



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Welsh Language Commissioner's Standards Report – Section 64 Welsh Language (Wales) Measure 2011

Schedule 5 (5) – Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year

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1 Background and context

The principal aim of the Welsh Language Commissioner, an independent body established by the Welsh Language (Wales) Measure 2011, is to promote and facilitate the use of the Welsh language. This entails raising awareness of the official status of the Welsh language in Wales and imposing standards on organizations. This, in turn, will lead to the establishment of rights for Welsh speakers.

Two principles will underpin the Commissioner's work:

- in Wales, the Welsh language should be treated no less favourably than the English language
- Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

On 7 November 2014 the Welsh Government published a document entitled 'Welsh Language Standards Regulations 2015'¹. These proposed standards were developed to impose duties upon county councils and county borough councils in Wales, national park authorities and Welsh Ministers.

On introducing the document, the following was noted by the Welsh Government:

The standards have been drafted so as to build on the [language] schemes. Organizations who will be required to comply with standards will now be required to take a more proactive, strategic approach to mainstreaming the Welsh language. We are confident that this will provide a solid foundation, enabling the Commissioner to improve services for Welsh-speakers.²

The Welsh Language Commissioner's standards investigations and the Welsh Government's evidence gathering exercise for composing their regulatory impact assessment are based upon draft regulations, published on 7 November 2014.

The Welsh Language Standards (No. 1) Regulations 2015³ came into force on 31 March 2015, following a debate and vote at a Plenary Meeting of the National Assembly for Wales.

¹ <http://gov.wales/docs/dcells/consultation/141106-regulations-welsh-language-standards-en.pdf>

² <http://gov.wales/docs/dcells/consultation/141106-consultation-welsh-language-standards-en.pdf>

³ <http://www.legislation.gov.uk/cy/wsi/2015/996/made/data.pdf>

2 Standards investigation in relation to persons providing services to the public who receive public money amounting to £400,000 or more in a financial year

In accordance with section 62 of the Welsh Language (Wales) Measure 2011, an exploration notice was presented on 31 October 2014 for the attention of persons whom appear to the Commissioner to be members of the following groups of persons:

- Schedule 5 (5) – Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year, where—
 - (a) that person also received public money in a previous financial year, or
 - (b) a decision has been made that that person will receive public money in a subsequent financial year.

The relevant persons who fall within the group specified above in this standards report are:

- WEA Cymru
- National Association of Citizens Advice Bureaux
- Gofal Cymru
- Royal Voluntary Service
- Hafal
- Leonard Chesire Disability
- Wallich-Clifford Community

An exploration notice was presented for the attention of the relevant persons on 31 October 2014. An exploration notice is a notice in writing stating the Welsh Language Commissioner's intention to carry out a standards investigation, and which specifies the subject matter of the standards investigation. The Commissioner may not carry out a standards investigation unless she has given an exploration notice to each relevant person (organization), at least 14 days before beginning the investigation.

The subject matter of this standards investigation was to determine which standards (if any) should be specifically applicable to each relevant person (whether or not the standards are already specified by the Welsh Ministers under section 26 (1)). The standards investigation period began on 17 November 2014. It ended on 6 February 2015.

As part of this standards investigation, information was collected from each relevant person. This was done by means of a completed questionnaire. Alongside the process of collecting evidence from all relevant persons, evidence was collected from the Advisory Panel and the public.

A public questionnaire was placed on the Welsh Language Commissioner's website. The purpose of this questionnaire was to give members of the public an opportunity to identify what they felt was reasonable for the relevant persons to undertake and provide in Welsh,

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in considering the requirements related to the standards published on 7 November 2014. Advertisements were placed in the national press during the period of the standards investigation in order to make the public aware of this questionnaire. Furthermore, a video was posted on the Commissioner's website in order to provide an introduction to the process, and to provide guidance to the public on how to respond to the standards investigation.

3 Reasonableness and proportionality

In accordance with section 63 (1) of the Welsh Language (Wales) Measure 2011, the Commissioner must have regard to the need to secure that requirements for persons to comply with standards by virtue of section 25 (1) are not unreasonable or disproportionate.

