

Welsh Language Standards Annual Report 2022-2023



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

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

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

(Please note on 31st March 2023, Community Health Councils in Wales were abolished. This report reflects the work of the North Wales Community Health Council under the Welsh Language Standards for the period 1st April 2022- 31st March 2023.)

The North Wales Community Health Council (North Wales CHC) recognises the need for the Welsh language to be a part of our everyday work. It is what people in Wales want so that they can communicate in ways that are comfortable and natural to them.

It is not just about producing written information in Welsh, but routinely enabling people to communicate with us in Welsh. This means that not only can we support the Welsh language but also Welsh culture and identity.

The Welsh Language Commissioner presented North Wales CHC with a Welsh Language Compliance Notice in November 2018 (Compliance Notice) which was amended in November 2019. The Compliance Notice listed the Welsh Language Standards (the Standards) for the North Wales CHC, as of 30 May 2019. This can be found at **Appendix 1**.

The Standards are a set of legally binding requirements that aim to improve the bilingual services that the public in North Wales can expect to receive from the North Wales CHC.

To raise awareness of the requirements of the Standards, the Standards are a regular agenda item at our Full Council meetings and Executive Committee meetings, as well as our staff and team meetings. North Wales CHC staff are encouraged to improve their Welsh language skills by undertaking Welsh language lessons or courses, and all staff have undertaken a Welsh language awareness session.

This is the final report setting out North Wales CHC's compliance with the Welsh Language Standards.

Introduction

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

The Welsh Language Standards (the Standards) came into force for the Board and the 7 CHCs on 30 May 2019.

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

This is the North Wales CHC's fourth and final report on compliance with the standards. It covers the period 01 April 2022 to 31 March 2023.

Geoff Ryall-Harvey, Chief Officer, has overall responsibility at North Wales CHC for the Welsh language. He is responsible for ensuring the implementation of the standards from day to day.

Our year at a glance

All posts on our social media pages are posted bilingually, with Welsh first

All staff use bilingual email out of office messages

Each page on our website is available in Welsh and English

People who contact our Advocacy Service are offered support from a Welsh or English speaking Advocate

We took part in the Welsh Language Commissioner's Welsh Language Rights Day '*Diwrnod Hawliau*'

All staff have been provided with Cysgliad/ Cysgeir software on their work laptops

We ensure that the Welsh language is not treated any less favourably than the English language

All our public meetings are facilitated with the provision of a translation service

A new telephone system has been implemented to deal with calls in both Welsh and English languages

All of our staff are encouraged to progress their Welsh language skills

The agendas and minutes for all of our local committee meetings are provided in Welsh and in English.

What we've been doing

For a number of years we have ensured that every person who uses our services is able to do so through the medium of Welsh or English language, according to their personal choice. We have encouraged others to use and promote the Welsh language in the health sector. We are committed to treating everyone who comes into contact with us, with dignity and respect. We have continued to ensure that all correspondence and the literature we produce is in the language of choice and accessible to all. We continue to strive to fulfil our obligations in respect of the Standards.

Welsh Language Rights Day – 'Diwrnod Hawliau'

In December 2022, North Wales CHC took part in the Welsh Language Commissioner's Welsh Language Rights Day 'Diwrnod Hawliau'. The purpose of the day was to give public organisations in Wales an opportunity to promote their Welsh language services. Welsh speakers have a right to receive Welsh language services without having to ask for those services. Employees in organisations also have a right to use Welsh in the workplace.

Here are some examples of services that are available bilingually at the North Wales CHC:

- Correspondence - letters or emails
- Phone calls
- Personal meetings
- Public meetings
- Websites and social media
- Signs and leaflets
- Advocacy Service
- Members services and support

We promoted this on our website and social media pages:



CIC Gogledd Cymru North Wales CHC @NWCHC · Dec 7, 2022

#MAEGENIHAWL

Dydd Mercher 7 Rhagfyr 2022 yw Diwrnod Hawliau'r Gymraeg.

Wednesday 7 December 2022 is Welsh Language Rights Day.



CIC Gogledd Cymru North Wales CHC @NWCHC · Dec 7, 2022

Ydych chi angen ein ffonio ni? Cofiwch gallwch wneud hynny yn Gymraeg!

#maegenihawl

Do you need to telephone us? Remember you can call us in Welsh!

#maegenihawl



CIC Gogledd Cymru North Wales CHC @NWCHC · Dec 7, 2022

Ydych chi eisiau anfon llythyr neu e-bost atom ni? Rydym yn croesawu derbyn gohebiaeth yn Gymraeg neu yn Saesneg.

#maegenihawl

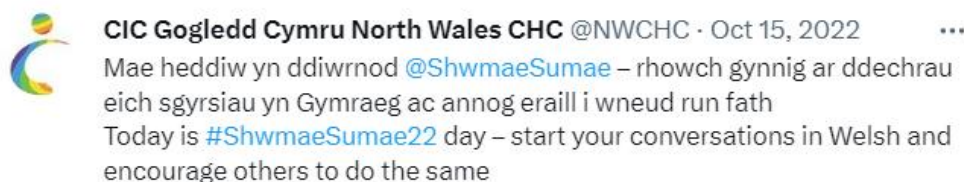
Do you need to send us a letter or email? We welcome correspondence written in Welsh or English. #maegenihawl



Diwrnod Shwmae Su'mae Day

North Wales CHC took part in the *Diwrnod Shwmae Su'mae Day* in October 2022. The purpose of the day is to give people the opportunity to try using the Welsh language, to start conversations in Welsh and to encourage others to do the same.

We promoted this on our social media pages:



Welsh Language Commissioner's online sessions

We attended the following on-line session in December 2022:


- Using Welsh language services: effective practices

Menopause Safe-space events


Between June and December 2022, North Wales CHC hosted a series of events to hear people's experiences about Menopause and the support and services offered in North Wales. The 'safe space' style events were held mainly via Zoom. All of those safe-space events were facilitated with the provision of a translation service.

