

Welsh Language Standards Annual Report 2021-2022



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.cwmtafmorgannwgchc.wales

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

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Executive summary

Cwm Taf Morgannwg CHC represents the people of Rhondda Cynon Taf, Merthyr Tydfil and Bridgend. Whilst the Welsh language is not widely used across our communities within the public sector, there is requirement and demand for a bi-lingual service so that people can talk about the things that are important to them, in the language of their choice.

People who come to Cwm Taf Morgannwg CHC generally have issues relating to health services. When speaking about health matters we want to make it easy for people to talk to us. This means enabling people to do this through the medium of Welsh if this is their preferred language. This can be particularly important if people have sensitive health issues or mental health worries.

Cwm Taf Morgannwg CHC recognises there is a need for the Welsh language to be part of our everyday work. We also recognise that people in our communities will want to communicate in ways that are comfortable and natural to them. It is not just about producing written information in Welsh but routinely enabling people to speak with us in Welsh. In the workplace, we have tried to create regular opportunities during the day for learning phrases and useful words, although this has continued to be difficult during the Covid-19 pandemic as staff have been working from home.

We are encouraged to report that we have not received any formal concerns in relation to our application of the Welsh Language Standards over the last year.

Our compliance is evidenced by the following:

- All advocacy information materials are available bilingually
- All public engagement information materials, newsletters, and surveys are available bilingually
- All agendas and key messages are available bilingually
- A fully accessible Welsh and English website
- All corporate branding and signage are available bilingually

- Reasonable mechanisms in place to offer bilingual services at meetings and engagement events
- All social media posts are bilingual
- A new telephone system has been installed offering direct access to a Welsh speaking member of staff

In summary, we are making positive steps in the right direction toward including the Welsh Language in everything we do.

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.

The link below provides details of the standards that have been applied to Cwm Taf Morgannwg Community Health Council.

[Welsh Language standards compliance notice](#)

This is Cwm Taf Morgannwg CHC’s third report on compliance with the standards. It covers the period 1 April 2021 to 31 March 2022.

Cathy Moss, Chief Officer, has overall responsibility at Cwm Taf Morgannwg CHC for the Welsh language. She is responsible for ensuring the implementation of the standards from day to day.

Our Executive committee has reviewed and approved this report.

Our year at a glance

2 Members of staff are progressing on the Working Welsh Course with Learn Welsh (Dysgyu Cymraeg)

A new bilingual telephone service has been installed, enabling callers to speak directly to a Welsh speaker

Some of our volunteer Members are learning Welsh which will help them to engage with the Welsh speaking public on visits

We have a dedicated Welsh Language translator which means we have less delays when requesting translation

What we've been doing

The Board and CHCs have responded positively to the introduction of the Welsh Language Standards. It provides an opportunity to reinforce the requirements and to improve the quality and availability of services through the medium of Welsh.

During 2021/22, Cwm Taf Morgannwg CHC continued to work closely with other CHCs across Wales and the Board of Community Health Councils to implement the WLS.

Following the publication of the CHC movement's guidance on using the Welsh language internally (an interim guide for staff and members) (May 2019) a key focus of our work has been to support our staff and members to use Welsh in their day-to-day work.

We have encouraged staff to learn Welsh, and try to use Welsh in their everyday vocabulary. This has resulted in 2 members of staff enrolling on to the 'Working Welsh' course through the Welsh Government.

The aim is to increase the opportunities available to learn the language, and to build confidence in using it in the workplace.

We have actively monitored how well we are doing against the standards through an all Wales self-assessment programme.

Handling complaints about the Welsh language

Our 'making a complaints 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 [Complain about us](#)

During the period between 1 April 2021 and 31 March 2022 we received no complaints in relation to our compliance with the Welsh language standards.