In carrying out a standards investigation, the Commissioner must consider the following:

- (a) whether, in respect of each of the activities specified in Schedule 9 which a person carries out, it is reasonable and proportionate for service delivery standards to be specifically applicable to a person, and
- (b) as respects each such activity, if it is reasonable and proportionate for service delivery standards to be specifically applicable to a person, conclude that service delivery standards should be specifically applicable to a person in relation to that activity.

In considering the question of reasonableness and proportionality, it should be noted that the Measure places a duty upon Welsh Ministers to secure that regulations provide for service delivery standards relating to all of the activities specified in Schedule 9 to be specifically applicable to a person if, and to the extent that, the person carries out those activities.

But Welsh Ministers need not secure that regulations provide for service delivery standards to be specifically applicable to a person in relation to an activity specified in Schedule 9 if, or to the extent that:

- (a) a standards report under section 64 indicates that it would be unreasonable or disproportionate for service delivery standards to be specifically applicable to a person in relation to that activity, or
- (b) the Welsh Ministers think it would be unreasonable or disproportionate for service delivery standards to be specifically applicable to a person in relation to that activity.

This does not prevent regulations from providing for other service delivery standards to be specifically applicable to a person.

By making regulations under this Measure exercisable by statutory instrument, the Welsh Language Commissioner is authorised to give a compliance notice to a person.

A compliance notice is a notice given to a person by the Commissioner which -

- (a) sets out, or refers to, one or more standards specified by the Welsh Ministers under section 26 (1), and
- (b) requires a person to comply with the standard or standards set out or referred to.

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The Welsh Language Commissioner will consider the evidence provided in reaching a decision on the content of a compliance notice given to a person.

The fact that a standard is made specifically applicable to a person does not mean that there is a duty to comply with that standard. A duty to comply with a standard will only be in force if the Commissioner issues a compliance notice to the person, and that notice makes it a requirement to comply with the standard on an imposition day.

The Welsh Language Commissioner will consult with the person before giving the person a compliance notice. The failure of a person to participate in a consultation will not prevent the Commissioner from giving that person a compliance notice.

After the Welsh Language Commissioner has given a compliance notice to a person, that person may apply to the Commissioner asking her to determine whether or not the requirement to comply with that standard, or to comply with the standard in that respect, is unreasonable or disproportionate. Should the Commissioner inform the person that the requirement to comply with the standard is not unreasonable or disproportionate, they have the right under the Measure to appeal to the Tribunal for determination.

The Welsh Language Commissioner's criteria

In reaching a decision on the subject of this standards investigation, in accordance with the requirements outlined in Part 4, Chapter 8 of the Measure, the following criteria were considered alongside the evidence received as part of the standards investigation. Each criterion need not be considered in each case, and each criterion is of equal importance.

- Is the person liable to be required to comply with standards – does the person come within Schedule 5 and also within Schedule 6, or within Schedule 7 and also within Schedule 8?
- Is the class of standards (service delivery; policy making; operational; record keeping; promotion) applicable to the person?
- Does the person carry out the activity⁴ in question?
- Has the person already undertaken to provide the activity or action in question, in part or in full, through their Welsh language scheme?
- Does the person already provide the service in Welsh (whether this corresponds exactly to the requirements included in the standard or not), or carrying out the activity in accordance with the standard?
- Does the majority of other relevant persons within the same sector provide services in Welsh, or carry out the activity?
- Are there any other reasons for, or against, making the standard specifically applicable to the person?

⁴ This criterion will be considered in respect of service delivery standards only.

4 Evidence received from relevant persons

Evidence was received from all relevant persons identified in section 2 of this report. This evidence included responses to 190 questions within a questionnaire, as well as further evidence provided following further enquiries.

Each response was read individually and software was used to record and analyze the evidence and identify general themes. Regular meetings were held amongst the officers of the Welsh Language Commissioner to analyze the evidence received from relevant persons involved in the standards investigation, along with the current Welsh language scheme commitments of the relevant persons concerned.

In this section an average percentage is given of the commitments in the relevant persons' Welsh language schemes corresponding to the standards (whether they correspond entirely or partly to the standards' requirements), for each activity.

