

Welsh Language Standards Annual Report 2022-2023



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

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

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

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

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Executive summary

Swansea Bay Community Health Council is the voice of people living in Neath Port Talbot and Swansea who receive health services from Swansea Bay University Health Board. Our responsibility is to hear from people and use what people tell us to influence how health services are planned and delivered. To achieve this, we constantly seek to improve how we hear from and provide information to people, particularly those who sometimes encounter barriers when they wish to be heard.

We welcomed the legal framework introduced by the Welsh Language Standards in 2019 which enabled us to meet the communication needs of Welsh speakers.

Our fourth Welsh Language Standards Annual Report reflects progress made on our compliance against the standards in ensuring Welsh speakers are not treated less favourably than those receiving services in English.

Whilst recognising our compliance has greatly improved, Swansea Bay Community Health Council remains fully committed to working to further strengthen delivery of our functions through the medium of Welsh.

Introduction

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

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

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

The link below provides details of the standards that have been applied to Swansea Bay Community Health Council.

This is the Swansea Bay Community Health Council fourth report on compliance with the standards. It covers the period 1 April 2022 to 31 March 2023.

Mwoyo Makuto, Chief Officer, has overall responsibility at Swansea Bay Community Health Council for the Welsh language. She is responsible for ensuring the implementation of the standards from day to day.

Our Executive committee has reviewed and approved this report.

Our year at a glance

We completed our half year and annual Welsh language Standards report to evidence compliance

Updated website to ensure all information is bilingual for compliance

Staff and members continue to receive Welsh Language training opportunities

We continued to develop our equality objectives and actions so that they are consistent with the work we need to do to continue to promote the use of the Welsh Language

What we've been doing

During 2022-2023 we continued to work closely with other CHCs across Wales and the Board of Community Health Councils, to ensure that we delivered our mandatory functions bilingually.

At a local level we have:

- Continued to further strengthen our translating arrangements for written documents
- Made it an essential requirement for language preferences to be established when members of the public first contact our local office for any assistance
- Included Equality Impact Assessments (EIA) in all our reports to assess the impact of our work on Welsh speakers.

Handling complaints about the Welsh language

Our 'making a complaints about us' procedure sets out the process for dealing with complaints about compliance with the Welsh language standards. You can find out more at the following link



Making a complaint
[about us - CHC Comp]

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

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

We carried out a self-assessment of Swansea Bay Community Health Council’s compliance with the standards at the beginning of the year. We reviewed our compliance periodically during the year and took improvement action where needed. Our most recent self-assessment against the standards was undertaken on 15 February 2023. The detailed findings are included at **Appendix 2**. A summary of our assessment is shown in the following paragraphs. A summary of our assessment is shown in the following paragraphs.

Service delivery standards

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

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

Service Delivery	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
[52]	[50]	[2]	[0]	[0]

Our service delivery standards require us to have working processes and materials in place to offer a bilingual service to people when they correspond with us by letter, emails, on social media or via telephone.

- Our departments Advocacy, Governance and PPE send yearly language preferences declarations to stakeholders
- Staff continue to greet persons who call bilingually
- We are now able to offer simultaneous translation virtually
- We continue to proactively seek to recruit more Welsh speaking members.

Policy making standards

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

These standards require us to do the following 3 things:

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

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

As part of our Annual Equality Plans, Welsh language requirements form part of our compliance. We use Equality Impact Assessments (EIA) to consider the effects of our policy decisions. All policy

decisions submitted to our Executive Committee are accompanied by an EIA.

EIA are completed for all our themed projects to enable us to understand the impact of our work on people with different support needs, to include those who prefer to communicate in Welsh. We act positively to address any themes emerging from our assessments.

Swansea Bay CHC also evaluates its themed projects to ensure that any lessons that can be learnt retrospectively are carried forward to improve the quality of our work to include improving our ability to reach and hear from a diverse range of people. We are positioned to respond effectively to the needs of Welsh speakers.

