

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 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.aneurinbevanhc.nhs.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

The Aneurin Bevan Community Health Council (CHC) presents this annual report publication, detailing our work and commitment to the implementation of bilingual services.

Since the implementation of our Welsh Language Standards in May 2019, we are encouraged to report that we have received no formal concerns in relation to our performance with applying the standards over the last year.

We can provide positive evidence of compliance in the following ways:

- All advocacy materials are available bilingually
- All public engagement materials including: newsletters, surveys and information literature are available bilingually
- Fully accessible website in Welsh and English
- Full consideration to Equality Impact Assessments (EIAs), the positive steps taken to provide Welsh Language publications and the impact any decision-making would have on Welsh language users.
- Bilingual corporate branding and signage.
- Reasonable mechanisms in place to offer bilingual services at meetings and engagement events.
- Access to a new 'on demand' telephony service for Welsh speakers, who wish to converse with a CHC member of staff in Welsh.

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 Aneurin Bevan CHC:

<https://aneurinbevanchc.nhs.wales/about-us/our-governance/challenge-to-welsh-language-commissioner-determination-letter/>

This is the Aneurin Bevan CHC’s fourth report on compliance with the standards. It covers the period 1 April 2022 to 31 March 2023.

Jemma Morgan, Chief Officer has overall responsibility at the Aneurin Bevan 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

In 2022/2023, the Aneurin Bevan CHC was 100% compliant with all Welsh Language standards, and received no complaints from the public in respect of our compliance performance.

We completed a half-yearly and annual check on our Welsh language standards compliance to evidence compliance.

Community Health Councils across Wales, including Aneurin Bevan CHC, offer people a fully bilingual telephone system across Wales.

We have continued to work closely with the Board of CHCs and the Welsh Language Commissioner's Officers to ensure compliance.

What we've been doing

The Board and CHCs continue to respond positively to the Welsh Language Standards. We continue to reinforce the requirements and to improve the quality and availability of services through the medium of Welsh.

During 2022/23, Aneurin Bevan CHC has continued to work closely with other CHCs across Wales and the Board of Community Health Councils, to ensure compliance with the Welsh Language Standards (WLS).

Decisions that we make or activities that we plan are subject to an Equality Impact Assessment (EqIA), we have included the Welsh language requirements within our EqIA to ensure that decision we make do not negatively impact on opportunities for people to use the Welsh language and that our activities are automatically bilingual to enforce the active offer of Welsh language services.

Locally, the Aneurin Bevan CHC has raised awareness of the requirements of the standards by:

- Publishing the Welsh Language compliance notice on the Aneurin Bevan CHC website
- Made it an essential requirement for language preferences to be established when members of the public first contact our local office for any assistance
- Ensured that published material for the public to access the CHC is equally available in Welsh and English.

Following the publication of the CHC movement's guidance on the use of the Welsh language internally, a key focus of our work has been to support our staff and members to use Welsh in their day-to-day work.

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 <https://aneurinbevanchc.nhs.wales/about-us/complain-about-us/>

During the period between 1 April 2022 and 31 March 2023 we received **zero** complaints in relation to the Welsh language.

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

Aneurin Bevan CHC has worked to promote and facilitate the use of the Welsh language in all our areas of work, as well as ensured compliance. We carried out a self-assessment of our compliance with standards in August 2022. The details of the findings are included at **Appendix 1**.

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	38	0	0	14

Through our self-assessment, we were able to show that we are compliant in the following ways:

- We have continued to have internal Welsh language support from colleagues across Wales in relation to sensitive communications and external translation support via Prysg.
- We have continued to make active requests to our regular stakeholders and working partners for their language preference via a standard bilingual message.
- All individuals who contact us, or who we contact initially, are asked for their language preference:
 - For Advocacy clients – people’s preferred language is recorded in their individual Datix record (record management system).
 - All other stakeholders are recorded on the internal language preference spreadsheet.
- All Advocacy welcome letters and service information leaflets are distributed in Welsh and English, when a new client’s language preference is not initially known.
- All standard letters, CHC letter headed templates and staff email signatures have a statement that says we welcome

correspondence in Welsh and English, and that we will respond to Welsh language correspondence without delay.