When analysing current Welsh language scheme commitments against the standards, it should be noted that it was not possible to match a number of the standards in relation to service delivery activities, due to the detailed nature of the regulations published by the Welsh Government. In some circumstances, it is possible that the relevant persons in question are committed to, or comply with the requirement, but that it is not stated explicitly in their Welsh language schemes.

A summary of the evidence received from each relevant person from within the group of persons noted is provided in section 4 of this report. The evidence submitted included information regarding which activities are carried out by the persons in question, which activities they carry out through the medium of Welsh and to what extent they are able to comply with the standards.

On 31 October 2014, the following relevant persons did not have a Welsh language scheme that had been approved under section 14 (1) of the 1993 Welsh Language Act:

- WEA Cymru
- Royal Voluntary Service
- Leonard Cheshire Disability
- Wallich-Clifford Community

Where there are any references to standards within this report, these refer to the standards specified in the draft regulations published by Welsh Government on 7 November 2014.

WEA Cymru

Service delivery standards

Activity 1: Correspondence sent by a body Standards for correspondence sent by a body [1-7]

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They considered making these standards specifically applicable to them reasonable and proportionate.

Activity 2: Telephone calls made and received by a body Standards for telephone calls made and received by a body [8-22]

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They noted that their current policies complied with the majority of the standards involved. Nevertheless, it was noted that they would need an automated telephone system in order to be able to comply with standard 9. As they were anticipating a merger in the future, it was noted that to invest in such a system at present was not appropriate, but that it would be both reasonable and proportionate to expect them to comply after the merger had been completed.

With regards to the requirements of standard 15 they noted that they did not have performance indicators for dealing with telephone calls in Welsh or in English.

They did not consider that standard 21 would be either reasonable or proportionate for the organization, bearing in mind the Welsh language skills level of the majority of the staff, and the high volume of telephone calls received from the public concerning courses.

As a result, they did not consider making these standards specifically applicable to them reasonable and proportionate.

Activity 3: Meetings conducted by a body that are not open to the public Standards for meetings conducted by a body that are not open to the general public [23-29]

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They confirmed that it would be reasonable for them to comply with the majority of the standards involved.

Nevertheless, they noted that they did not consider it reasonable to expect them to conduct meetings in Welsh in accordance with standards 25 and 28 without using an interpretation service.

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**Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]**

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They considered making these standards specifically applicable to them reasonable and proportionate.

**Activity 5: Public events organised or funded in their entirety by a body
Standards for public events organised or funded in their entirety by a body [35-36]**

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They confirmed that their current policies complied with the requirements of the standards in question, and that they considered making the standards specifically applicable to them reasonable and proportionate.

**Activity 6: A body's publicity and advertising
Standards for a body's publicity and advertising [37]**

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They confirmed that their current policy complied with the requirements of the standard in question, and that they considered making the standard specifically applicable to them reasonable and proportionate.

**Activity 7: Displaying material in public
Standards for displaying material in public [38-39]**

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They confirmed that their current policies complied with the requirements of the standards in question, and that they considered making these standards specifically applicable to them reasonable and proportionate.

**Activity 8: Producing and publishing documents
Standards for producing and publishing documents [40-49]**

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

The organization considered that making these standards specifically applicable to it would be reasonable and proportionate.

**Activity 9: Producing and publishing forms
Standards for producing and publishing forms [50-51]**

WEA Cymru noted that it carried out the activity in question, and did so in Welsh.

They confirmed that their current policies complied with the requirements of standards 50, 50A and 50B.

They considered that making these standards specifically applicable to them reasonable and proportionate.

Activity 10: A body's websites and on-line services

Standards for a body's websites and on-line services [52-57]

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They confirmed that their current policies complied with the requirements of standards 52, 53, 54 and 56.

When considering the requirements of standard 55, they noted that there was a 'Welsh' link on the English pages of its website, and that a link to the English pages appeared on the Welsh pages.

They considered making these standards specifically applicable to them reasonable and proportionate.

Activity 11: Signs displayed by a body

Standards for signs displayed by a body [58-60]

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They confirmed that their current policies complied with the requirements of the standards in question.

They considered making these standards specifically applicable to them reasonable and proportionate.