Operational standards

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

Operational Standards	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
[16]	[16]	[0]	[0]	[0]

During 2022-2023, Swansea Bay continued to support staff by

- Circulation of the interim Welsh Language guide
- Bilingual answering of telephony system
- Encouraging use of Cysgeir, software installed on all staff laptops for checking spelling and grammar of Welsh.
- All staff have bilingual email signatures as well as use bilingual out of office messages

- Continuing to share and circulate Welsh Language training opportunities.

Record keeping standards

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

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

During 2022-2023 we have not received any complaints relating to the compliance of standards.

Welsh language skills

Throughout 2022-2023, Swansea Bay Community Health Council continued to encourage and support staff to develop their Welsh language skills through circulation of training and learning opportunities.

We asked our CHC staff to self-assess their Welsh language skills using the framework at **Appendix 1**. The table below shows the results:

WELSH LANGUAGE SELF-ASSESSMENT COMPETENCIES MATRIX							
Numbers and levels of Welsh speaking staff working in Swansea Bay Community Health Council							
Pay band	0	1	2	3	4	5	Total
8b	1	0	0	0	0	0	1
7	1	0	0	0	0	0	1
6	4	0	0	0	0	0	4
4	2	0	0	1	1	0	4
3	0	0	0	1	0	0	1
	8	0	0	2	1	0	11

Staff attending Welsh language courses

Presently, we do not have any staff attending Welsh language courses.

Staff attended a Welsh taster course delivered virtually by Swansea University as well as an Office Welsh training course in 2022. All staff will continue to be given the opportunity to build upon this training.

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	1	1
Learnt when appointed	0	0
Desirable	0	0
Not necessary	0	0
Total	1	1

Looking forward

Swansea Bay Community Health Council continues to be fully committed to increasing its compliance of the Welsh Language Standards.

Throughout the year we have self-assessed our performance against the Welsh Language Standards and we are pleased with the progress made on strengthening our performance to ensure Welsh speakers are not treated less favourably than those receiving services in English and other languages.

Progress was made in

- Improving our translating arrangements
- Now able to offer simultaneous translation virtually
- Updated website for compliance.

We remain committed to working towards full compliance against the Welsh language standards.

Swansea Bay CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT 22-23

No	Theme	Standard detail	RAG	Comments
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Appendix [1]

Welsh language self-assessment tool

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

Swansea Bay CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT 22-23

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

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No	Theme	Standard detail	RAG	Comments
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		<p>may need to revert to English to answer unpredictable questions or explain complex points or technical information</p> <ul style="list-style-type: none"> ● Contribute effectively to meetings and seminars within own area of work ● Argue for/against a case 	<p>unusual vocabulary is used and no particularly complex or technical information is involved</p>	<ul style="list-style-type: none"> ● 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
LEVEL 5 PROFICIENCY		<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences ● Give a presentation/demonstration ● Deal confidently with hostile or unpredictable questions ● Carry out negotiations using complex / technical terms ● Give media interviews 	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc. 	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● Write letters on any subject ● Write full / accurate notes of meetings while continuing to follow discussions and participate in them ● Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar

Swansea Bay CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT 22-23

No	Theme	Standard detail	RAG	Comments
GREEN – We have put in place clear arrangements and these are consistently working well				
AMBER – We have put in place clear arrangements but these are not yet consistently working well. We need to do more to ensure compliance				
RED – We have not put in place clear arrangements, or the arrangements we have put in place are not working. We need to do more to ensure compliance, and we may need help to do this.				
1	Service Delivery	<p>If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.</p> <p>You must comply with standard 1 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ when you receive correspondence from a person acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		<p>All Welsh correspondence is dealt with in Welsh. List of CHC Welsh Speakers is available on the common drive together with contacts for Welsh Translators.</p> <p>Board of CHC have recruited a Welsh Translator who will be responsible for responding to our Welsh correspondence.</p>
2	Service Delivery	<p>When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must-</p> <p>(a) keep a record of A's wish,</p>		<p>Standard wording for template letters and emails is used to ask whether people wish to correspond in Welsh.</p>

Swansea Bay CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT 22-23

No	Theme	Standard detail	RAG	Comments
		<p>(b) correspond with A in Welsh when corresponding with A from then onwards, and</p> <p>(c) send any forms that A is to complete from then onwards in Welsh.</p>		<p>A log has been created for people who wish to correspond in Welsh.</p> <p>The Datix Contacts module is used to record language choice.</p> <p>All outward facing documents, including forms are in both Welsh and English.</p>

Swansea Bay CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT 22-23

No	Theme	Standard detail	RAG	Comments
3	Service Delivery	<p>When you send correspondence addressed to one or more individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if-</p> <p>(a) all individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to all of those individuals;</p> <p>(b) one (but not all) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to all of those individuals.</p>		<p>If one of a party request for correspondence in Welsh, all correspondence to the whole party is provided in both Welsh and English. The request is recorded on the common drive and on Datix in keeping with the arrangements for standard 2 above.</p>
4	Service Delivery	<p>When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.</p> <p>You must comply with standard 4 in every circumstance, except:</p>		<p>A number of key stakeholders have advised of their preference, in all cases, to correspond in English.</p>

Swansea Bay CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT 22-23

No	Theme	Standard detail	RAG	Comments
		<ul style="list-style-type: none"> ▪ when you send the same correspondence to several persons, and all of those persons have informed you that they do not wish to receive correspondence in Welsh; or ▪ when you send the same correspondence to several persons, and all of those persons are acting in a capacity of representing: <ul style="list-style-type: none"> ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		<p>All engagement materials are sent out in both Welsh and English.</p> <p>All Staff – check yearly that all people within distribution lists, those whom we send letters, surveys, newsletters, report publications etc have indicated a preference and this is recorded.</p>

Swansea Bay CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT 22-23

No	Theme	Standard detail	RAG	Comments
5	Service Delivery	<p>If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.</p> <p>You must comply with standard 5 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ when you correspond with a person who is acting in a capacity of representing: <ul style="list-style-type: none"> ○ a Community Health Council; or ○ Powys Teaching Health Board as the person who hosts you. 		All clients are asked during first contact of their language preference. Additionally, all referrals from external organisations provide the client's preferred language. Initial correspondence to client is in both English and Welsh.
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 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).		Arrangements are in place.
7	Service Delivery	<p>You must state:</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond with you that you welcome receiving correspondence in Welsh, that you will</p>		All letters and emails have standard wording welcoming Welsh correspondences.

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No	Theme	Standard detail	RAG	Comments
		<p>respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.</p> <p>You must comply with standard 7 in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ in correspondence, and publications and notices to persons who are acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		All standard letters and CHC letter headed templates have been updated with the standard wording and staff email signatures display the statement.
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.		Welsh greetings are used when answering the telephone.
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.		Members of the public are able to press option 2 to access the service in Welsh Language.

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No	Theme	Standard detail	RAG	Comments
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.		We currently have no Welsh speaker at Swansea Bay Council. The Board of CHCs have recruited a Welsh speaker who will be our call handler for our telephone system.
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.		All CHC materials are in both Welsh and English.
12	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.		We currently have no Welsh speaker at Swansea Bay Council. The Board of CHCs have recruited a Welsh speaker who will be our call handler for our telephone system.
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.		All CHC documentation are in both Welsh and English.

Swansea Bay CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT 22-23

No	Theme	Standard detail	RAG	Comments
14	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.		We do not have performance indicators. All calls are answered with bilingual greetings.
15	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.		We have a bilingual telephony system which enables us to answer in Welsh and inform persons they can leave a message in Welsh.
16	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.		Our automated message informs persons a member of staff will contact them as soon as possible for all messages left in both Welsh and English.
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		Current practice

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No	Theme	Standard detail	RAG	Comments
		(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.		
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.		We have a telephony system for the office and all staff greet in both Welsh and English.
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.		Language preference recorded on a spreadsheet saved on the common drive. Datix Contacts module used to record client language choice. Contact for Language line and list of CHC staff that speak Welsh is kept on the common drive.