- An All-Wales integrated telephone system is in place across Wales, where Welsh-speaking and English-speaking call handlers are available for the public, at the point of first contact.
- Our in-hours, out-of-hours automated telephone messages are bilingual.

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

Our Welsh language requirements form part of the Community Health Council's Annual Equality Plans. Also, our Equality Impact Assessments include Welsh Language opportunities and which standards each project or policy will need to take into account when we are review a policy, making a decision or planning public activities.

We have continued to publish information inviting members of the public and other key stakeholders to submit suggestions for the development of our Annual Plan. Responses submitted to us consider all issues that impact on healthcare needs, and this includes access to NHS care through the medium of Welsh. This survey is live on our website in the form of a public survey, which can be found [**here**](#).

In addition to this, our Executive and Planning Committees hold meetings that are open to the public. This open meeting format helps us demonstrate our transparency about how and why decisions have been made. These decisions mostly involve applications made by the NHS to change or alter NHS services. Both Committees assess the impact of service change applications and take into account the requirement to highlight public engagement and consultation in both Welsh and English, to ensure people have an equal opportunity to voice their views in the language of their choice.

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				
14	9	0	0	5

We have circulated a guide to all staff and Members, which informs them about the use of the Welsh language internally.

We have continued to install software on any new computers for staff to check spelling and grammar in Welsh. This is offered through the use of Cysgeir.

All staff now have bilingual wording to use in each of their email signatures and any automatic email responses.

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 hold an internal spreadsheet, which documents the number of complaints received during each financial year. Our self-assessment showed we met this standard.

Welsh language skills

Throughout the year, Aneurin Bevan CHC has continued to encourage and support staff and volunteer members to develop their Welsh language skills. Details of Work Welsh taster courses were circulated to staff and members and Welsh language learning opportunities are discussed with staff during one-to-one appraisals.

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 Aneurin Bevan Community Health Council							
Pay band	0	1	2	3	4	5	Total
8b	1	0	0	0	0	0	1
7	1	0	0	0	0	0	1
6	4	0	0	0	0	0	4
5	1	0	0	0	0	0	1
4	2	0	0	0	0	0	2
3	1	1	0	0	0	0	2
	10	1	0	0	0	0	11

Staff attending Welsh language courses

At present, we do not have any staff attending Welsh language courses. All staff have been sent information on Work Welsh taster courses that are available to them, via the Learn Welsh website [Online Taster Courses | Learn Welsh](#).

We will continue our promotion of the Welsh language and support staff to attend courses to increase their engagement.

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	0	0
Learnt when appointed	0	0
Desirable	2	0
Not necessary	0	0
Total	2	0

Looking forward

In April 2023, Community Health Councils and the Board of Community Health Councils in Wales will become the new national Welsh Government sponsored organisation, Llais – your voice in

health and social care (working name of the Citizen Voice Body for health and social care, Wales).

CHCs are preparing legacy statements for the new body, which includes our corporate responsibility for the Welsh language. The new body will be able to consider and adopt any good practice shared by CHCs for continuity of service and Welsh language requirements, ahead of receiving its own Welsh language compliance order in the first year of operation.

Appendix 1




August 2022 Compliance Review


GREEN – We have put in place clear arrangements and these are consistently working well			
AMBER – We have put in place clear arrangements but these are not yet consistently working well. We need to do more to ensure compliance			
RED – We have not put in place clear arrangements, or the arrangements we have put in place are not working. We need 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 person who hosts you. 	<p>We have an internal Welsh language translation service.</p> <p>We also have an external Welsh language translation service in place via a Prysgr.</p> <p>http://prysgr.cymru/</p>
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>We have made active requests to regular correspondents for their language preference via a standard bilingual message –</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>"Bore da/Prynhawn da 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. Diolch o galon Good morning/Good afternoon 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 write to or speak with you in Welsh, English or another language."</p>
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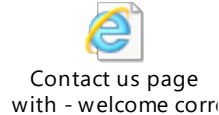
			<p>Advocacy clients are asked for their language preferences at the point of first contact and this is recorded within their Datix record.</p> <p>Aneurin Bevan CHC language choice log is an internal spreadsheet – cannot attach as interested members of the public are cited therein.</p>
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3	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' (professionals) preferred language choice is recorded on an internal spreadsheet saved within our shared drive.</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 		<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>persons have informed you that they do not wish to receive correspondence in Welsh; or</p> <ul style="list-style-type: none"> ▪ when you send the same correspondence to several persons, and all of those persons are acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		<p>This will included letters, surveys, newsletters, report publications etc. sent to multiple external stakeholders and members of the public.</p> <p>Example 1 –</p>  <p>Public Notice re Notice of CHC Execu</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>As above. Example 2 –</p>  <p>welcome letter english.docx</p>  <p>welcome letter welsh.docx</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</p>		<p>Welcome letters, public notices. Any document that is produced in English and Welsh, which requires a</p>

		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).		signature, are signed on both documents. Example 3 –  Public Notice re Notice of CHC Execu
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: ▪ 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 4 –</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 helpline numbers or call centre numbers, you must greet the person in Welsh.		National, bilingual telephone service in point from the first point of contact.

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.		National, bilingual telephone service in point from the first point of contact.
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.		National, bilingual telephone service in point from the first point of contact.
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.		National, bilingual telephone service in point from the first point of contact.
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.		National, bilingual telephone service in point from the first point of contact. Same telephone number for both with a dial 1 for Welsh, dial 2 for

				English option
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>National, bilingual telephone service in point from the first point of contact.</p> <p>Example 5:</p>  <p>Contact us page with - welcome corri</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.		No telephone performance indicators set
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.		"In hours" and "out of hours" voice mail recordings state people are welcome to leave a message in Welsh or English
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,		National, bilingual telephone service in point from the first point of contact.

		in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.		Staff leave periods are covered by other Welsh speaking staff
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.		National, bilingual telephone service in point from the first point of contact. Only one telephone number is provided to external callers – 01633 838516
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.		As above
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		For advocacy client's and general enquiries, we ask people to indicate their preferred language, and this is then saved to their datix record file.

		onwards in Welsh.		We also seek CHC members' preferred language.
20	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.		All automated telephone messages are 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 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 		<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>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>

		person who hosts you.		For online Live meetings, any requests for simultaneous translation will be conducted via a business account with Zoom, 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. We understand this feature is also being developed and launched for MS Teams currently.
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>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</p>

			<p>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 meeting, they are each 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 a business account with Zoom, which supports a number of channels for people to select their preferred language for the meeting. A professional translator</p>
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				will be commissioned to support the Welsh language channel.
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: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		As above (22)
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</p>		As above (22)





		<p>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 are acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		
26	Service Delivery	<p>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.</p>		<p>All public notices and public specific letters include a statement regarding Welsh Language services for the CHC.</p> <p>See example 3 in response to standard 6.</p>
27	Service Delivery	<p>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.</p>		<p>See example 3 in response to standard 6</p>
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>Public meetings - We ask all guest speakers if they wish to present in Welsh e.g. NHS staff or stakeholder presentations. Their</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>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 a business account with Zoom, which supports a number of channels for people to select their preferred language for the meeting. We understand this feature is also being developed and launched for MS Teams currently. A professional translator will be commissioned to support the Welsh language channel.</p>
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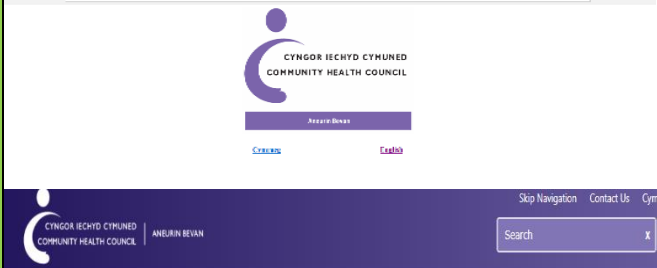
29	Service Delivery	<p>If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh—</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p>	<p>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>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 a business account with Zoom, which supports a number of channels for people to select their</p>
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				preferred language for the meeting. We understand this feature is also being developed and launched for MS Teams currently. A professional translator will be commissioned to support the Welsh language channel.
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 ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.		All display boards and pull up signs are bilingual.
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).		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. See twitter handle @bevanhc and Facebook "CIC Aneurin Bevan CHC".

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>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>
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>All publicity and advertising material is bilingual and publicised at the same time.</p>


		favourably than you treat the English language version.		<p>Example -</p>  <p>ABCHC social media publicity material En</p>  <p>ABCHC social media publicity material W</p>
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>Example:</p>  <p>Final cancelled procedures or operations</p>  <p>Welsh - Final cancelled procedure</p>
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</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,</p>

		the document should be produced in Welsh.	reports, meeting schedules, surveys etc. Report Library - Aneurin Bevan Community Health Council (nhs.wales) Llyfrgell Adroddiadau - Cyngor Iechyd Cymuned Aneurin Bevan (gig.cymru)
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> <p>Live Surveys - Aneurin Bevan Community Health Council (nhs.wales)</p> <p>Arolygon Byw - Cyngor Iechyd Cymuned Aneurin Bevan (gig.cymru)</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://aneurinbevanchc.nhs.wales/</p> <p>Welsh - https://aneurinbevancic.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>We have an initial bilingual slash screen that directs users at the first point of entry to either the English version or Welsh version webpage. The English language page also has a direct link to the Welsh version in the menu bar.</p> <p>Example -</p>  <p>The screenshot shows a website header with the logo for 'CYNGOR IECHYD CYMUNED COMMUNITY HEALTH COUNCIL' and 'Aneurin Bevan'. Below the logo are two buttons: 'English' and 'Welsh'. At the bottom of the page, there is a navigation bar with 'Skip Navigation', 'Contact Us', and 'Cymru' (Welsh) options, along with a search bar.</p>

43	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.		Both versions of the English/Welsh site mirror in terms of menu options and interface. 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 MS Forms or Engagement HQ app, but all surveys published by us through these platforms 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: @bevanhc See Facebook handle @ICI Aneurin Bevan CHC See example at standard 33.

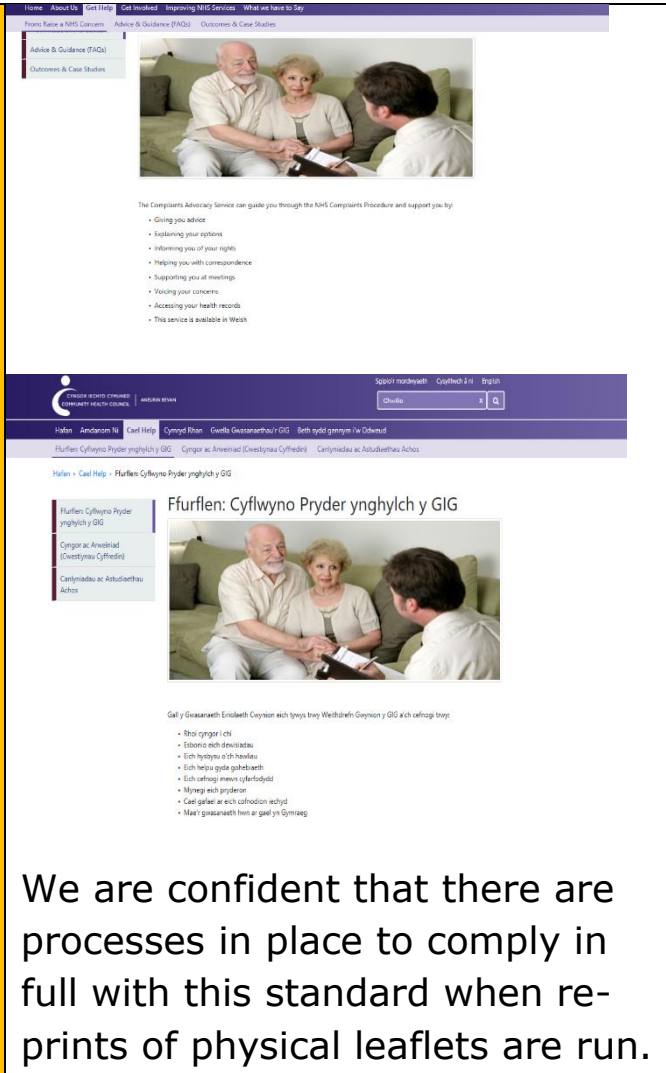
46	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).		<p>If a reply were received in Welsh via our social media platform, we would provide a translated reply.</p> <p>We have internal Welsh language translation service to support this without delay.</p> <p>We also have external Welsh language translation service in place via a Prysgr. http://prysgr.cymru/</p> <p>To date, this has not yet occurred, and so we are unable to attach evidence but have clear process in place to meet this requirement.</p>
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</p>		<p>Internal signs and external engagement pull up signs are all bilingual.</p> <p>Example –</p>





		<p>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>	
48	Service Delivery	<p>When you—</p> <ul style="list-style-type: none"> (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. 	<p>Office signs – As per the pictures above, our internal flag 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</p>


				<p>person has approached the sign. E.g., our engagement pull-up banners are always set side by side and are always in an open space to allow public approach from either the right of 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.</p>
49	Service Delivery	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.		<p>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.</p>
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		<p>We do not undertake this.</p>

		language version.		
58	Service Delivery	<p>When you publish invitations to tender for a contract, you must—</p> <p>(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</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>		We do not undertake this.
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 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 or 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>Cyngor Iechyd Cymuned Aneurin Bevan Ffôn: 01633 838516 E-bost: enquiries.aneurinbevanchc@waleschc.org.uk (Rydym yn croesawu pob galwad a gohebiaeth yn y Gymraeg neu'r Sesneg) Aneurin Bevan Community Health Council Tel: 01633 838516 Email: enquiries.aneurinbevanchc@waleschc.org.uk (We welcome calls and correspondence in Welsh and English)</p>
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.		<p>Existing publicity leaflets about CHC functions will continue to be 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>

				
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.		<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> <p>Corporate identity is bilingual e.g. Twitter and Facebook handles are "CIC Aneurin Bevan CHC" which is fully compliant. All corporate ID</p>

			<p>material also displays this or full title where Welsh is presented first.</p> <p>Example</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  unhappy with care (e).pdf </div> <div style="text-align: center;">  unhappy with care (w).pdf </div> </div> <div style="background-color: yellow; padding: 5px; margin-top: 10px; display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Aneurin Bevan Community Health </div> <div style="text-align: center;">  Cyngor Iechyd Cymuned Aneurin B </div> </div>
63	Service Delivery	<p>If you offer an education course to one or more individuals, you must—</p> <p>(a) undertake an assessment of the 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>All staff are asked if they:</p> <p>a) wish to undertake Welsh language courses.</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, two staff members have 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 and policy making processes.</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>  <p>IIA.docx</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> <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

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</p>




				<p>way how we focus our 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;">  Cyngor Iechyd Cymuned Aneurin B </div> <div style="text-align: center;">  Aneurin Bevan Community Health C </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 favourably than the English language</p>		<p>As above for answers given in 69, 70, 71 and 72</p>


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>		<p>As above for answers given in 69, 70, 71, 72 and 73</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>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 NHS experience data, can be classed as research in view of us seeking the public’s views on their experiences, to identify any</p>

				<p>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> <p><u>Live Surveys - Aneurin Bevan Community Health Council (nhs.wales)</u></p> <p><u>Arolygon Byw - Cyngor Iechyd Cymuned Aneurin Bevan (gig.cymru)</u></p>
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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— (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 and 75
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		As above for answers given in 69, 70, 71, 72, 73, 74, 75 and 76

		(b) treating the Welsh language no less favourably than the English language.		
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>Produced by the Board of CHCs and located on the N: drive N:\Agreed versions of standards, guidance, etc., for staff and CHCs\Welsh language\8. Using the Welsh language internally guide</p>
82	Operational	<p>If you publish any of the following, you must publish it in Welsh -</p> <p>(a) a policy relating to behaviour in the workplace;</p> <p>(b) a policy relating to health and well-being at work;</p> <p>(c) a policy relating to salaries or workplace benefits; (ch) a policy relating to performance management;</p> <p>(d) a policy relating to absence from work;</p> <p>d) a policy relating to</p>		<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>

		working conditions; (e) a policy relating to work patterns.		http://nww.powysthb.wales.nhs.uk/accessing-workforce-and-od-policies N:\Agreed versions of standards, guidance, etc., for staff and CHCs\CHC Behavioural Standards
83	Operational	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 - (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>These documents are produced by the Board of CHCs.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Making a complaint about us - CHC Cor </div> <div style="text-align: center;">  Making a complaint about us - CHC Cor </div> </div> <div style="text-align: center; margin-top: 20px;">  Handling complaints about us </div>
84	Operational	If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must - (a) offer to conduct the meeting in Welsh or, if		As above for answer to Standard 83

		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.		
85	Operational	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 - (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.		As above for answer to Standard 83 and 84
86	Operational	You must - (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.		This right is set out in Powys Teaching HBs All Wales Disciplinary Policy and Procedure HR010  HR010 - Disciplinary Policy and Procedure

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 to English.</p>		<p>This right is set out in Powys Teaching HBs All Wales Disciplinary Policy and Procedure HR010</p>
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>

				 Cysill 3.0  Cysgeir
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 (d) health and safety. 		<p>If this training is applicable to staff in our CHC, we would provide opportunities for training in 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>
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>All AB CHC staff have been provided with the following:</p>

wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages.

You must comply with standard 104, except:

- Part (b) - providing Welsh language wording for your
- (b) 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

Example –

Deputy Chief Officer / Dirprwy Prif Swyddog

Aneurin Bevan Community Health Council
Cyngor Iechyd Cymuned Aneurin Bevan

Raglan House
6-8 William Brown Close
Llantarnam Business Park
Cwmbran
NP44 3AB

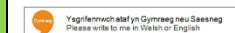
Ty Raglan
6-8 William Brown Close
Parc Busnes Llantarnam
Cwmbran
NP44 3AB

Tel / Ffôn: 01633 838516
Ffôn / Ffacs: 01633 484623
Email / e-bost: jemma.mchale@waleshc.org.uk
Email / e-bost: enquiries.aneurinbevanchc@waleshc.org.uk
Web site / Gwefan: www.communityhealthcouncils.org.uk/aneurinbevan/


Rydym yn croesawu goheblaeth yn Gymraeg. Byddwn yn ymateb yn Gymraeg heb oedi.


We welcome correspondence in Welsh. We will respond in Welsh without delay.


Mae manylion ein hysbyseb preffetrwydd ar gael ar ein gwefan www.communityhealthcouncils.org.uk/aneurinbevan
Details of our privacy notice is available on our website www.communityhealthcouncils.org.uk/aneurinbevan




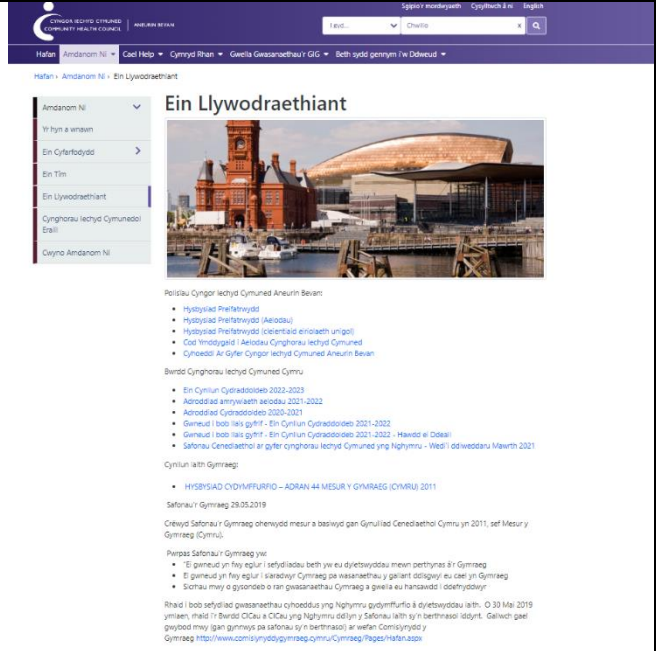
				<p>Out of office messages for emails (even though exempt).</p> <p>Example -</p> <p>Diolch am eich gohebiaeth. Rwyf allan o'r swyddfa tan 02.07.2022 byddaf yn ymateb ar ôl imi ddychwelyd.</p> <p>Os mae eich gohebiaeth yn un frys, cysylltwch â'm cyd-weithwyr ar 01633 838516 Diolch</p> <p>Thank you for your correspondence. I'm out of the office until 02.07.2022 and will answer on my return.</p> <p>If your correspondence is urgent, please contact my colleagues on</p>
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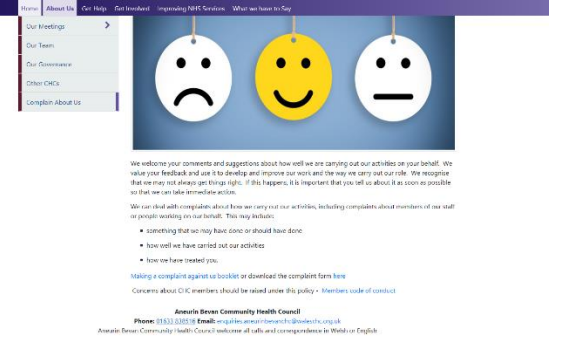