Activity 12: Receiving visitors to the body's premises

Standards for receiving visitors to the body's premises [61-66]

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They noted that they did not provide an official reception service at all their offices. They confirmed that it would be reasonable for them to comply with the standards in the offices where that service is provided. They added that they could meet the objectives of the standards, in relation to receiving visitors to offices without a reception, if prior arrangements were made.

They added that they could not ensure a Welsh face-to-face service on every occasion at all their offices.

WEA Cymru did not consider making these standards specifically applicable to them reasonable and proportionate.

Activity 13: Official notices

Standards for official notices made by a body [67-68]

WEA Cymru noted that they carried out the activity in question, and did so through the medium of Welsh.

They considered making these standards specifically applicable to them reasonable and proportionate.

Activity 14: Awarding grants

Standards for awarding grants [69-73]

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

Although they organization that it they could comply with the majority of the standards in question, they did not consider that making the standards specifically applicable to them reasonable and proportionate. They added that they could not ensure that they would be able to provide the service identified in standard 71 without the use of an interpretation service from time to time.

Activity 15: Awarding contracts

Standards for awarding contracts [74-78]

WEA Cymru noted that they did not carry out the activity in question.

**Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]**

WEA Cymru noted that it carried out the activity in question, and did so in Welsh.

It should be noted that section 12(2)(b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify the ways in which organizations will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

They considered making these standards specifically applicable to them reasonable and proportionate.

Activity 17: A body's corporate identity

Standards for a body's corporate identity [81]

WEA Cymru noted that they carried out the activity in question, but not through the medium of Welsh.

When considering the requirements of standard 81, they noted that they had been previously advised that they could continue to use the 'WEA' brand as it was already recognised.

They considered that the current brand ('WEA Cymru') reflected the commitment to the Welsh language within the body's broader structure, and that it would be reasonable for them to continue to use it.

They did not consider making this standard specifically applicable to them reasonable and proportionate.

**Activity 18: Courses offered by a body
Standards for courses provided by a body [82-84]**

WEA Cymru noted that they carried out the activity in question, and did so in Welsh.

They noted that they were committed to increasing Welsh and bilingual provision across the organization, in accordance with the targets set by the Minister for Education and Skills.

It should be noted that courses are interpreted as follows in the draft regulations:

Any seminar, training, workshop or similar provision which is provided in order to educate members of the public or to improve the skills of members of the public; but does not include activities or courses provided as part of the curriculum in accordance with any enactment.⁵

They did not consider making these standards specifically applicable to them reasonable and proportionate. They added that it would not be reasonable for them to provide all their courses through the medium of Welsh considering the nature of the areas served, the changeable nature of the curriculum, and the wide range of courses on offer.

**Activity 19: Public address systems used by a body.
Standards for public address systems used by a body [85]**

WEA Cymru noted that they did not carry out the activity in question.

They did not consider making this standard specifically applicable to them reasonable and proportionate.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

WEA Cymru confirmed that they would be able to comply with the requirements of the majority of the standards in question.

They considered that it would be reasonable to publish an annual report in accordance with the requirements of standard 161, but added that providing some of the statistics identified in the standard would not be proportionate due to lack of resources.

As a result, WEA Cymru did not consider making the standards, which deal with supplementary matters in relation to the service provision standards, specifically applicable to them reasonable and proportionate.

Policy making standards [86-95]

WEA Cymru confirmed that they would assess and monitor both current and new policies in order to ensure they considered their impact on the opportunities for individuals to use Welsh, and in order to ensure they do not treat the Welsh language less favourably than the English language.

They noted that they did not possess an official grant awarding policy.

⁵ Paragraph 37, Part 3, Welsh Language Standards (Welsh Ministers, County and County Borough Councils, and National Park Authorities) Regulations 2015

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

WEA Cymru considered that making the standards, which deal with supplementary matters in relation to the policy making standards, specifically applicable to them would be reasonable and proportionate.

Operational standards [96-141]

Standards for the use of the Welsh language within a body's internal administration [96-109]

WEA Cymru considered it reasonable and proportionate for a body in Wales to comply with standard 96. They also confirmed that their policies would comply with the requirements of standards 97-109.

Standards for complaints made by members of a body's staff [110-113]

WEA Cymru confirmed that their current policies complied with the requirements of standards 110-113.

Standards for a body disciplining staff [114-117]

WEA Cymru confirmed that their current policies complied with the requirements of standards 114-117.

Standards for information technology and support material provided by a body, and the intranet [118-124]

WEA Cymru noted that they did not operate an intranet system. They added that they did not provide employees with computer software for checking Welsh spelling and grammar or provide Welsh interfaces for software where an interface already existed.

Standards for developing Welsh language skills through workforce planning and development [125-133]

WEA Cymru confirmed that they already complied with the majority of the requirements specified in standards 125-133, but that health and safety training was currently being provided in English only.

Standards for recruitment by a body [134-138]

WEA Cymru noted that they took into consideration factors such as the number of Welsh speakers that were already working in a specific office together with the numbers of Welsh speakers in the areas where new offices will be located.

They noted that they provided the documents listed in standard 135A in Welsh

They confirmed that they would conduct interviews and assessments in Welsh or provide an interpretation service if it were not possible to conduct them in Welsh otherwise.

When an applicant has applied for a job in Welsh, they confirmed that they inform the applicant of the decision in Welsh.

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Standards for signs displayed in a body's workplace [139-141]

WEA Cymru confirmed that the signs displayed inside the organization's premises are in Welsh, but that the Welsh has not currently been placed in such a way as to make it more likely to be read first.

Standards for audio announcements and messages in a body's workplace [142]

WEA Cymru confirmed that no announcements were made using audio equipment in the organization's workplace.

Standards that deal with supplementary matters in relation to operational standards [170-175]

WEA Cymru considered that making the standards, which deal with supplementary matters in relation to the operational standards, specifically applicable to them would be reasonable and proportionate.

Promotion standards [143-144]

WEA Cymru confirmed that they did not agree with making promotion standards potentially applicable to them.

Record keeping standards [145-157]

WEA Cymru confirmed that it would be reasonable and proportionate to expect them to comply with the majority of the standards concerning record keeping.

Nevertheless, they did not consider making standard 150 specifically applicable to them would be reasonable and proportionate. They did not consider the requirement either proportionate or desirable, bearing in mind that Welsh is being used as a first language by callers and/or staff and that there is no need to request a Welsh service at a number of their offices.

Standards that deal with supplementary matters in relation to the record keeping standards [178-179]

WEA Cymru considered making the standards, which deal with supplementary matters in relation to the record keeping standards, specifically applicable to them reasonable and proportionate.

National Association of Citizens Advice Bureaux

Service delivery standards

Activity 1: Correspondence sent by a body Standards for correspondence sent by a body [1-7]

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, but not through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 57% of commitments corresponded to the standards for correspondence sent out by a body.⁶

They noted that their ability to comply varied with each standard. They confirmed that they responded in Welsh to correspondence that was received in Welsh and that the Welsh version would not be treated less favourably than the English version. Nevertheless, they noted that they would not initiate correspondence in Welsh as English is the organization's operational language. In addition, they noted that the nature of the services provided varies according to the way services are financed.

They did not consider that setting the standards in question would be reasonable and proportionate on account of the cost as well as the need to adapt internal processes in order to recognise recipients from Wales.

Activity 2: Telephone calls made and received by a body Standards for telephone calls made and received by a body [8-22]

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, but not through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 73% of commitments corresponded to the standards for calls made and received by a body.⁷

They confirmed that a Welsh option is provided for all the organization's helplines. Nevertheless, it was noted that business calls are responded to in English, the organization's operational language. If calls were received in Welsh, they confirmed that they would endeavour to conduct calls in Welsh. As with activity 1, they noted that the nature of the services provided varies according to the way services are financed.

They did not consider making the standards in question applicable to them reasonable and proportionate on account of the cost, the lack of staff resources, and the fact that internal processes would need to be adapted in order to offer a Welsh option for every aspect of its telephone systems.

⁶ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁷ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

**Activity 3: Meetings conducted by a body that are not open to the general public
Standards for meetings conducted by a body that are not open to the general public [23-29]**

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, but not through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for meetings conducted by a body that are not open to the general public.⁸

The Association noted that internal meetings are routinely conducted in English, but that an interpretation service has been offered in the past when a request was received beforehand.

They did not consider that making the standards concerned applicable to them reasonable and proportionate on account of the cost and the lack of Welsh speakers amongst the staff.

**Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]**

The National Association of Citizens Advice Bureaux noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for meetings arranged by a body that are open to the public.⁹

**Activity 5: Public events organised or funded in their entirety by a body
Standards for public events organised or funded in their entirety by a body [35-36]**

The National Association of Citizens Advice Bureaux noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for public events organised or funded in their entirety by a body.¹⁰

**Activity 6: A body's publicity and advertising
Standards for a body's publicity and advertising [37]**

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, the commitments corresponded to the standard for a body's publicity and advertising.¹¹

⁸ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

¹⁰ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

¹¹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

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They considered making the standard in question specifically applicable to them reasonable and proportionate.

Activity 7: Displaying material in public **Standards for displaying material in public [38-39]**

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for displaying material in public.¹²

They considered making the standards in question specifically applicable to them reasonable and proportionate.

Activity 8: Producing and publishing documents **Standards for producing and publishing documents [40-49]**

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for producing and publishing documents.¹³

When considering the requirements of standards 40 and 43, they confirmed that they produced material for the use of the public bilingually in Wales. They noted that they did not produce the documents specified in standards 41, 42, 44 or 45.

They did not consider making the standards in question applicable to them reasonable and proportionate, because they were of the opinion that translating every document they published would be a disproportionate use of resources.

Activity 9: Producing and publishing forms **Standards for producing and publishing forms [50-51]**

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, but not through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for producing and publishing forms.¹⁴

They noted that the forms they provided were produced via the website and that those forms are currently available in English only. They added that standard 51 was not relevant to their activity.

¹² For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

¹³ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

¹⁴ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

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They did not consider making the standards in question specifically applicable to them reasonable and proportionate, on account of the lack of demand for their on-line services in Welsh.

Activity 10: A body's websites and on-line services **Standards for a body's websites and on-line services [52-57]**

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for websites and on-line services.

They did not consider that making the standards in question specifically applicable to them reasonable and proportionate on account of the lack of demand for its on-line services in Welsh. However, they noted that they were exploring how they could improve their on-line Welsh provision in a practical and affordable way.

Activity 11: Signs displayed by a body **Standards for signs displayed by a body [58-60]**

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 67% of commitments corresponded to the standards for signs displayed by a body.¹⁵

They considered making the standards in question specifically applicable to them reasonable and proportionate.

Activity 12: A body receiving visitors to its premises **Standards for a body receiving visitors to its premises [61-66]**

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, but not through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 86% of commitments corresponded to the standards for receiving visitors to the body's premises.¹⁶

They did not consider making the standards in question specifically applicable to them reasonable and proportionate because they did not employ receptionists outside their main office in London. They noted that they endeavour to receive visitors to their offices in Wales in Welsh if Welsh speakers are available.

¹⁵ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

¹⁶ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Activity 13: Official notices

Standards for official notices made by a body [67-68]

The National Association of Citizens Advice Bureaux noted that they did not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 50% of commitments corresponded to the standards for official notices made by a body.¹⁷

They did not consider making the standards in question specifically applicable to them reasonable and proportionate, on account of cost and in considering the current demand for their Welsh language services. They noted that they gave equal prominence to Welsh and English in producing bilingual materials or signs as part of its language scheme. Despite this, they were of the view that the definition of 'official notice' in the draft regulations could be interpreted to include a large volume of information, including all of the content of their website.

Activity 14: Awarding grants

Standards for awarding grants [69-73]

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, but not through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 83% of commitments corresponded to the standards for awarding grants.¹⁸

They noted that the awarding of grants to applicants takes place in English, as that is the operational language of the organization.

They did not consider that making the standards in question specifically applicable to them reasonable and proportionate, because they were of the opinion that conducting the awarding of grants bilingually would cause delay in the process, and interpretation costs would be additional.