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No	Theme	Standard detail	RAG	Comments
20	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.		Current telephony system has a complete automated service in Welsh.
21	Service Delivery	<p>If you invite one person only ("P") to a meeting—</p> <p>(a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and</p> <p>(b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 21 in every circumstance except:</p> <p style="padding-left: 40px;">when you invite a person to a meeting who is acting in a capacity of representing:</p>		<p>A central record of a person(s) language preference for meetings is in use.</p> <p>It is determined at the outset if the client wishes to communicate in Welsh only. Clients that wish to communicate solely in Welsh are referred to CHC Advocates that are fluent in Welsh.</p>

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No	Theme	Standard detail	RAG	Comments
		<ul style="list-style-type: none"> ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		
22	Service Delivery	<p>If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p>You must comply with standard 22 in every circumstance except:</p> <ul style="list-style-type: none"> ▪ when you invite persons to a meeting who are acting in a capacity of representing: <ul style="list-style-type: none"> ○ a Community Health Council; or ○ Powys Teaching Health Board as the person who hosts you. 		A central record of a person/s language preference for meetings is in use.
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>		<p>A central record of a person/s language preference for meetings is in use.</p> <p>We would need to receive notification 1 week before the meeting to allow us time to arrange for translation services.</p>

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No	Theme	Standard detail	RAG	Comments
		<ul style="list-style-type: none"> ▪ when you invite persons to a meeting who are acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		We were previously unable to offer simultaneous translation however Microsoft Teams can now facilitate bilingual meetings with interpretation.
22C H	Service Delivery	<p>If you have invited more than one person to a meeting, and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 22CH in every circumstance except:</p> <ul style="list-style-type: none"> ▪ when you invite persons to a meeting who are acting in a capacity of representing: ▪ a Community Health Council; or ▪ Powys Teaching Health Board as the person who hosts you. 		<p>A central record of a person/s language preference for meetings is in use.</p> <p>We would need to receive notification 1 week before the meeting to allow us time to arrange for translation services.</p> <p>We were previously unable to offer simultaneous translation however Microsoft Teams can now facilitate bilingual meetings with interpretation</p>
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		Meetings are held in public but are not public meetings, therefore members of the public are not able to participate.

Swansea Bay CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT 22-23

No	Theme	Standard detail	RAG	Comments
		welcome to use the Welsh language at the meeting.		
27	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh.		All outward facing documents and correspondence are in Welsh and English.
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).		Language preferences for guest speakers attending meetings should be received in advance of the meeting to allow provision of this.
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—		Members of the public are requested to advise the CHC if they require translation services 7 days prior to the meeting date.

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No	Theme	Standard detail	RAG	Comments
		(a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.		We ensure Chair of meeting advise the attendees that they are welcome to speak in Welsh and a simultaneous translation is available where we are notified of this within 7 days in advance
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.		Meeting agendas are displayed in Welsh and English on our website. All materials displayed at meetings are in both English and Welsh – except meeting papers. Members of the public are invited to request meeting papers in Welsh or English 7 days in advance.
31	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).		All event materials are in both Welsh and English –posters, leaflets, banners and surveys. This also includes social media; events are promoted in English and Welsh.

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No	Theme	Standard detail	RAG	Comments
32	Service Delivery	<p>If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event).</p> <p>You must comply with standard 32 in every circumstance, except in relation to face to face services offered at the event.</p> <p>In relation to face to face services offered at the event, you must comply in every circumstance, except:</p> <ul style="list-style-type: none"> ▪ where it is necessary for a representative who does not speak Welsh to provide a service on a specific subject matter; and ▪ where no Welsh speaking representative is available to ▪ provide a service on that specific subject matter. 		<p>All our engagement materials to include signs, posters and surveys are in both Welsh and English.</p> <p>We have one Welsh speaking member whom we use to engage with Welsh speakers whenever available.</p> <p>We are proactively seeking to recruit more Welsh speaking members.</p>

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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.		All public facing materials are routinely produced bilingually.
34	Service Delivery	Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.		All public facing materials are routinely produced bilingually.
36	Service Delivery	If you produce a form that is to be completed by an individual, you must produce it in Welsh.		All forms SB CHC uses are bilingual.
37	Service Delivery	If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- (a) if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.		All public facing materials are routinely produced bilingually.