We promoted this on our social media pages:


CIC Gogledd Cymru North Wales CHC @NWCHC · May 13, 2022 ...
 Beth yw eich profiadau chi o wasanaethau iechyd i ferched yng Ngogledd Cymru?
 What's your experience of women's health care in North Wales?
 Rhannwch eich profiadau gyda ni
forms.office.com/r/igUHYh9kp2
 Share your experiences with us forms.office.com/r/TQeZrbVqyU




CIC Gogledd Cymru North Wales CHC @NWCHC · Jun 24, 2022 ...
!! DATGANIAD NEWYDDION !!
Y MENOPOS: CORFF GWARCHOD IECHYD I GEISIO BARN
 Mae'r corff gwarchod iechyd i Ogledd Cymru – Cyngor Iechyd Cymuned Gogledd Cymru (CICGC) – eisïau clywed gan bobl am eu profiadau o'r Gwasanaethau Iechyd yn ystod y menopos.
gogleddcymrucic.gig.cymru/cymryd-rhan/ff...




CIC Gogledd Cymru North Wales CHC @NWCHC · Jun 24, 2022 ...
!! PRESS RELEASE !!
MENOPAUSE: HEALTH WATCHDOG TO SEEK VIEWS
 The health services watchdog for North Wales – the North Wales Community Health Council (NWCHC) – wants to hear from people about their experiences of Health Services during menopause.
northwaleschc.nhs.wales/get-involved/w...




CIC Gogledd Cymru North Wales CHC @NWCHC · Sep 13, 2022
MENOPOS - MENOPAUSE
DIGWYDDIAD YMGYSYLLTU - ENGAGEMENT EVENT
 Rydym eisïau clywed am eich profiadau o ofal y GIG yng Ngogledd Cymru
 We want to hear about your NHS experiences in North Wales
 I gofrestru / To register:
forms.office.com/r/6TKDWDiY6s
yourvoice@waleschc.org.uk



CIC Gogledd Cymru North Wales CHC @NWCHC · Nov 16, 2022


CIC Gogledd Cymru North Wales CHC @NWCHC · Nov 7, 2022
!! !! Mwy o ddyddiadau wedi eu hychwanegu - Further dates arranged !! !!
 Dewch i rannu eich profiadau Menopos gyda ni
 Come and share your Menopause experiences with us
 I gofrestru / To register:
forms.office.com/r/6TKDWDiY6s
yourvoice@waleschc.org.uk
 ☎ 01248 679284



In March 2023, North Wales CHC formally released its report about people's experiences of Menopause in the region. The report and supporting press release was published in both Welsh and English. North Wales CHC's Deputy Chief Officer spoke about this report on BBC Radio Cymru's Post Prynhawn.

CIC Gogledd Cymru North Wales CHC @NWCHC · Feb 17 ...

DATGANIAD I'R WASG
 MENOPOS: CORFF GWARCHOD IECHYD YN CYHOEDDI ADRODDIAD
 Mae Cyngor Iechyd Cymuned Gogledd Cymru (CICGC) – wedi rhyddhau ei adroddiad am brofiadau pobl o Wasanaethau Menopos yn y rhanbarth.
gogleddcymrucic.gig.cymru/files/press-re...



CIC Gogledd Cymru North Wales CHC @NWCHC · Feb 17 ...

NEWS RELEASE
 MENOPAUSE: HEALTH WATCHDOG PUBLISHES REPORT
 The North Wales Community Health Council (NWCHC) – has today released its report about people’s experiences of Menopause Services in the region.
northwaleschc.nhs.wales/files/press-re...



Our lives on hold Safe-space events:

Following the North Wales CHC’s publication of our ‘Our Lives on Hold’ report in 2018, a number of safe-space sessions took place during March 2023 to hear from people about their experiences of long waiting times for surgery. These were held in venues across North Wales. We always ensure that we have a Welsh speaker in attendance at all our events, as well as a translator to provide simultaneous translation during these events.

Dydd Gwyl Dewi / St David’s Day

We promoted the national day on 1st March on our social media pages

CIC Gogledd Cymru North Wales CHC @NWCHC · Mar 1 ..

Dydd Gŵyl Dewi hapus 🌸🌻 Happy St Davids day 🌸🌻
[#dyddgwyldewi](https://twitter.com/dyddgwyldewi) [#StDavidsDay](https://twitter.com/StDavidsDay) [#gwnewchypethaubychain](https://twitter.com/gwnewchypethaubychain)



Engagement Events

During the year, we attended many engagement events to talk to members of the public and to hear their views on NHS services across North Wales. We always ensure that we have Welsh speaking members or staff at our public events. By ensuring the presence of Welsh speaking members we emphasize that this ensures language choice and recognises the principles of 'More than Just Words'.

May 2022: BCUHB Bite-sized Health event, Holyhead

CIC Gogledd Cymru North Wales CHC @NWCHC · May 19, 2022
 Heddiw rydym yn nigwyddiad @BetsiCadwaladr Brathiad o Iechyd yng Nghaerdybi - dewch draw i'n gweld i drafod eich profiadau o wasanaethau iechyd yng Ngogledd Cymru

CIC Gogledd Cymru North Wales CHC @NWCHC · May 19, 2022
 Today we are at the @BetsiCadwaladr Bite Sized Health event in Holyhead - come over to see us and let us know your experiences of NHS services in North Wales



May 2022: Eisteddfod yr Urdd, Denbigh

CIC Gogledd Cymru North Wales CHC @NWCHC · May 27, 2022
 Rydym yn barod i'ch croesawu wythnos nesaf draw yn Eisteddfod yr Urdd Dinbych. Dewch draw i'n gweld yn stondin 206

CIC Gogledd Cymru North Wales CHC @NWCHC · May 30, 2022
 Rydym wedi cael bore prysur ar faes Eisteddfod @Urdd dewch draw i'n gweld a rhannu eich profiadau o ofal iechyd gyda ni
 We've had a busy morning at the Eisteddfod yr Urdd, please come to see us and share your NHS experiences with us
[#urdd2022](#) [#profiadcleifion](#) [#patientexperience](#)

We are ready to welcome you next week at the Urdd Eisteddfod in Denbigh. Call by to see us at stand 206



CIC Gogledd Cymru North Wales CHC @NWCHC · Jun 1, 2022
 Diwrnod gwych arall ar ein stondin yn @EisteddfodUrdd draw yn Ninbych

CIC Gogledd Cymru North Wales CHC @NWCHC · Jun 4, 2022
 Bore da o Eisteddfod yr Urdd, diwrnod olaf heddiw. Galwch draw i'n gweld

Another great day at the Eisteddfod yr Urdd in Denbigh

Good morning from Eisteddfod yr Urdd, its the last day today. Please come to see us on the stand

[#llaiscleifion](#) [#profiadcleifion](#) [#GIG](#) [#patientvoice](#) [#patientexperience](#) [#NHS](#) [#Urdd2022](#)



June 2022: Volunteers Fayre, Llangollen

CIC Gogledd Cymru North Wales CHC @NWCHC · Jun 7, 2022 ...
 Byddwn yn Ffair Wirfoddolwyr Llangollen @DVSCWales dydd Iau, 9 Mehefin - galwch draw i'n gweld i ddarganfod mwy am waith y Cyngor Iechyd Cymuned yng Ngogledd Cymru
 Am fwy o wybodaeth am y digwyddiad
bit.ly/LlangollenVolu...



