreciable ability 	<ul style="list-style-type: none"> • No appreciable ability
LEVEL 1 ENTRY	<p>I can:</p> <ul style="list-style-type: none"> • Pronounce Welsh words, place names, department names, etc. • Greet and understand a greeting. • Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. • Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...' • State simple requests and follow up with extra questions / requests in a limited way 	<p>I can:</p> <ul style="list-style-type: none"> • Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters. 	<p>I can:</p> <ul style="list-style-type: none"> • Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.
LEVEL 2 FOUNDATION	<p>I can:</p> <ul style="list-style-type: none"> • Understand the gist of Welsh conversations in work • Respond to simple job-related requests and requests for factual information 	<p>I can:</p> <ul style="list-style-type: none"> • Understand factual, routine information and the gist of non-routine information on familiar matters 	<p>I can:</p> <ul style="list-style-type: none"> • Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area

	<ul style="list-style-type: none"> ● Ask simple questions and understand simple responses ● Express opinions in a limited way as long as the topic is familiar ● Understand instructions when simple language is used 	related to my own job area, e.g. in standard letters, leaflets, etc.	
LEVEL 3 INTERMEDIATE	<p>I can:</p> <ul style="list-style-type: none"> ● Understand much of what is said in an office, meeting, etc. ● Keep up a simple conversation on a work related topic, but may need to revert to English to discuss / report on complex or technical information ● Answer predictable or factual questions ● Take and pass on most messages that are likely to require attention ● Offer advice on simple job-related matters 	<p>I can:</p> <ul style="list-style-type: none"> ● Scan texts for relevant information ● Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used. 	<p>I can:</p> <ul style="list-style-type: none"> ● Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker ● Make reasonably accurate notes while someone is talking
LEVEL 4 HIGHER	<p>I can:</p> <ul style="list-style-type: none"> ● Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information 	<p>I can:</p> <ul style="list-style-type: none"> ● Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or 	<p>I can:</p> <ul style="list-style-type: none"> ● Prepare formal letters of many familiar types such as enquiry, complaint, request and application ● Take reasonably accurate notes in meetings or straightforward dictation

	<ul style="list-style-type: none"> ● Contribute effectively to meetings and seminars within own area of work ● Argue for/against a case 	technical information is involved	<ul style="list-style-type: none"> ● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker
LEVEL 5 PROFICIENCY	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences ● Give a presentation/demonstration ● Deal confidently with hostile or unpredictable questions ● Carry out negotiations using complex / technical terms ● Give media interviews 	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc. 	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● Write letters on any subject ● Write full / accurate notes of meetings while continuing to follow discussions and participate in them ● Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar