

Welsh Language Standards Annual Report 2022-2023



Community Health Councils (CHCs) were the independent voice of people in Wales who use NHS services. They were made up of local volunteers who reflected the views and represented the interests of people in their NHS. There were 7 CHCs covering different parts of Wales.

The Board of CHCs [the Board] existed to support, assist, advise and manage the performance of CHCs. It represented the collective views of CHCs across Wales. On 31 March 2023 Llais¹ replaced the CHCs and the Board of CHCs in Wales.

An electronic copy of this document can be found on the Llais website: www.llaiscymru.org

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

33-35 Cathedral Road
Cardiff
CF11 9HB

¹ Llais is the operating name for the Citizen Voice Body for Health and Social Care, Wales. You can find out more about Llais at the following link [Llais Wales | LLais](#)

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Executive summary

The CHC movement wanted the Welsh language to be an essential part of their everyday work. People in Wales want to be able to communicate in ways that are comfortable and natural to them.

It's not just about producing written information in Welsh. It's about making sure people can engage in Welsh just as they can in English - wherever they want to.

This was our final year operating in Wales. We continued to think about the Welsh language when we changed the way we did things.

We took every chance we could to understand the impact of any changes on the Welsh language to improve how we worked bilingually within the CHC movement.

We built upon the progress made last year in some key areas. We continued to support and extend our use of the Welsh language internally, as well as across all our public facing activities.

As we prepared our workforce to move to Llais, we looked to build on the progress we made in the past 4 years. We did this by:

- thinking about the Welsh language when making decisions, and when sharing proposals and information with Llais about how it should operate
- encouraging and supporting our people to build their confidence in using the Welsh language on a day-to-day basis
- recruiting more staff with Welsh language skills, in the national team and across Wales

- finding out more about the Welsh language skills of the CHC members who wanted to move to Llais, to help it to better target its volunteer recruitment activities
- providing advice and information to Llais to inform the development of its ways of working, including supporting policies and procedures.

From 1 April 2023, Llais replaced the Board of Community Health Councils in Wales and the 7 CHCs in Wales. Llais will build upon the progress achieved by CHCs in recent years.

Introduction

The Welsh Language (Wales) Measure 2011 set out a legal framework which imposed 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 received separate notification of the Standards that applied to them, determined by the Welsh Language Commissioner and based upon their particular circumstances.

This is our 4th report on compliance with the standards. It covers the period 1 April 2022 to 31 March 2023.

Alyson Thomas, our Chief Executive, had overall responsibility at the Board of CHCs for the Welsh language. She was responsible for ensuring the implementation of the standards from day to day.

Our year at a glance

We provided a full telephone Welsh language service for the CHC movement

We supported our staff with opportunities to work in Welsh internally and develop their Welsh skills and qualifications

We appointed more Welsh speakers to support our national work

What we've been doing

In 2022-2023, we had less disruption than earlier years because of the coronavirus pandemic. Our staff and our board members continued to work from home or in a blended way, and we saw more face-to-face meetings and visits during the year.

We thought about the Welsh language when we did things differently. We took every chance we could to improve how we worked bilingually within our CHC movement. We thought about how we could help improve how Llais worked bilingually from the start.

Our integrated telephony system operated across Wales, enabling all CHC's to provide a Welsh language telephone service.

Using the framework provided by the Welsh language standards to improve how we worked bilingually

- We looked at the range of advice, guidance and good practice shared by the Welsh Language Commissioner's Office. We used what we learned to review and develop our own ways of working in response
- We got better at identifying and understanding the impact of how we worked on the Welsh language. We made changes to our ways of working as a result. We did this by using our "impact assessment approach" so that we took every chance to improve people's ability to engage with us using the Welsh language.

- We worked with the Welsh Government to help develop a new bilingual website for Llais.
- We continued to make our information more accessible by producing Welsh language documents in other formats like 'Easy Read'.
- We recruited new staff to work at Llais. When we did this we took the chance to encourage more Welsh language speakers to join Llais in the national team and in the 7 regions across Wales.

Advising and supporting CHCs across Wales to meet the Welsh language standards that apply to them

- We looked again at all our documents that set out how we should carry out our activities. We did this so we could help Llais decide on its ways of working. We continued to translate the standards, policies, procedures and guidance that Llais would be working with for staff and volunteers.
- We made changes to our documents in year, where needed. This helped us to continue to develop our use of Welsh in our day-to-day activities.
- We continued to develop our internal Welsh translation service.
- We used our regular meetings at the Board and with CHCs to talk about how we were doing in developing our use of the Welsh language. This helped us to provide advice and support to each other, discuss ideas and learning and share resources and good practice.

- We continued to use our self-assessment and monitoring approach to understand how well we and the CHCs in Wales were doing in meeting the Welsh Language Standards that applied to us. This helped us to understand what more we needed to do.
- We continued to use a Corporate Assurance Services Framework for the Board and CHCs. This included internal compliance checks on how we used the Welsh language to help and support us to do better in the areas we needed to.

Continuing to build the skills and confidence of our staff and volunteer members to support an environment where the Welsh language can develop and thrive

- We asked staff and members throughout our CHC movement for their preferred language when taking part in learning and development activities. We made sure CHC training courses were available in English and Welsh.
- We provided opportunities for staff and members across our CHC movement to learn and develop their knowledge of and confidence in using the Welsh language at work.
- We provided Welsh language learners with opportunities to receive further training to develop their language skills.
- We reviewed the Welsh language skills of our Board members and staff.

We took action to check that recruitment activity across our CHC movement aimed to increase the Welsh language skills of our staff, and future Llais staff by advertising key roles as 'Welsh Essential'.

Our Board office carried out 2 Welsh language standards self-assessments during the year to check whether the things we had done were working. These showed that some of the things we had done were making a positive difference. It also showed that in some cases we still needed to work hard to help our staff, including new staff, work in ways that encouraged and supported people to work with us in Welsh.

Handling complaints about the Welsh language

Our 'making a complaint about us' procedure set out the process for dealing with complaints about compliance with the Welsh language standards.

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

How we met the Welsh language standards in 2022-2023

We carried out 2 self-assessments of the Boards compliance with the standards during the year. The detailed findings of our most recent assessment is included at Appendix 1 (included as a separate document). A summary of this 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, documents, and on-line services.

We received lots of bilingual correspondence during the year. We responded bilingually in line with our record of a person's indication re language. Where we have not been certain of a person's indication, we have responded bilingually. We received some correspondence in Welsh. We responded in Welsh.

Service Delivery	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
52	48	1	0	3

Through our self-assessment, we were able to show that we were doing what we needed to do to meet all but one of the standards that apply to us.

For the standard we identified as 'working towards':

publicity leaflets about the Board and the CHC's were in English and Welsh. The English version did not state that the leaflet was also available in Welsh. As these were old stock published before the Standards came

into effect, the Board received advice from the Welsh Language Commissioner that any future printing of the leaflets should include this detail. We did not produce any future printed leaflets for CHCs.

Policy making standards

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

These standards required 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 most recent self-assessment showed us that the way we were doing things met the standards.

Operational standards

These standards dealt with the way the Board and CHCs promoted and used Welsh internally, working towards a bilingual workplace.

Operational Standards	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
16	15	1	0	0

Our self-assessment showed us that the way we were doing things meant we were meeting the operational standards.

Record keeping standards

This standard covered 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 reported to the Board's Corporate Governance Committee all complaints received by the Board during the year. This shows we did not receive any complaints during the year about our compliance with the Welsh Language Standards.

Welsh language skills

As set out earlier in this report, throughout the year we continued to encourage our staff and board members to develop their Welsh language skills in different ways. We also supported CHCs to do the same for their staff and members.

During the year, we appointed a full time Administrative Support Officer who had level 5 Welsh speaking, reading and writing skills. They took up the post in July 2022. We also appointed a senior staff member who was a confident Welsh speaker.

The 2 independent members on our Board were confident Welsh speakers.

We asked our staff at the Board 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 the Board office							
Pay band	0	1	2	3	4	5	Total
Chief Exec	1	-	-	-	-	-	1
8b	-	1	-	-	-	1	2
7	1	-	-	-	-	-	1
6	2	-	-	-	-	-	2
5	2	-	-	-	-	1	3
4	-	-	-	-	-	1	2

Staff attending Welsh language courses

Although the small staff team working at the Board office did not take any formal Welsh language courses in 2022-2023, they were involved in informal Welsh language team activities during the year.

Our performance appraisal arrangements also provided an opportunity to talk with staff about how we can support a bilingual working environment as well as strengthening our public facing arrangements.

Staff recruitment

The following table 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	-	3
Learnt when appointed	-	-
Desirable	5	13
Not necessary	-	-
Total	5	16

Looking forward

As we prepared for our staff and volunteer members to move across to Llais, we worked closely with its newly appointed Board and the Welsh Government so that together we could think about the opportunities for the new body to operate as a bilingual organisation.

We did everything we could to use our experience within the CHC movement to inform and influence the design and development of the new body.

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 received bilingual correspondence during the year, e.g., from the Minister for Health and Social Services and the Senedd’s Health and Social Care Committee. We responded bilingually in line with our record of a person’s indication re language. Where we have not been certain of a person’s indication, we responded bilingually.</p> <p>We also received some correspondence in Welsh only. We responded in Welsh.</p> <p>We routinely encourage people to write to us in Welsh through our letters, website and email correspondence</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</p>		<p>We have standard wording in place and accessible by all Board office staff to use when corresponding with individuals for the first time – whether by letter or</p>

		<p>correspondence in Welsh you must-</p> <ul style="list-style-type: none"> (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms that A is to complete from then onwards in Welsh. 		<p>email.</p> <p>We are more confident now that when writing letters to individuals and sending emails for the first time we are asking their preferences as our letterhead template and electronic signatures ask the recipient to let us know their language preference.</p> <p>We arranged to review our induction arrangements so that new staff are encouraged to work in a way that encourages and supports the use of the Welsh language, including meeting the standards.</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> <ul style="list-style-type: none"> (a) all individuals respond to say that they wish to receive correspondence in Welsh, you must 		<p>We have not sent correspondence during the year to one or more individuals who are members of the same household.</p>

		<p>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>		
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: 		<p>Our introduction of biannual team-based reviews of our Welsh language practice is helping to continue to maintain awareness and understanding of our arrangements.</p> <p>It's also providing us with an opportunity to identify and encourage opportunities to further develop our use of the Welsh language.</p> <p>We are confident that we have met this requirement during the year so far.</p>

		<ul style="list-style-type: none"> - a Community Health Council; or - Powys Teaching Health Board as the person who hosts you. 		
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>Our usual practice is to make contact with a person as soon as possible to identify and record their language preference.</p> <p>We received 1 freedom of information request this year, we asked for the person's language preference and with no immediate response a bilingual message was returned (to avoid delay), with Welsh being first.</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>All templates treat the Welsh versions in the same way.</p>

7	Service Delivery	<p>You must state:</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond with you that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</p> <p>You must comply with standard 7 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ in correspondence, and publications and notices to persons who are acting in a capacity of representing: <ul style="list-style-type: none"> - a Community Health Council; or - Powys Teaching Health Board as the person who hosts you. 		<p>All our letters and notice templates provide these details, including email, letters and our website. Where we have made changes to templates or web pages during the year, we have checked the relevant information is included.</p>
8	Service Delivery	<p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.</p>		<p>A bilingual greeting has been recorded to greet callers which offers an option to speak to someone in Welsh or English.</p>
9	Service Delivery	<p>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</p>		<p>As above (8)</p>

		service is available.		
10	Service Delivery	<p>When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as—</p> <p>(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</p> <p>(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.</p>		<p>A bilingual greeting has been recorded to greet callers which offers an option to speak to someone in Welsh or English.</p> <p>We have a Welsh speaking call handler who deals with the call in Welsh until the call handler is unable to provide a service on a specific subject matter, for example complaints advocacy or local service change.</p> <p>We have issued guidance for staff on the handling of Welsh calls to help ensure we consistently meet this standard.</p> <p>Where our Welsh call handler is not available, we have alternative nominated staff in place from the Board office and CHCs who can provide the Welsh language service on a temporary basis.</p>
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		When we advertise our telephone number, it is available in the same way in Welsh and English.

		language.		
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.		The office telephone number is the same number for both the Welsh language service and English language service. Callers are asked to press '1' for Welsh or '2' for English once they have heard the recorded bilingual greeting.
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.		We state in our publications (reports, leaflets, website, etc) where we provide our contact details (including the main telephone number) that we welcome calls in Welsh.
14	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	N/A	We are currently collecting data using the new integrated telephone system. We are using this period to better understand the current data/reports available to us, to inform Llais' future consideration of performance indicators.
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.		We have a bilingual message on both our English and Welsh voicemails telling the caller that they can leave a message in English or 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.		<p>We have a process in place to divert Welsh callers to an alternative Welsh speaking member of staff in the absence of the Welsh call handler.</p> <p>In an instance that no one is available to offer a Welsh language service the voicemail service will be activated. Administrators can set email notifications to be sent to a member of the team for action, should we receive a Welsh language voicemail.</p> <p>We now have another Welsh speaking member of staff at the Board office that is dedicated to deputizing in any absence.</p> <p>We are not aware of any instances where the Welsh call handler was unavailable to answer Welsh calls and we were unaware of this.</p>
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		Other than mobile phone numbers, no other direct line numbers are made available to the public.

		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.		For non Welsh speaking staff with mobile phone numbers they are aware of and respond to callers in line with this requirement when answering outside the office environment, and when no other staff are present.
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.		All staff with mobile telephone numbers are aware of this requirement. No staff with mobile phones have received calls in Welsh via this method during the year.
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.		Our self-assessment confirmed our team has a greater understanding and confidence that we are meeting this requirement. It is still noted that more staff are now carrying out conversations via MS Teams messenger and meetings rather than telephone.
20	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.		Our telephony system has an automated recording that is provided in Welsh and English.

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 person who hosts you. 		<p>Most of our staff have adopted a blended working approach from home and the office. More of our staff are still meeting people virtually via MS Teams.</p> <p>We have provided reminders to staff to make sure any meeting invitations – including Teams invitations – comply with this requirement.</p> <p>We will continue to actively monitor this standard throughout the year.</p>
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22	Service Delivery	<p>If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p>You must comply with standard 22 in every circumstance except:</p> <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. 		As above.
22 A	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. 		<p>See 22 above</p> <p>No one confirmed that they wished to use the Welsh language at meetings we have arranged.</p> <p>We advised that Microsoft Teams can facilitate bilingual meetings with interpretation. There is guidance on how to use interpretation in Teams on the Microsoft website, and staff can find further guidance as well as other considerations in the Welsh Language</p>

				Commissioner's advice note, Holding bilingual video meetings .
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 are acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		<p>See 22 above</p> <p>No one confirmed that they wish to use the Welsh language at meetings we have arranged.</p>
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>None of our Board and committee meetings currently allow public participation (although public attendance is encouraged in an observer capacity)</p> <p>We continue to review our arrangements to ensure we are doing as much as we</p>

				<p>can to encourage a welcoming and inclusive environment for using the Welsh language.</p> <p>We are able to make the necessary arrangements to support public participation in meetings.</p>
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.		<p>As for 26 above.</p> <p>Our Board and committee meeting agendas are routinely produced and published in English and Welsh on our website prior to the meeting.</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>(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>We have an active spreadsheet documenting individual language preferences which is updated regularly.</p>
29	Service Delivery	<p>If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in 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>As for 26 above.</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</p>		<p>So far, all our meetings have been via videoconference or using a blended approach.</p>

		Welsh language text less favourably than the English language text.		During the year no members of the public have attended our Board or committee meetings.
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).		We have not organised a public event during the year, although we have systems and arrangements in place that enable us to do so.
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>		We have not organised a public event during the year, although we have systems and arrangements in place that enable us to do so.

		<ul style="list-style-type: none"> ▪ where it is necessary for a representative who does not speak Welsh to provide a service on a specific subject matter; and ▪ where no Welsh speaking representative is available to ▪ provide a service on that specific subject matter. 		
33	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.		All our material that publicises the work of the Board or CHCs meets this requirement
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.		All our materials meet this requirement
36	Service Delivery	If you produce a form that is to be completed by an individual, you must produce it in Welsh.		All our forms produced for completion by individuals are produced in English and Welsh
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-		All documents produced for individuals are produced in English and 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.		
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; and (c) ensure that the English language version clearly states that the document or form is also available in Welsh		We added a statement into all our English versions of reports, forms, leaflets and surveys.
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.		We have tested this in relation to our BCHCW website and we are compliant.