How we have met the Welsh language standards in 2021-2022

Cwm Taf Morgannwg CHC has worked to promote and facilitate the use of the Welsh language in all our areas of work, as well as ensure compliance. We always encourage staff and members to sign up to Welsh language courses on offer, although this has proved difficult again this year due to the pandemic. We undertook a self-assessment of Cwm Taf Morgannwg CHC's compliance with the standards in January 2022. The findings are below at [Appendix 1](#). 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				
52	41	4	0	7

Although we are compliant with 41 of the Service Delivery standards, which is an improvement on last year, we understand there is more work to be done.

We are working towards being compliant on 4 of the standards which are based around having a Welsh speaking member of staff. We do have a provision to ensure a Welsh speaking member of staff is available, and a dedicated member of staff available at the Board of CHCs, but we are currently only able to do this if we are given sufficient notice to make these arrangements.

We are pleased to say that since the implementation of a bilingual telephone system we are now compliant on the 6 standards that refer to telephone systems which is an improvement on last year.

Policy making standards

The policy making standards require us to consider the effect that its 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

We are compliant with all standards regarding policy making. We will continue to ensure that we do not treat the Welsh Language less favourably than the English language.

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				
16	16	0	0	0

We are compliant for all 16 of the operational standards, however we continue to look for any ways that we can improve our services.

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

We keep a list of any complaints we receive regarding the Welsh language which are published annually. We are pleased to report that we received 0 complaints regarding the Welsh language for 2021 to 2022.

Welsh language skills

We continue to encourage our staff to increase their Welsh language skills, and make them aware of any courses that are available, as well as including the Welsh language in our day to day work as much as possible e.g. saying good morning and afternoon. This has again proved more difficult in the past year as staff have been working from home due to the pandemic.

We asked our CHC staff to self-assess their Welsh language skills using the framework at [Appendix 2](#). The table below shows the results:

WELSH LANGUAGE SELF-ASSESSMENT COMPETENCIES MATRIX							
Numbers and levels of Welsh speaking staff working in Cwm Taf Morgannwg CHC							
Pay band	0	1	2	3	4	5	Total
3		1					1
4		2					2
5							
6		4	1				5
7		1					1
8b	1						1
							10

Staff attending Welsh language courses

Cwm Taf Morgannwg CHC are pleased to say that 2 members of staff have enrolled on the Working Welsh Course which has been made available by Welsh Government. This course is specifically regarding words and phrases that may be used in the workplace. We will continue to encourage all staff to attend a Welsh Language course.

Staff recruitment

The table below shows the number of vacancies advertised during the year requiring:

- Welsh language skills essential
- Welsh language skills need to be learnt when appointed
- Welsh language skills desirable
- Welsh language skills not necessary

Category	Advertised internally	Advertised externally
Essential		
Learnt when appointed		
Desirable		1
Not necessary		
Total		

Looking forward

Cwm Taf Morgannwg CHC is working hard to ensure Welsh language is part of its day to day life. We have made improvements on our Welsh Language self-assessment standards since last year, and we will continue to strive for compliance on all standards. We recognise that although we don't currently have any Welsh speaking staff, we will continue to advertise and consider all applications to increase our number of Welsh speakers.

We are pleased to report the bilingual delivery of:

- All advocacy materials
- All public engagement materials including: newsletters, surveys and information literature
- A new, fully accessible Welsh and English website
- Full consideration to Equality Impact Assessments (EIAs)
- Bilingual corporate branding and signage
- Reasonable mechanisms in place to offer bilingual services at meeting and engagement events
- A fully bilingual telephone system

We will continue to think about opportunities to develop our use of the Welsh language further including:

- Continuing to learn from others

- Expand opportunities for staff and members to develop their Welsh language skills within the workplace on a daily basis
- Encourage and support staff who wish to further develop their Welsh Language skills by online courses
- Continue to develop our reach in the communities with bilingual social media posts and distribution of bilingual newsletters
- How we include the Welsh Language in our day to day work if staff continue to work from home

The appointment of a Welsh Language translator to the Board of CHCs has been a welcome addition, and will ensure consistency in translation going forward.

Appendix 1

WELSH LANGUAGE STANDARDS COMPLIANCE SELF- ASSESSMENT

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: <ul style="list-style-type: none"> ○ a Community Health Council; or <p>Powys Teaching Health Board as the person who hosts you</p>		Current practice and is done as a matter of course
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> <ul style="list-style-type: none"> (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms that A is to complete from then onwards in Welsh. 		<p>a) Refer to CTM CHC log of people's / stakeholder's language preferences. As a rule, Advocacy Team do not initiate initial contact with client. Language of choice is asked of client when they make contact with CTM CHC either by phone or email. This information is recorded on Datix software package as a matter of course.</p> <p>Should the client be referred to CHC by a third party, CHC will liaise with</p>

				<p>3rd party to establish client's preferred method of communication and language of choice before contacting client.</p> <p>b) Respect A's preferences.</p> <p>All forms / template letters produced by CTM CHC are available in both Welsh and English</p>
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</p>		<p>All our paperwork is bilingual.</p> <p>We endeavor to establish individual's language preference prior to corresponding with them. However, if we are unaware of individual's preferred language of choice, all material will be sent out in both Welsh and English</p> <p>General correspondence circulated to large number of individuals/ groups i.e. press releases, is always bilingual.</p> <p>a) Refer to CTM CHC's log of people's / stakeholder's language preferences. Advocacy client's preferred language is recorded on datix.</p>

		<p>sending correspondence addressed to all of those individuals.</p>		<p>b) As above in (2).</p>
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>Current practice.</p>

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>In general terms, CHC does not generate initial contact to individual members of the public.</p> <p>All invites, mailshots, publicity material is produced bilingually.</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>Current practice.</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 <i>welcome receiving correspondence in Welsh, that you will</i></p>		<p>We regularly review all template letters to ensure CTM CHC with this standard.</p>

		<p><i>respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</i></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: ○ a Community Health Council; or Powys Teaching Health Board as the person who hosts you. 		
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.		
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.		

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.		
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.		Current practice.
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.		Current practice.
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.		Current practice.

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.		We don't have performance indicators for telephone calls but we do not treat calls received in Welsh less favorably than those received in English
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.		
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.		We do have a Welsh language service on our main telephone number.
17	Service Delivery	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.		CTM CHC does not have this facility.

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.		CTMCHC does not have this facility
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 then onwards in Welsh.		
20	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.		
21	Service Delivery	If you invite one person only ("P") to a meeting— (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 (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 necessary, arrange for a		Provided notice is given, CTM CHC will be able to comply with this standard at all times. Face to face meetings are not currently taking place due to the pandemic, although facilities are in place for virtual meetings.

		<p>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 style="padding-left: 40px;">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. 		
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> <ul style="list-style-type: none"> ○ when you invite persons to a meeting 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>Provided notice is given, CTM CHC will be able to comply with this standard at all times. Face to face meetings are not currently taking place due to the pandemic, although facilities are in place for virtual meetings.</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 representing: <ul style="list-style-type: none"> • a Community Health Council; or • Powys Teaching Health Board as the person who hosts you. 		<p>Provided notice is given, CTM will be able to comply with this standard at all times. Face to face meetings are not currently taking place due to the pandemic, although facilities are in place for virtual meetings.</p>
22 CH	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> <ul style="list-style-type: none"> ○ when you invite persons to a meeting who 		<p>Provided notice is given, CTM CHC will be able to comply with this standard at all times. Face to face meetings are not currently taking place due to the pandemic, although facilities are in place for virtual meetings.</p>

		<p>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. 		
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.		Members of the public are requested to advise CHC CTM if they require translation and or additional support such as BSL / hearing loop 7 days prior to meeting date.
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.		Current practice.
28	Service Delivery	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— (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 or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).		We confirm language preferences for guest speakers attending meetings, such as Full Council meetings and Local Committee meetings, in advance of the meetings.