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No	Theme	Standard detail	RAG	Comments
38	Service Delivery	If you produce a document or a form in Welsh and in English you must— (a) not treat any Welsh language version less favourably than you treat the English language version (whether separate versions or not); (b) not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form (for example in relation to any deadline for submitting the form,		All public facing materials are routinely produced bilingually with no differentiation between the versions.
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.		All pages of our website are available in Welsh and English – both pages mirror each other.
42	Service Delivery	If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.		This is stated on our website pages.
43	Service Delivery	You must provide the interface and menus on every page of your website in Welsh.		The English and Welsh menus mirror each other.

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No	Theme	Standard detail	RAG	Comments
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.		Text local app functions fully in Welsh
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. 		All tweets are published bilingually unless there is no Welsh speaker at an event.
46	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).		A contact list for CHC Welsh speakers has been compiled and is available on the common drive. Although no Welsh communication has been received to date, staff are aware of the arrangements for dealing with such communication.

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No	Theme	Standard detail	RAG	Comments
47	Service Delivery	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.		All signs are bilingual and mirror each other.
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.		Welsh is routinely displayed first/left hand side so that it is likely to be read first. Messages on social media are also bilingual
49	Service Delivery	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.		Any signs and notices are translated by a professional translator.
57	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh if the subject		No invitations to tender have been issued since the introduction of the WLS. Where

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No	Theme	Standard detail	RAG	Comments
		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.		ITTs are being produced, we will liaise with NHS Wales Shared Services to meet this standard.
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).		No invitations to tender have been issued since the introduction of the WLS. Where ITTs are being produced, we will liaise with NHS Wales Shared Services to meet this standard.
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.		No invitations to tender have been issued since the introduction of the WLS. Where ITTs are being produced, we will liaise with NHS Wales Shared Services to meet this standard.
60	Service Delivery	You must promote any Welsh language service that you provide and advertise that service in Welsh.		All our services are advertised Bilingually on our website.

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No	Theme	Standard detail	RAG	Comments
				We advise that we offer limited services in Welsh as we have no Welsh speaking staff but we continue to offer training opportunities to staff.
61	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.		All publicity documents and website state our services both in English and Welsh. We advise that we offer limited services in Welsh as we have no Welsh speaking staff but we continue to offer training opportunities to staff.
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.		Existing corporate identity meets this standard.
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.		Members and staff have indicated their preference of either Welsh or English. Currently all have expressed a preference for English. Internal and external courses/training is therefore provided in English.

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No	Theme	Standard detail	RAG	Comments
69	Policy Making	<p>When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		<p>Our equality impact analysis template has been revised to include specific reference to the Welsh language.</p> <p>Policies formulated by the Board are assessed for equality impact including impact on Welsh speakers.</p>
70	Policy Making	<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		<p>Our equality impact analysis template has been revised to include specific reference to the Welsh language.</p> <p>Analysis is included routinely within new/revised policies submitted to our Executive Committee.</p>

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No	Theme	Standard detail	RAG	Comments
71	Policy Making	<p>When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		<p>Our equality impact analysis template has been revised to include specific reference to the Welsh language.</p> <p>Analysis is included routinely within new/revised policies submitted to SMT and the Board (or its committees).</p>
72	Policy Making	<p>When you publish a consultation document which relates to a policy decision, the document must consider, and seek views on, the effects (whether positive or adverse) that the policy decision under consideration would have on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		<p>We have not published a consultation document which relates to a policy decision since the introduction of the standards.</p>

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No	Theme	Standard detail	RAG	Comments
73	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects, or increased positive effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p>		<p>We have not published a consultation document which relates to a policy decision since the introduction of the standards.</p>
74	Policy Making	<p>When you publish a consultation document which relates to a policy decision the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p>		<p>We have not published a consultation document which relates to a policy decision since the introduction of the standards.</p>

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No	Theme	Standard detail	RAG	Comments
		(b) treating the Welsh language no less favourably than the English language.		
75	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse), the policy decision under consideration would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		We have not undertaken research which relates to a policy decision since the introduction of the standards.
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.		We have not undertaken research which relates to a policy decision since the introduction of the standards.