				01633 838516 Thank you.
105	Operational	You must - (a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and (b) promote the wearing of the badge to members of staff.		Staff are aware that they can request either a lanyard or badge to wear if they speak fluent Welsh. To date, this request has not been made.
111	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; 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.		See response to standard 47 and further examples below - 

				
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.		See evidence of Welsh then English workplace signage in responses to standards 47 and 111
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 professional

				translation service that included 2-person proof reading for accuracy.
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 –  35CD19ED.PNG
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 –

				<div data-bbox="1512 193 2157 215"> Home About Us Get Help Get Involved Improving NHS Services What we have to say </div> <div data-bbox="1512 215 1630 379"> <ul style="list-style-type: none"> About Us What We Do Our Meetings Our Team Our Governance Other CHCs Complain About Us </div> <div data-bbox="1646 215 2038 406"> <h2 style="margin: 0;">Our Governance</h2>  </div> <div data-bbox="1646 414 1892 494"> <p>Aneurin Bevan Community Health Council Policies:</p> <ul style="list-style-type: none"> • ABCCHC Privacy Notice • Privacy Notice (Members) • Privacy Notice (individual advocacy clients) • Code of Conduct for CHC Members • Publication Scheme for Aneurin Bevan Community Health Council </div> <div data-bbox="1646 502 1948 590"> <p>Board of Community Health Councils in Wales:</p> <ul style="list-style-type: none"> • Equality Plan 2022-2023 • Member Diversity Report - 2021-2022 • Equality Report - 2020-2021 • Making every voice count - Equality Plan 2021-2022 • Making every voice count - Equality Plan 2021-2022 - Easy Read • National Standards for Community Health Councils in Wales - Updated March 2021 </div> <div data-bbox="1646 598 1926 630"> <p>Welsh Language Scheme</p> <p>COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011</p> </div> <div data-bbox="1646 638 2027 678"> <p>Welsh Language Standards 29.05.19</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> </div> <div data-bbox="1646 686 1960 742"> <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 </div> <div data-bbox="1646 750 2027 782"> <p>Every public services organisation in Wales has to comply with language duties. From 10 May 2018 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: <u>Welsh.gov.uk</u></p> </div>
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				 <p>The screenshot shows the Welsh Language Standards website. The navigation menu includes: Amdanom Ni, Yr Ffyn a'r Amwedd, Ein Cyflwyniadau, Ein Tîm, Ein Llywodraethiant, Cynghorau Iechyd Cymunedol Eiddi, and Cwybwr Amdanom Ni. The main content area is titled 'Ein Llywodraethiant' and features a list of documents under the heading 'Pwrtau Cynghor Iechyd Cymunedol Aneirin Bevan'. The list includes: Hystrysiad Preffatrwydd, Hystrysiad Preffatrwydd (Aelodau), Hystrysiad Preffatrwydd (decanol a'r enwau eraill), Codi'r Ymddydd (Aelodau Cynghorau Iechyd Cymunedol), and Cynhoeddi Ar Gyfer Cynghor Iechyd Cymunedol Aneirin Bevan. Below this is a section for 'Bwrdd Cynghorau Iechyd Cymunedol Cymru' with a list of documents: Ein Cynllun Cydaredolaidd 2022-2023, Adroddiad Amlywedd Aelodau 2021-2022, Adroddiad Cydaredolaidd 2020-2021, Gwneud i bobl i'w gylf - Ein Cynllun Cydaredolaidd 2021-2022 - Hawdd i Ddoddi, and Safonau Cenedlaethol ar gyfer cynghorau iechyd Cymunedol yng Nghymru - Wedi'i adnewidaru Mawrth 2021. There is also a section for 'Cynllun i'w Gwneud' with a document: HYSBYSIAD CYDYMFFURRIG - ADARAN 44 MESUR Y GYMRAEG (CYMRU) 2011. A date 'Safonau'r Gymraeg 29.05.2019' is also present. At the bottom, there is a section for 'Pwrtau Safonau'r Gymraeg' with a list: 'Ei gwneud yn ffyn eglur i sefydluadau beith yw eu dyfysyddau mewn pethynas 81' Gymraeg, 'Ei gwneud yn ffyn eglur i sardyni'r Gymraeg a wasanaethau y gallant ddarparu' eu cael yn Gymraeg, and 'Sicrhau mwy o gyfnewid o ran gwasanaethau Gymraeg a gweir a'u hawsu' i'w dyfysyddau'.</p>
119	Supplementary	<p>You must—</p> <p>(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</p> <p>(b) publish a document that records that procedure on your website.</p>		<p>Our complaints procedure, which included complaints about our compliance against the Welsh Language standards is included in the Board of CHCs national document "Making a complaint about us".</p> <p>See example at standard 83</p>