CIC Gogledd Cymru North Wales CHC @NWCHC · Jun 7, 2022 ...
 We will be at Llangollen Volunteer Fair @DVSCWales on Thursday, 9th June - come along to see us to find out more about the work of the Community Health Council in North Wales
 For further information about the event
bit.ly/LlangollenVolu...



August 2022: Sioe Môn, Ynys Môn

CIC Gogledd Cymru North Wales CHC @NWCHC · Aug 9, 2022 ...
 Diwrnod bendigeiddig ar gyfer Sioe Môn - galwch draw i'n gweld yn y Pafiliwn a rhannu profiadau o ofal iechyd y #GIG yng Ngogledd Cymru. What a beautiful day for the @AngleseyShow1 - come and visit us at the Pavilion to share experiences of #NHS health care in North Wales.



CIC Gogledd Cymru North Wales CHC @NWCHC · Aug 10, 2022 ...
 Diwrnod prysur ar ein stondin yn #SioeMôn ddoe. Galwch draw i'n gweld heddiw i rannu eich profiadau o ofal y #GIG yn ngogledd Cymru Very busy day on our stand at the @AngleseyShow1 yesterday. Come and see us today to share your experiences of #NHS services in north Wales



August 2022: Denbigh & Flint Show, Denbigh

CIC Gogledd Cymru North Wales CHC @NWCHC · Aug 17, 2022 ...
 Mae'r babell fawr biws yn ôll! Rydym yn Sioe Dinbych a Fflint yfory, dewch draw i'n gweld i drafod gofal iechyd y GIG yng ngogledd Cymru

The big purple tent is back!! We are ready for the @DenbFlintShow tomorrow, come and see us to discuss NHS healthcare in North Wales



CIC Gogledd Cymru North Wales CHC @NWCHC · Aug 18, 2022 ...
 Yn Sioe Dinbych a Fflint heddiw? Galwch draw i'n stondin am sgwrs, hoffem glywed am eich profiadau gofal iechyd y GIG yng ngogledd Cymru

Visiting @DenbFlintShow today? Come and visit our stand for a chat. We would like to hear about your NHS experiences in north Wales



August 2022: Sioe Sir Meirion, Corwen



CIC Gogledd Cymru North Wales CHC @NWCHC · Aug 24, 2022 ...
Rydym yn @SioeSirMeirion yng #Nghorwen heddiw. Galwch draw i'n stondin i drafod gofod iechyd y #GIG yng ngogledd Cymru

We are at #MeirionethShow in #Corwen today. Call by our stand to discuss #NHS healthcare in north Wales



October 2022: Good Health Event, Dolgellau



CIC Gogledd Cymru North Wales CHC @NWCHC · Oct 21, 2022 ...
We will be at the Good Health Event on 25/10/2022 at #Glan Wnion Leisure Centre, pop by our stand and let us know what you think of your #healthcare services #patientexperience @MantellGwynedd



[Show this thread](#)



CIC Gogledd Cymru North Wales CHC @NWCHC · Oct 21, 2022 ...
Byddwn yn y Digwyddiad Iechyd Da ar 25/10/2022 yng Nghanolfan Hamdden #Glan Wnion, galwch heibio ein stondin a rhwch wybod i ni beth yw eich barn am eich gwasanaethau #gofaliechyd #profiadclaf @yrawrgymraeg @mabonapgwynfor



Public meetings

The Agenda and Minutes of all our public meetings are available bilingually, and a translator is always in attendance to provide simultaneous translation during the meetings.



CIC Gogledd Cymru North Wales CHC @NWCHC · Oct 7, 2022 ...
Hysbysiad Cyfarfod Cyngor Llawn Cyngor Iechyd Cymuned Gogledd Cymru – Dydd Mawrth 18 Hydref 2022, 10.30 y bore
[gogleddcymrucic.gig.cymru/files/meeting-...](#)

North Wales Community Health Council Full Council Meeting Notice –
Tuesday 18 October 2022, 10.30am
[northwaleschc.nhs.wales/files/meeting-...](#)

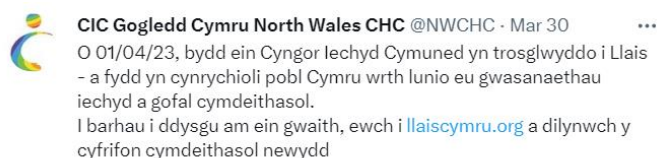
Press releases

We issued the following Press releases simultaneously in both Welsh and English:

- 03 February 2023: Press release - Health Watchdog reacts to latest report on North Wales Vascular Services
- 16 February 2023: Press release – Menopause: Health Watchdog publishes report
- 08 March 2023: Press release – Our lives on hold 2023: Health Watchdog seeks experiences

Llais Cymru

From 31st March 2023, Community Health Councils in Wales will be abolished and replaced by a new organisation *Llais Cymru*. The North Wales CHC staff team will be transferred to the new body and will work to establish Llais Cymru North Wales Region as a strong patient voice covering aspects of NHS and social care in the region. We promoted this on our social media pages during the early part of 2023:



Handling complaints about the Welsh language

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

During the period between 01 April 2022 and 31 March 2023 North Wales CHC received no complaints in relation to our compliance with the Welsh Language Standards.

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

North Wales CHC has worked hard to promote and facilitate the use of the Welsh language in all our areas of work, as well as ensuring compliance with the Standards. We have encouraged staff to sign up to Welsh language courses on offer. These have included e-learning courses as well as on-line 'Work Welsh' courses.

We carried out a self-assessment of the North Wales CHC's compliance with the Standards in August 2022 and again in March 2023, the detailed findings of the March 2023 self-assessment is included at **Appendix 2**. A summary of our assessment is shown in the following paragraphs.

Service delivery standards

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

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

Our self-assessments prior to Autumn 2021 demonstrated that we were fully compliant with the Service Delivery Standards, however, during Autumn 2021, a new all-Wales CHC telephone system was installed, where all Welsh calls are now directed to the Board of CHC's offices to be answered by a Welsh speaking member of staff. North Wales CHC raised concerns about this system with the Board of CHCs and the Welsh Language Commissioner. North Wales CHC was concerned that the new telephone system may affect North Wales CHC's ability to comply with some of the Standards, in particular Standards 8, 9, 10, 14, 15, 16 and 20.

During 2023, North Wales CHC received assurance from the Board of CHCs' Chief Executive that the new all-Wales CHC telephone system was compliant with the standards.

We therefore amended our self-assessment against the Standards.

Our self-assessment demonstrates the following:

Service Delivery	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
52	50			2

North Wales CHC has complied with the Standards by:

- Updating our letterhead, email signatures and website to promote that we welcome correspondence in Welsh and English. If correspondence is received in Welsh, a response will be sent in Welsh;
- Telephone messages are dealt with promptly, and calls returned as required in the language of choice;
- Ensuring that all Welsh-speaking clients who contact our Complaints Advocacy service are actively offered a choice for their case to be dealt with either by a Welsh or English speaking Complaints Advocate;
- All public notices and adverts are bilingual;
- Simultaneous translation is available at all public meetings. Speakers and meeting attendees are encouraged to use the Welsh language;
- All written material at our public meetings are displayed bilingually; and all adverts are produced and displayed bilingually;
- Ensuring that all publicity material and documents are produced bilingually, or produced separately in Welsh and English;
- Our website is fully functional in both Welsh and English, and there are direct links to the corresponding pages throughout the site;
- All social media posts are posted bilingually, with the Welsh version first. Responses are made as required in Welsh/ English;
- Ensuring that all office signage, whether internal or external, and whether temporary or permanent are bilingual, with the Welsh positioned either above or to the left of the English language;

- We state in any invitation to tender that tenders may be submitted in Welsh, and that they will not be treated less favourably than those submitted in English. Tenders received in Welsh will be responded to in Welsh;
- Ensuring that all our services are available in Welsh and English. This is promoted on our publicity material.

Policy making standards

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

These standards require us to do the following 3 things:

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

Our self-assessment demonstrates the following:

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

An Equality Impact Assessment (EIA) is used to consider the effects of policy decisions on opportunities for use of the Welsh language and on not treating the Welsh language less favourably than English. The EIA is one of the mandatory assessments our staff must complete when developing,

revising or amending policies. A copy of our EIA can be found in **Appendix 3**

We would also refer to the Welsh Language Commissioner’s good practice advice document in relation to:
 Policy Making Standards: *Creating opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English language.*

Operational standards

These Standards deal with the way the North Wales CHC promotes and uses Welsh internally, working towards a bilingual workplace.

Our self-assessment demonstrates the following:

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

North Wales CHC has complied with the Standards by:

- Adopting a new policy from the Board of CHCs on using Welsh internally;
- Adopting a new complaints procedure;
- Ensuring that staff are aware that disciplinary/ appraisals/ well being meetings can be conducted in Welsh or with the assistance of a simultaneous translation service;
- Decisions in relation to a complaint will be made in the language of choice;
- Ensuring that all staff have been provided with the Cysgliad/ Cysgeir computer software;
- Sharing logos with staff to use on their email signatures, to indicate whether they speak Welsh or whether they are learning the language;

- Encouraging Welsh speaking staff to wear the *Cymraeg* badge or lanyard;
- Ensuring that all office signage, whether internal or external, and whether temporary or permanent are bilingual, with the Welsh positioned either above or to the left of the English language.

Record keeping standards

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

Our self-assessment demonstrates the following:

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

Welsh language skills

Throughout the year, we have encouraged and supported our staff to develop their Welsh language skills. We asked our staff to self-assess their Welsh language skills using the framework included at **Appendix 4**. The table below shows the results:

WELSH LANGUAGE SELF-ASSESSMENT COMPETENCIES MATRIX						
Numbers and levels of Welsh speaking staff working in North Wales CHC						
Pay band	Skill level					
	0 No skill	1 Entry	2 Foundation	3 Intermediate	4 Higher	5 Proficiency
8b	1					
7				1		
6		3	1	1	1	
5	1				1	2
4	1	1			1	
3						
2						
TOTAL	3	4	1	2	3	2

Staff attending Welsh language courses

During 2022/2023, two members of staff had been undertaking the *Say Something in Welsh* online course. All staff are encouraged to undertake the *Cymraeg Gwaith – Work Welsh* on-line training courses.

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	0	0
Not necessary	0	0
Total	0	0

We do not advertise any posts stating that Welsh language skills are not necessary.

We did not advertise to recruit any staff during this period.

Looking forward

2022-2023 has been a challenging year due to the Community Health Councils in Wales being disbanded on 31 March 2023, and replaced by a new body, the Citizen's Voice Body (*Llais Cymru*), which will be established from April 2023.

Although we have not received confirmation of the Welsh Language Standards imposed on the new organisation *Llais Cymru*, during the next year, the staff and regional office of *Llais Cymru* in North Wales will

- continue to ensure that people who use our services are able to do so through the medium of Welsh or English language, according to their personal choice;
- work with our *Llais Cymru* colleagues to share good practice.

Appendices

Appendix	
1	Welsh Language Commissioner / Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 (Betsi Cadwaladr Community Health Council – issue date 30/11/2018) including the Table of Amendments
2	North Wales CHC self-assessment against the Standards
3	Equality Impact Assessment
4	Welsh language staff self-assessment tool

COMPLIANCE NOTICE – SECTION 44 WELSH LANGUAGE (WALES) MEASURE 2011

Betsi Cadwaladr Community Health Council – Issue Date: 30/11/2018

Standard Number	Class of Standard	Standard	Imposition Day
1	Service Delivery standards	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.	30/05/2019
2	Service Delivery standards	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- (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.	30/05/2019
3	Service Delivery standards	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- (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	30/05/2019

		correspondence addressed to all of those individuals; (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.	
4	Service Delivery standards	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.	30/05/2019
5	Service Delivery standards	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.	30/05/2019
6	Service Delivery standards	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).	30/05/2019
7	Service Delivery standards	You must state - (a) in correspondence, and (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.	30/05/2019
8	Service Delivery standards	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you	30/05/2019

		must greet the person in Welsh.	
9	Service Delivery standards	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.	30/05/2019
10	Service Delivery standards	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.	30/05/2019
11	Service Delivery standards	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.	30/05/2019
12	Service Delivery standards	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.	30/05/2019
13	Service Delivery standards	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.	30/05/2019
14	Service Delivery standards	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.	30/05/2019
15	Service Delivery	Your main telephone call answering service (or services) must inform	30/05/2019

	standards	persons calling, in Welsh, that they can leave a message in Welsh.	
16	Service Delivery standards	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.	30/05/2019
17	Service Delivery standards	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.	30/05/2019
18	Service Delivery standards	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.	30/05/2019
19	Service Delivery standards	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.	30/05/2019
20	Service Delivery standards	Any automated telephone systems that you have must provide the complete automated service in Welsh.	30/05/2019
21	Service Delivery	If you invite one person only ("P") to a meeting—	30/05/2019

	standards	<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> <ul style="list-style-type: none"> ○ when you invite a person to a meeting as part of a spot check visit: <ul style="list-style-type: none"> • when that meeting is arranged on the day of the visit; and • where it is not possible to conduct the meeting in Welsh without a translation service. 	
22	Service Delivery standards	<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 more than one person to a meeting as part of a spot check visit: <ul style="list-style-type: none"> • when that meeting is arranged on the day of the visit; and • where it is not possible to conduct the meeting in Welsh without a translation service. 	30/05/2019
22A	Service Delivery standards	<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</p>	30/05/2019

		<p>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 more than one person to a meeting as part of a spot check visit: <ul style="list-style-type: none"> • when that meeting is arranged on the day of the visit; and • where it is not possible to conduct the meeting in Welsh without a translation service. 	
22CH	Service Delivery standards	<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 more than one person to a meeting as part of a spot check visit: <ul style="list-style-type: none"> • when that meeting is arranged on the day of the visit; and • where it is not possible to conduct the meeting in Welsh without a translation service. 	30/05/2019
26	Service Delivery standards	<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</p>	30/05/2019

		the Welsh language at the meeting.	
27	Service Delivery standards	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.	30/05/2019
28	Service Delivery standards	If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	30/05/2019
29	Service Delivery standards	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— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	30/05/2019
30	Service Delivery standards	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.	30/05/2019
31	Service Delivery standards	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).	30/05/2019

32	Service Delivery standards	<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. 	30/05/2019
33	Service Delivery standards	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.	30/05/2019
34	Service Delivery standards	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.	30/05/2019
36	Service Delivery standards	If you produce a form that is to be completed by an individual, you must produce it in Welsh.	30/05/2019
37	Service Delivery	If you produce a document (but not a form) which is available to one	30/05/2019

	standards	<p>or more individuals, you must produce it in Welsh-</p> <p>(a) if the subject matter of the document suggests that it should be produced in Welsh, or</p> <p>(b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</p>	
38	Service Delivery standards	<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, or in relation to the time allowed to respond to the content of the document or form); and</p> <p>(c) ensure that the English language version clearly states that the document or form is also available in Welsh.</p>	30/05/2019
39	Service Delivery standards	<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>	30/05/2019
42	Service Delivery standards	<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>	30/05/2019

43	Service Delivery standards	You must provide the interface and menus on every page of your website in Welsh.	30/05/2019
44	Service Delivery standards	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.	30/05/2019
45	Service Delivery standards	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: ○ when using social media on your corporate and departmental accounts.	30/05/2019
46	Service Delivery standards	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	30/05/2019
47	Service Delivery standards	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.	30/05/2019
48	Service Delivery standards	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.	30/05/2019

49	Service Delivery standards	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.	30/05/2019
57	Service Delivery standards	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.	30/05/2019
58	Service Delivery standards	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).	30/05/2019
59	Service Delivery standards	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.	30/05/2019
60	Service Delivery standards	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	30/05/2019
61	Service Delivery standards	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.	30/05/2019
62	Service Delivery standards	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	30/05/2019
63	Service Delivery standards	If you offer an education course to one or more individuals, you must—	30/05/2019

		(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.	
69	Policy Making standards	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.	30/05/2019
70	Policy Making standards	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— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
71	Policy Making standards	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— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
72	Policy Making standards	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	30/05/2019

		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.	
73	Policy Making standards	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— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	30/05/2019
74	Policy Making standards	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— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	30/05/2019
75	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 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.	30/05/2019
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	30/05/2019

		<p>research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	
77	Policy Making standards	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would 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>	30/05/2019
79	Operational standards	<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. 	30/05/2019
82	Operational standards	<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;</p> <p>(ch) a policy relating to performance management;</p> <p>(d) a policy relating to absence from work;</p> <p>(dd) a policy relating to working conditions;</p>	30/05/2019

		(e) a policy relating to work patterns.	
83	Operational standards	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.	30/05/2019
84	Operational standards	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 necessary, provide a translation service from Welsh to English for that purpose; and (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.	30/05/2019
85	Operational standards	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.	30/05/2019
86	Operational standards	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	30/05/2019

		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.	
87	Operational standards	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting 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.	30/05/2019
88	Operational standards	When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.	30/05/2019
89	Operational standards	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).	30/05/2019
97	Operational standards	You must provide opportunities for training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures;	30/05/2019

		(ch) induction; (d) dealing with the public; and (dd) health and safety.	
98	Operational standards	You must provide opportunities for training in Welsh on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	30/05/2019
104	Operational standards	You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. You must comply with standard 104, except: ○ Part (b) - providing Welsh language wording for your employees' contact details and to inform others that they are unavailable to respond to e-mail messages.	30/05/2019
105	Operational standards	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.	30/05/2019
111	Operational standards	When you - (a) erect a new sign or renew a sign in your workplace (including	30/05/2019

		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.	
112	Operational standards	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.	30/05/2019
113	Operational standards	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.	30/05/2019
115	Record keeping standards	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	30/05/2019
118	Standards which deal with Supplementary Matters	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.	30/05/2019
119	Standards which deal with Supplementary Matters	You must— (a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the standards with which you are under a duty to comply, and	30/05/2019

		(b) publish a document that records that procedure on your website.	
120	Standards which deal with Supplementary Matters	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—</p> <p>(a) the number of complaints that you received during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115);</p> <p>(b) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 116);</p> <p>(c) the number (on the basis of the records 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>	30/05/2019
121	Standards which deal	You must provide the Welsh Language Commissioner (if requested	30/05/2019

	with Supplementary Matters	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.	
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Meri Huws

Meri Huws
Welsh Language Commissioner

Date: 30/11/2018 (varied on 21/11/2019)

Appendix 1

Betsi Cadwaladr Community Health Council

Draft compliance notice	Final compliance notice
<p>Standards 21, 22, 22A and 22CH</p> <p>Imposition day: 6 months</p>	<p>Standards 21, 22, 22A and 22CH</p> <p>Imposition day: 6 months</p> <p>You must comply with standard 21 in every circumstance except:</p> <ul style="list-style-type: none"> ○ when you invite a person to a meeting as part of a spot check visit; ○ when that meeting is arranged on the day of the visit; and ○ where it is not possible to conduct the meeting in Welsh without a translation service. <p>You must comply with standards 22, 22A and 22CH in every circumstance except:</p> <ul style="list-style-type: none"> ○ when you invite more than one person to a meeting as part of a spot check visit; ○ when that meeting is arranged on the day of the visit; and ○ where it is not possible to conduct the meeting in Welsh without a translation service. <p>The above variations means that meetings that you conduct with persons as part of spot check visits and that are arranged on the day of the visit are exempt from the requirements of the standards unless you are able to conduct those meetings in Welsh without a translation service. The standards continue to apply to other meetings that are arranged in advance.</p>
<p>Standard 32</p> <p>Imposition day: 6 months</p>	<p>Standard 32</p> <p>Imposition day: 6 months</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</p>

	<p>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>The above variation means that it is possible to conduct some face to face services offered in events, for example discussions in engagement stands, in English if there is no one from the organisation who can speak Welsh that is available to provide that service.</p>
Standard 36 (Forms)	It should be noted that the requirement applies as you produce a new form, revise them or renew them.
<p>Standard 45</p> <p>Imposition day: 6 months</p>	<p>Standard 45</p> <p>Imposition day: 6 months</p> <p>You must comply with standard 45 in the following circumstances:</p> <ul style="list-style-type: none"> ○ when using social media on your corporate and departmental accounts. <p>The purpose of the above variation is to ensure that you will not have to comply with the standard in relation to the individual accounts of members of staff.</p>
<p>Standard 63</p> <p>Not imposed</p>	<p>Standard 63</p> <p>Imposition day: 6 months</p> <p>The standard applies to one or more individuals. The regulations note that “an ‘individual’ (‘unigolyn’) means a natural person ordinarily resident in Wales acting in their personal capacity; but does not include an individual acting in their capacity as a volunteer”.</p> <p>This means that members who are volunteers are not ‘individuals’ for the purpose of the standards.</p> <p>Furthermore, your should note that an</p>

	<p>'educational course' can be wider than traditional training and can include any seminar, training, workshop or similar provision which is provided in order to educate or to improve skills of individuals.</p> <p>Attention should also be given to paragraph 56, interpretation section of the regulations when considering compliance with this standard.</p>
Operational standards (79 – 114)	<p>The Commissioner notes that officers working for you are considered to be your members of staff and employees of Powys Teaching Health Board. In considering this, the Commissioner has not imposed those operational standards that refer to "employees" on you as you do not have "employees". The standards in question are: 81, 96, 99-103, 104(b) and the related record keeping standard 116.</p> <p>These standards have been imposed on Powys Teaching Health Board and there will be a duty on them to comply with these standards in relation to your officers as their employees as there will be a duty for them to do so in relation to all of their other employees.</p> <p>Also, as Powys Teaching Health Board is responsible for the process of recruiting and employing your officers, the Commissioner has confined those relevant standards (namely standards 80 and 106-109) within your compliance notice in relation to your ability to co-opt members only. These standards have been imposed on Powys Teaching Health Board and it will be their responsibility to comply with those standards when recruiting and providing employment contracts or contracts for services to your officers.</p> <p>It is possible that Powys Teaching Health Board deputises some of the practical elements of these standards to you to provide or undertake directly. If this happens, it is reasonable that you consider the duties on the Health Board when providing or undertaking those elements.</p> <p>The Commissioner understands that other organisations such as Welsh Ministers are responsible for appointing other members</p>

	<p>and that will be their responsibility.</p> <p>Those exact changes have been detailed below.</p>
<p>Standard 79</p> <p>Imposition day: 6 months</p>	<p>Standard 79</p> <p>Imposition day: 6 months</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>Standards 80 and 106 - 109</p> <p>Imposition day: 6 months</p>	<p>Standard 80 and 106-109</p> <p>Imposition day: 6 months</p> <p>You must comply with standard 80/106/106A/107/107A/107B/108/109 in relation to the following:</p> <ul style="list-style-type: none"> ○ co-opted members.
<p>Standards 81, 96, 99, 100, 101, 102 a 103 and 116</p> <p>Imposition day: 6 months</p>	<p>Standards 81, 96, 99, 100, 101, 102, 103 and 116</p> <p>Not imposed</p>
<p>Standard 104</p> <p>Imposition day: 6 months</p>	<p>Standard 104</p> <p>Imposition day: 6 months</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>Standard 114</p> <p>Imposition day: 6 months</p>	<p>Standard 114</p> <p>Not imposed</p>

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
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GREEN – Our CHC has put in place clear arrangements and these are consistently working well				
AMBER – Our CHC has put in place clear arrangements but these are not yet consistently working well. Our CHC needs to do more to ensure compliance				
RED – Our CHC has not put in place clear arrangements, or the arrangements we have put in place are not working. Our CHC needs to do more to ensure compliance, and we may need help to do this.				

1	Service Delivery	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.	GREEN	
2	Service Delivery	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- (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.	GREEN	
3	Service Delivery	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- (a) all individuals respond to say that they wish to receive correspondence in Welsh, you must keep	GREEN	We will already have established the individual's language preference prior to corresponding with them - be this via hard copy or electronic means. General correspondence sent to many people i.e. press releases, is always bilingual.