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No	Theme	Standard detail	RAG	Comments
77	Policy Making	<p>When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on—</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>		We have not undertaken research which relates to a policy decision since the introduction of the standards.
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. 		We have developed and distributed a policy on using Welsh internally. This now needs to be reviewed following the revision by the WLCs office of the Board and 6 of the 7 CHCs compliance notices.

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No	Theme	Standard detail	RAG	Comments
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>		<p>The Board has produced and issued a small range of policy guidance for CHC staff and members, including:</p> <ul style="list-style-type: none"> • behaviour at meetings • representing CHCs at external meetings • health and safety <p>All documents have been produced bilingually and are available on our web 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>		<p>Powys THB's policies and procedures apply.</p> <p>The Board and CHCs complaints policy has been updated to include specific reference to a member of staff's right to respond to a complaint in Welsh.</p>
84	Operational	<p>If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you</p>		<p>No requests have been made by staff, however should we receive such a request this can be facilitated.</p>

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No	Theme	Standard detail	RAG	Comments
		<p>must -</p> <p>(a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and</p> <p>if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.</p>		
85	Operational	<p>When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A -</p> <p>(a) made the complaint in Welsh,</p> <p>(b) responded in Welsh to a complaint about A,</p> <p>(c) asked for a meeting about the complaint to be conducted in Welsh, or</p> <p>(ch) asked to use the Welsh language at a meeting about the complaint.</p>		<p>No requests have been made by staff, however, should we receive such a request this can be facilitated.</p>

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No	Theme	Standard detail	RAG	Comments
86	Operational	You must - (a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.		Powys THBs policies and procedures set out the arrangements for disciplining staff. No such cases have been handled since the introduction of the standards.
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.		No such cases have been handled since the introduction of the standards.
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,		No such cases have been handled since the introduction of the standards.

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No	Theme	Standard detail	RAG	Comments
		(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.		
89	Operational	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).		This software is available on all staff laptops.
97	Operational	You must provide opportunities for training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (d) health and safety.		<p>Powys THB provide opportunities for staff.</p> <p>The Board is responsible for providing training for new Independent members.</p> <p>The Board is responsible for liaising with CHCs on the provision of the 2 day member development training for CHC members – including on any Welsh language requirements.</p>

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No	Theme	Standard detail	RAG	Comments
98	Operational	<p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <ul style="list-style-type: none"> (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures. 		<p>Powys THB provide opportunities for staff. In addition, opportunities for training provided by external providers have been: distributed to board members and board office staff forwarded to CHCs for their distribution to CHC staff and members.</p>
104	Operational	<p>You must provide -</p> <ul style="list-style-type: none"> (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages. <p>You must comply with standard 104, except:</p> <ul style="list-style-type: none"> ▪ Part (b) - providing Welsh language wording for your <p>(b) employees' contact details and to inform others</p>		<p>Current practice.</p>

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No	Theme	Standard detail	RAG	Comments
		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.		Badges available but do not have Welsh speakers.
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.		All signs 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		As above.

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No	Theme	Standard detail	RAG	Comments
		(b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.		
113	Operational	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.		All Welsh language text signs are translated through a translator to ensure they are accurate in terms of meaning and expression.
115	Record keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.		No complaints have been received to date relating to the Board's compliance with the standards.
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.		A link to our compliance notice on the WLCs website has been published 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.		The Board and CHCs complaints procedure has been updated and this has been published on our website.

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No	Theme	Standard detail	RAG	Comments
120	Supple- mentary	<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</p>		The annual report has been produced this year.

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No	Theme	Standard detail	RAG	Comments
		<p>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>		
121	Supple- mentary	<p>You must provide the Welsh Language Commissioner (if requested by the Commissioner) with any information which relates to your compliance with the service delivery standards, the policy making standards or the operational standards with which you are under a duty to comply.</p>		<p>All information requested by the WLCs office has been responded to in a timely manner.</p>

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22-23**

No	Theme	Standard detail	RAG	Comments
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