				<p>This is published on our website:</p>  
120	Supplementary	(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial		2019/2020 Report:

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.

(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)—

(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);

(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);

(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—

(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.


Aneurin Bevan
Community Health C


Cyngor Iechyd
Cymuned Aneurin B

2020/2021 Report:


Aneurin Bevan
Community Health C


Cyngor Iechyd
Cymuned Aneurin B

2021/2022 Report:


Aneurin Bevan
Community Health C


Cyngor Iechyd
Cymuned Aneurin B

		<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>		
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.		When requested, we submit links to our website when the Welsh Language Commissioners Office has made requests relating to the information published on our website.

				<p>RE: Atgoffwr: Adroddiad Blynyddol Safonau'r Gymraeg Reminder: Welsh language Standards Report</p> <p>JM Jemma Morgan (CHC - AB) To: Catrin Jenkins Expires: 08/07/2023 Fri 06/07/2022 14:00</p> <p>Retention Policy: NHS Wales 7 Year Retention Policy (7 years)</p> <p>Good afternoon Catrin</p> <p>Thank you for your email, I hope you are well?</p> <p>Aneurin Bevan CHC has published its annual report and this can be found via the below links.</p> <p>https://aneurinbevanhc.nhs.wales/what-we-have-to-say/our-annual-reports/welsh-language/welsh-language-standards-annual-report-2021-2022/</p> <p>https://aneurinbevancic.gig.cymru/beth-sydd-gennym-lw-ddweud/ein-hadroddiadau-blynyddol/welsh-language-standards-annual-report/adroddiad-blynyddol-safonau-gymraeg-2021-2022/</p> <p>Best wishes</p> <p>Jemma</p> <p>Chief Officer / Prif Swyddog</p> <p>Aneurin Bevan Community Health Council Cyngor Iechyd Cymuned Aneurin Bevan</p> <table border="0"> <tr> <td>Raglan House 6-8 William Brown Close Llantarnam Business Park Cwmbran NP44 3AB</td> <td>Ty Raglan 6-8 William Brown Close Parc Busnes Llantarnam Cwmbran NP44 3AB</td> </tr> </table> <p>Tel / ffon: 01633 838516 Fax / ffacs: 01633 484623 Email / e-bost: jemma.morgan4@wales.nhs.uk Email / e-bost: enquiries.aneurinbevanhc@waleschc.org.uk Web site / Gwefan: Home - Aneurin Bevan Community Health Council (nhs.wales)</p>	Raglan House 6-8 William Brown Close Llantarnam Business Park Cwmbran NP44 3AB	Ty Raglan 6-8 William Brown Close Parc Busnes Llantarnam Cwmbran NP44 3AB
Raglan House 6-8 William Brown Close Llantarnam Business Park Cwmbran NP44 3AB	Ty Raglan 6-8 William Brown Close Parc Busnes Llantarnam Cwmbran NP44 3AB					

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 style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">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