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
		a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to all of those individuals; (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.		
4	Service Delivery	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.	GREEN	
5	Service Delivery	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.	GREEN	
6	Service Delivery	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favorably 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).	GREEN	

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
7	Service Delivery	You must state: (a) in correspondence, and (b) in publications and notices that invite persons to respond to you or to correspond with you that you <i>welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</i>	G R E E N	Our correspondence, notices, email signatures, website and social media, all state that we welcome correspondence through the medium of Welsh. Our correspondence also notes that there will be no delay in responding to correspondence received through the medium of Welsh. We have been informed by a Welsh Language Commissioner officer that we can continue to use our current stock of publicity material (that doesn't have the Welsh Language strap-line included) – but all future publications will have the strap-line included. Corporate leaflets are not produced locally, these are produced, for and on behalf of the Board of CHCs, for individual CHCs to use. It would be useful if all national publicity material, produced include the date of publication and the Welsh language strapline.
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.	G R E E N	Since October 2021, NWCHC has been included in a new all-Wales CHC telephone system. We have raised concerns that the new system may affect our compliance with this standard. However, we have received assurance from the Board of CHCs' Chief Executive that a bilingual greeting has been

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
				recorded to greet callers which offers an option to speak to someone in Welsh or English.
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.	GREEN	As above.
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.	GREEN	<p>NWCHC has raised concerns that the new system may affect our compliance with this standard. However, we have received assurance from the Board of CHCs’ Chief Executive that a bilingual greeting has been recorded to greet callers which offers an option to speak to someone in Welsh or English.</p> <p>All calls are dealt with by 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>Guidance has been issued to staff on the handling of Welsh calls to help ensure</p>

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
				we consistently meet this standard. If the Welsh call handler is not available, there are alternative nominated staff in place from the Board office and other CHCs who can provide the Welsh language service on a temporary basis.
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.	G R E E N	
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.	G R E E N	
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.	G R E E N	It is also included on the 'Contact us' page of our website.
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	NWCHC has received assurance from the Board of CHCs' Chief Executive that the Board of CHCs are currently collecting data using the new integrated telephone system. The data will be used to better understand the current data/reports

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
				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.	GREEN	NWCHC has received assurance from the Board of CHCs' Chief Executive that there is a bilingual message on both the English and Welsh voicemails, informing callers 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.	GREEN	<p>NWCHC has received assurance from the Board of CHCs' Chief Executive that there is 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>There is also now another Welsh speaking member of staff at the Board office that is dedicated to deputising in</p>

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
				any absence. The Board of CHCs are not aware of any instances where the Welsh call handler was unavailable to answer Welsh calls.
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.	G R E E N	Advocacy staff have mobile phones so that their clients can contact them directly once their language preference is known. The language preference of the individuals will already have been established prior to them being allocated an Advocate. If they prefer to discuss matters in Welsh, then their case will be dealt with by a Welsh speaking Advocate.
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.	G R E E N	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 onwards in Welsh.	G R E E N	We will already have established the individual's language preference prior to corresponding with them be this via hard copy or electronic means.

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
20	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.	GREEN	NWCHC has received assurance from the Board of CHCs' Chief Executive that the national 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> <ul style="list-style-type: none"> ○ when you invite a person to a meeting as part of a spot check visit, ○ when that meeting is arranged on the day of the visit; and ○ where it is not possible to conduct the meeting in Welsh without a translation service. 	GREEN	

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
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 more than one person to a meeting as part of a spot check visit, ○ when that meeting is arranged on the day of the visit; and ○ where it is not possible to conduct the meeting in Welsh without a translation service. 	GREEN	
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 more than one person to a meeting as part of a spot check visit, ○ when that meeting is arranged on the day of the visit; and ○ where it is not possible to conduct the meeting in Welsh without a translation 	GREEN	

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
		service.		
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 more than one person to a meeting as part of a spot check visit, ○ when that meeting is arranged on the day of the visit; and ○ where it is not possible to conduct the meeting in Welsh without a translation service. 	G R E E N	
26	Service Delivery	If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.	G R E E N	
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.	G R E E N	

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
28	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and (b) if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).	G R E E N	We confirm language preferences for guest speakers attending meetings, such as Full Council meetings and Local Committee meetings, in advance of the meetings so that this can be respected.
29	Service Delivery	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— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.	G R E E N	
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.	G R E E N	

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
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).	G R E E N	
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. 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. 	G R E E N	We attempt to achieve this on every occasion, however although an exemption now applies, we will continue to endeavour to ensure that we have a Welsh speaker in attendance on every occasion.

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
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.	GREEN	
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.	GREEN	This is completed on every occasion. It is recognized that it would be good practice to adopt the use of 'version control' (together with date) when producing all documents.
36	Service Delivery	If you produce a form that is to be completed by an individual, you must produce it in Welsh.	GREEN	All forms that we use are either bilingual or available in both Welsh and English.
37	Service Delivery	If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.	GREEN	All public documents that we produce locally are bilingual.
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	GREEN	

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
		relevant to the document or form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the document or form); and (c) ensure that the English language version clearly states that the document or form is also available in Welsh.		
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.	GREEN	
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.	GREEN	This is stated on all our website pages. All pages on our website link to the corresponding Welsh/English pages.
43	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.	GREEN	
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.	GREEN	

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
45	Service Delivery	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p>You must comply with standard 45 in the following circumstances:</p> <ul style="list-style-type: none"> when using social media on your corporate and departmental accounts. 	GREEN	All social media posts/ tweets are uploaded bilingually
46	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).	GREEN	
47	Service Delivery	<p>When you—</p> <p>(a) erect a new sign or renew a sign (including temporary signs); or</p> <p>(b) publish or display a notice;</p> <p>any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p>	GREEN	All signs, temporary signs and notices are bilingual with Welsh first.

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
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.	G R E E N	As above.
49	Service Delivery	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.	G R E E N	
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.	G R E E N	We do not issue invitations to tender for contracts.
58	Service Delivery	When you publish invitations to tender for a contract, you must— (a) state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and (b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).	G R E E N	We do not issue invitations to tender for contracts.

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
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.	GREEN	We do not issue invitations to tender for contracts
60	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.	GREEN	
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.	GREEN	
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.	GREEN	
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.		In the <u>Appendix</u> that was received along with the Compliance Notice on 30/11/18 – it informed us that <i>Standard 63 - Not imposed</i>

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
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.	G R E E N	Our equality impact analysis requires active consideration of these matters. Our equality impact analysis template has been amended to include specific reference to the Welsh language.
70	Policy Making	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— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	G R E E N	Our equality impact analysis requires active consideration of these matters. Our equality impact analysis template has been amended to include specific reference to the Welsh language.
71	Policy Making	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— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	G R E E N	Our equality impact analysis requires active consideration of these matters. Our equality impact analysis template has been amended to include specific reference to the Welsh language.