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 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>Members of the public are requested to advise CHC if they require translation and or additional support such as BSL / hearing loop 7 days prior to meeting date.</p>
30	Service Delivery	<p>If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.</p>		<p>CTM CHC is not fully confident that we are able to comply with this standard at all times.</p> <p>Members of the public are advised to contact the office at least 7 days prior to the date of the meeting for copy papers, either in Welsh or English.</p>
31	Service Delivery	<p>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>		<p>When attending organized public events, all CTM CHC material is available in both Welsh and English.</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 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. 		<p>Due to limited number of Welsh speaking staff / members, CTM CHC are not fully confident that we are able to comply with this standard at all times.</p>
33	Service Delivery	<p>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</p>		<p>Current practice as standard</p>

		favourably than you treat the English language version.		
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.		Current practice as standard.
36	Service Delivery	If you produce a form that is to be completed by an individual, you must produce it in Welsh.		All forms that we use are either bilingual or available in both Welsh and English.
37	Service Delivery	If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.		All public documents that we produce locally are produced bilingually.

38	Service Delivery	If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (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,		Current practice.
39	Service Delivery	You must ensure that— (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.		Current practice.
42	Service Delivery	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.		This is stated on all our website pages. All pages on our website link to the corresponding Welsh/English pages.
43	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.		Current practice

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.		Automatic process when using when using SurveyMe.
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 social media posts/ tweets are produced bilingually
46	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).		Will need to arrange translation as CTM CHC does not have Welsh speaking members of staff
47	Service Delivery	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; 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		All signs, temporary signs and notices purchased / produced by CTM CHC are bilingual, Welsh first.

		Welsh language text less favourably than the English language text.		
48	Service Delivery	When you— (a) erect a new sign or renew a sign (including temporary signs); or (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.		As 47
49	Service Delivery	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.		Proof read by Welsh speaking staff at another office.

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.		We do not issue invitations to tender for contracts.
58	Service Delivery	When you publish invitations to tender for a contract, you must— (a) 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, and (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).		We do not issue invitations to tender for contracts.
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.		We do not issue invitations to tender for contracts
60	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.		CTM CHC advise that we are able to offer limited services in Welsh as we have no Welsh speaking members of staff.

61	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.		Current practice, but on request would advise that we may only be able to offer limited Welsh language services.
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.		Current practice.
63	Service Delivery	If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh.		We do not offer education courses for 'individuals'. We do provide bespoke and generic learning for the Board and CHC staff and members, and have proactively offered these opportunities in English and Welsh.
69	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		We reviewed and strengthened our Welsh language impact assessment framework to better demonstrate the issues considered and conclusions reached

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> <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 for 69 above
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 for 69 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>CHCs do not generate public consultations, although we have invited on-going feedback from the public. CTM CHC would only publish third party consultations document relating to policy decisions if the document was available in both Welsh and English.</p>
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 favourably than the English language</p>		See Std 72
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</p>		See std 72 & 73

		<p>language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		
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>(b) treating the Welsh language no less favourably than the English language.</p>		<p>During the year we have reviewed and further strengthened our approach to ensure we consider opportunities for people to use the Welsh language and to ensure we treat the Welsh language no less favorably than the English language by conducting an impact assessment to inform our decision making.</p>
76	Policy Making standards	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		<p>As above see standard 75</p>

77	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		As above see standard 75
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79	Operational	<p>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.</p> <p>You must comply with standard 79 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ publishing the policy on your intranet. 		<p>We have reviewed and confirmed our policy during the year. We have also taken action to increase our promotion of and use of the Welsh language internally, eg., introduction of bilingual templates, translation of guidance documents, meeting briefs and surveys for CHC staff and members, etc.</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; (e) a policy relating to work patterns. 		<p>Policies relating to these matters for our staff are produced and published by Powys tHB. Where we have adapted or created additional policies for CHC staff or for CHC staff and members these are being produced bilingually.</p>