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.		We have direct links as required. We have also added a sentence at the bottom of each page of the English side of the website to clearly state that the page is also available in Welsh.
43	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.		As for 39 above.
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.	N/A	
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 our social media messaging on Twitter and Facebook is fully bilingual
46	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).		We have not received contact on social media in Welsh during the year, but we have systems and processes in place to enable us to reply in Welsh wherever needed.

				The member of staff who controls our social media is bilingual.
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 Welsh language text less favourably than the English language text.		In those areas of the building we control, we have erected signs in relation to COVID-19 in a way that complies with this requirement. There are public areas of the building that are operated by others. We have no control over the information displayed in these areas although we have requested that all general signage is produced bilingually.
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 for 47 above
49	Service Delivery	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.		The Welsh language text on our signs and notices have been checked for accuracy by another Welsh translator

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.		NHS Wales Shared Services Partnership act on our behalf.
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).		See 57 above.
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.		See 57 above.
60	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.		

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.		Existing publicity leaflets about CHC functions continue to be distributed (as advised by WLCs office). It was agreed that any new print runs will include additional text to meet this standard. However, the new body Llais will include this in their new leaflet design.
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.		
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.	N/A	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.		Our integrated assessment framework requires active consideration of these matters

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>		See 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>		
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>		As for 72 above.
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</p>		As for 72 above.

		that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		
75	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		
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.		

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>		
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 continue to take action to increase our promotion of and use of the Welsh language internally wherever we can, e.g. extended use of bilingual templates, translation of guidance documents, surveys for CHC staff and members, etc.</p> <p>We have also continued to encourage Welsh language participation in our staff conferences and through virtual staff networks.</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>All policies relating to these matters for our staff are produced and published by Powys tHB.</p> <p>Where we have adapted or created additional policies for CHC staff or for CHC staff and members these are being produced bilingually. We review these policies regularly and update any changes in Welsh too.</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>Our staff are subject to Powys tHBs workforce policies and procedures, including relating to complaints.</p> <p>Our staff may also be involved in complaints through our CHC movement's Complaints Procedure. This procedure makes clear people's rights to use the Welsh language.</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 		<p>Staff were informed, however no-one required a meeting in Welsh.</p>

		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.
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.		Our staff are subject to Powys tHBs workforce policies and procedures, including those relating to disciplinary action.

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>		As 84 above.
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>		As 84 above.
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>		All staff have this software (Cysair).

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>Powys tHB is responsible for developing training opportunities for staff in all identified areas here except induction and dealing with the public. The only opportunity from this list available to staff during the year was a mandatory e-learning health and safety module</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>Powys tHB is responsible for developing training in these areas. It is working as part of an all Wales NHS approach. We are still awaiting an update from Powys tHB on this matter.</p> <p>In the meantime, the Board office has routinely distributed Welsh learning opportunities to board members and board office staff and to CHCs for distribution to their staff and members.</p>

104	Operational	<p>You must provide -</p> <p>(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> <p>(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 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. 		<p>We have provided guidance to staff on how to format their email signatures. This includes bilingual contact details.</p> <p>We have also issued guidance to staff on how to draft their bilingual out of office messages.</p>
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>		<p>We have made badges available. We have also provided an electronic version so staff can use this on their MS Teams videoconference 'backgrounds'.</p>
111	Operational	<p>When you -</p> <p>(a) erect a new sign or renew a sign in your workplace (including temporary signs),or</p>		

		(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.		
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.		
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.		
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.		0 complaints received this year.
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.		

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>We reviewed this procedure in July 2022.</p>
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</p>		<p>Our Welsh Language Standards annual report for 2021-2022 was published on our website in accordance with these requirements.</p>

		<p>standard 116);</p> <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>		
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>The Chief Executive has been in contact with the WLC about the introduction of the new body. We provided all information as and when requested.</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