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
72	Policy Making	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— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	G R E E N	Our equality impact analysis requires active consideration of these matters. Our equality impact analysis template has been amended to include specific reference to the Welsh language. We would only publish a consultation document relating to policy decisions if the document was available in both Welsh and English.
73	Policy Making	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— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language	G R E E N	As above
74	Policy Making	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— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	G R E E N	As above

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
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.	GREEN	We do not commission research
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.	GREEN	As above
77	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.	GREEN	As above

NORTH WALES CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
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. 	GREEN	<p><i>'Using the Welsh language internally: a guide for Board and CHC staff & members - May 2019'</i></p> <p>was received from Board of CHCs in Welsh and English in June 2019.</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 working conditions;</p> <p>(e) a policy relating to work patterns.</p>	GREEN	<p>We do not publish any of these – they are accessed via Powys Teaching Health Board Intranet site.</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> <p>(a) make a complaint to you in Welsh, and</p> <p>(b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right.</p>	GREEN	<p><i>'The Board of Community Health Councils and Community Health Councils in Wales: making a complaint about us - May 2019'</i></p> <p>This was received in both Welsh and English, which is on our website.</p> <p>NWCHC staff are aware of the procedure and are enabled to raise and respond to concerns in Welsh or English.</p>

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No	Theme	Standard detail	RAG	Comments
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 necessary, provide a translation service from Welsh to English for that purpose; and (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.	GREEN	
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 (d) asked to use the Welsh language at a meeting about the complaint.	GREEN	
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	GREEN	The policy relating to disciplinary issues is issued by Powys Teaching Health Board.

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No	Theme	Standard detail	RAG	Comments
		member of staff of that right.		
87	Operational	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must - (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting 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.	G R E E N	Disciplinary meetings could be held through the medium of Welsh. Supporting paperwork is issued and provided by Powys Teaching Health Board.
88	Operational	When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A - (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure.	G R E E N	Disciplinary meetings could be held through the medium of Welsh. Supporting paperwork is issued and provided by Powys Teaching Health Board.
89	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).	G R E E N	This is installed on all staff's PCs
97	Operational	You must provide opportunities for training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management;	G R E E N	Received confirmation from Board of CHCs Chief Exec (29/05/19): <i>'the draft CHC policy includes reference to training for staff/members. Staff training (a), b), c), dd)) would be</i>

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		(c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety.		<i>via Powys tLHB. The national member development programme covers d). The training provider has confirmed that they can provide the training in Welsh.'</i>
98	Operational	You must provide opportunities for training in Welsh on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	G R E E N	Received confirmation from Board of CHCs Chief Exec (29/05/19): <i>'The information re: training for staff is awaited from Powys tLHB. The inclusion of this active offer "to offer the opportunity for training in Welsh on using Welsh effectively" is included in the interim guide/policy. NWCHC may supplement this by discussions with members in assessments/ staff appraisals etc.'</i>
104	Operational	You must provide - (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. You must comply with standard 104, except: <ul style="list-style-type: none">○ Part (b) - providing Welsh language wording	G R E E N	Logos are available should staff wish to use them. A standard bilingual email signature and 'out of office' message is used by all NWCHC staff.

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No	Theme	Standard detail	RAG	Comments
		for your employees' contact details and to inform others that they are unavailable to respond to e-mail messages.		
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.	GREEN	Badges are available for staff should they wish to wear them.
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.	GREEN	All signs, temporary signs and notices are bilingual with Welsh first.
112	Operational	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	GREEN	All signs, temporary signs and notices are bilingual with Welsh first.

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No	Theme	Standard detail	RAG	Comments
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.	GREEN	
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.	GREEN	Records are retained.
118	Supplementary	You must ensure that a document which records the standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available on your website.	GREEN	The Compliance notice is available in both Welsh and English on our website.
119	Supplementary	You must— (a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the standards with which you are under a duty to comply, and (b) publish a document that records that procedure on your website.	GREEN	Received revised complaints procedure from Board of CHCs, which now includes information on complaints relating to the compliance with the Welsh language standards. This is available on our website.
120	Supplementary	(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. (2) The annual report must include the following information (where relevant, to the extent you	GREEN	The annual report is produced through the medium of Welsh and English. A copy of the annual report is shared with the Welsh Language Commissioner’s office and is also published on our website.

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No	Theme	Standard detail	RAG	Comments
		<p>are under a duty to comply with the standards referred to)—</p> <p>(a) the number of complaints that you received during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115);</p> <p>(b) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 116);</p>		
		<p>(c) the number (on the basis of the records 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>	GREEN	

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No	Theme	Standard detail	RAG	Comments
121	Supple- mentary	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.	G R E E N	This will be done as necessary.



Equality Impact Assessment

Please complete the following table to state whether the following groups will be adversely, positively, differentially affected by the policy/activity or that it will have no affect at all

Impact	None	Negative	Positive	Comments
Protected Characteristics				
Age				
Disability				
Sex				
Race				
Religion/Beliefs				
Sexual Orientation				
Gender reassignment				
Marriage and civil partnership				
Pregnancy and maternity				
Other characteristics to consider				
Welsh Language				
Other Languages				
Human Rights				
Poverty level				
Persons with dependents				
Rural residence				
Gypsy and traveller communities				
Digitally vulnerable				

Risk Assessment

Are there any risks arising from the implementation of this policy?

What measures are in place to manage or remove these risks?

Welsh Language

This document/policy has been assessed in line with our Welsh language requirements for standards A, B & C [insert the standard numbers that apply here]

In coming to our impact determination we sought advice/reviewed the evidence of/considered X, Y and Z [insert evidence considered here]

Outcome

Positive impact –

[set the expected positive impact and how these were identified]

Negative impact –

[set the expected negative impacts, how these were identified, mitigations and rationale for moving forward based on this risk]

No impact –

[evidence how you were able to conclude no impact (e.g. staff or public feedback etc)]

Document considered and assessed by _____ on _____

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.

<p>LEVEL 2 FOUNDATION</p>	<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 • 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 	<p>I can:</p> <ul style="list-style-type: none"> • Understand factual, routine information and the gist of non-routine information on familiar matters related to my own job area, e.g. in standard letters, leaflets, etc. 	<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
<p>LEVEL 3 INTERMEDIATE</p>	<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

<p>LEVEL 4 HIGHER</p>	<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 ● Contribute effectively to meetings and seminars within own area of work ● Argue for/against a case 	<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 technical information is involved 	<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 ● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker
<p>LEVEL 5 PROFICIENCY</p>	<p>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>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>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