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> <ul style="list-style-type: none"> (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right. 		<p>'The Board of Community Health Councils and Community Health Councils in Wales: making a complaint about us - May 2019'</p> <p>This was received in both Welsh and English, which is on our website.</p> <p>CTM CHC staff are aware and enabled to raise and respond to concerns in Welsh or English.</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> <ul style="list-style-type: none"> (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and 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>This would be done.</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> <ul style="list-style-type: none"> (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about A, (c) asked for a meeting about the complaint to be conducted in Welsh, or (ch) asked to use the Welsh language at a meeting about the complaint. 		This would be done.
86	Operational	<p>You must -</p> <ul style="list-style-type: none"> (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 (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right. 		The policy relating to disciplinary issues is issued by Powys Teaching Health Board.
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> <ul style="list-style-type: none"> (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting 		Disciplinary meetings could be held through the medium of Welsh. Supporting paperwork is issued and provided by Powys Teaching Health Board.

		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.		
88	Operational	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 - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.		Disciplinary meetings could be held through the medium of Welsh. Supporting paperwork is issued and provided by Powys Teaching Health Board.
89	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).		This is installed on all staff's PCs. All staff have access to WITS translation services
97	Operational	You must provide opportunities for training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch)		Received confirmation from Board of CHCs Chief Exec (29/05/19): the draft CHC policy includes reference to training for staff/members. Staff training (a), b), c), dd)) would be via Powys tLHB. The national member development

		<p>induction; (d) dealing with the public; and (dd) health and safety.</p>		<p>programme covers d). The training provider has confirmed that they can provide the training in Welsh.</p>
98	Operational	<p>You must provide opportunities for training in Welsh on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.</p>		<p>Received confirmation from Board of CHCs Chief Exec (29/05/19): The information re: training for staff is awaited from Powys tLHB. The inclusion of this active offer “to offer the opportunity for training in Welsh on using Welsh effectively” is included in the interim guide/policy. This meets the standards.</p>
104	Operational	<p>You must provide - (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 (b) 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</p>		<p>Logos are available should staff wish to use them. A standard bilingual email signature and ‘out of office’ message is used by all CTM CHC staff.</p>

		<p>informs others that they are unavailable to respond to email messages.</p> <p>You must comply with standard 104, except:</p> <ul style="list-style-type: none"> ○ 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. 		
105	Operational	<p>You must -</p> <p>(a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and</p> <p>(b) promote the wearing of the badge to members of staff.</p>		Badges are available for staff should they wish to wear them.
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>		All signs purchased by CTM CHC, temporary signs or otherwise, and notices are bilingual with Welsh first.

112	Operational	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your 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.		All signs purchased by CTM CHC, temporary signs or otherwise, and notices are bilingual with Welsh 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.		Signs are verified for accuracy by Welsh speaking staff.
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.		Records are retained.
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.		The Compliance notice is available in both Welsh and English on our website.
119	Supplementary	You must— (a) ensure that you have a complaints procedure that deals with how you intend 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.		Complaints procedure produced by the Board of CHCs, includes information on complaints relating to the compliance with the Welsh language standards. This is available on our website.

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>We are obligated to produce an annual report under CHC Regulations (2015); this is produced through the medium of Welsh and English. The annual report for the period 2020 – 2021 will include details of the number of complaints received relating to compliance of the standards and the number of employees with Welsh Language skills.</p>
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		<p>(c) the number (on the basis of the records you kept in accordance with standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <p>(i) Welsh language skills were essential;</p> <p>(ii) Welsh language skills needed to be learnt when appointed to the post;</p> <p>(iii) Welsh language skills were desirable; or</p> <p>(iv) Welsh language skills were not necessary.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must ensure that a current copy of your annual report is available on your website.</p>		<p>As above.</p> <p>In hand</p>
121	Supplementary	<p>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>		<p>This will be done as/when necessary.</p>

Appendix 2

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