Activity 15: Awarding contracts

Standards for awarding contracts [74-78]

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, but not through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 83% of commitments corresponded to the standards for awarding contracts.¹⁹

They noted that the awarding of contracts to applicants takes place in English, as that is the operational language of the organization.

¹⁷ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

¹⁸ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

¹⁹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

They did not consider making the standards in question specifically applicable to them reasonable and proportionate, because they were of the opinion that conducting the awarding of contracts bilingually would cause delay in the process, and that there would be associated costs.

Activity 16: Raising awareness of Welsh language services provided by a body Standards for raising awareness of Welsh language services provided by a body [79-80]

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 50% of commitments corresponded to the standards specified in the draft regulations for raising awareness of Welsh language services that are provided by a body.²⁰

It should be noted that section 12(2)(b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify the ways in which organizations will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

They considered making the standards in question specifically applicable to them reasonable and proportionate.

Activity 17: A body's corporate identity Standards for a body's corporate identity [81]

The National Association of Citizens Advice Bureaux noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, the commitments corresponded to the standard for a body's corporate identity.²¹

They considered that making the standards in question specifically applicable to them reasonable and proportionate.

Activity 18: Courses offered by a body Standards for courses provided by a body [82-84]

The National Association of Citizens Advice Bureaux noted that they did not carry out the activity in question. This appeared to be due to the fact that they were of the opinion that they did not provide courses to the public.

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for courses provided by a body.

²⁰ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

²¹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Activity 19: Public address systems used by a body.

Standards for public address systems used by a body [85]

The National Association of Citizens Advice Bureaux noted that they did not carry out the activity in question as they were tenants in their current offices.

When analysing current commitments in the Welsh language scheme of the person concerned, the commitments did not correspond to the standard for public address systems used by a body.²²

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

The National Association of Citizens Advice Bureaux noted that they recorded statistics on the use of Welsh services to the extent they are relevant to specific contracts. There were no formal structures for recording the use of Welsh apart from the process of reporting annually on the organization's Welsh language scheme.

They did not consider making the standards, which deal with supplementary matters in relation to the service delivery standards, specifically applicable to them reasonable and proportionate because additional funding would be required in order to create the necessary internal systems.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for policy making.²³

The National Association of Citizens Advice Bureaux noted that they did not consider the use of Welsh in the development of internal policies to be implemented across England and Wales. However, they noted that they did consider matters related to the Welsh language in the development of services or campaigns that could affect Welsh speakers.

Likewise, they did not consider the use of Welsh in the awarding of grants, unless the financier expected this to be included in the requirements.

They did not consider that making the policy making standards specifically applicable to them reasonable and proportionate. They noted that they were an integrated organization at present that provided services in England and Wales, and that changing the current processes could potentially lead to establishing different processes for England and Wales.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The National Association of Citizens Advice Bureaux did not consider making the standards, which deal with supplementary matters in relation to the policy making standards, specifically applicable to them reasonable and proportionate because of the cost of developing new systems in order to record and report on activities.

²² For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

²³ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

In considering the requirements of standard 173, they noted that it would not be possible to make commitments in terms of reporting timetables until the range of standards with which they must comply becomes clear.

Operational standards [96-141]

Standards for the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for the use of the Welsh language within a body's internal administration.

When considering the requirements of standard 96, the National Association of Citizens Advice Bureaux confirmed that they operated a policy on the internal use of Welsh, and that the policy was published on the intranet.

As English was currently the operational language of the organization, they noted that they could not comply with standards 97-109.

Standards for complaints made by members of a body's staff [110-113]

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for complaints made by members of a body's staff.

The National Association of Citizens Advice Bureaux noted that they allowed staff to make complaints in Welsh, although they did not notify staff that it was possible to do so.

As English was currently the operational language of the organization, they noted that they could not comply with standards 110-113.

Standards for a body disciplining staff [114-117]

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for a body disciplining staff.

The National Association of Citizens Advice Bureaux noted that they allowed staff to respond in Welsh to allegations made against them via an internal disciplinary process, although they did not notify staff that it was possible to do so.

As English was currently the operational language of the organization, they noted that they could not comply with standards 114-117.

Standards for information technology and support material provided by a body, and the intranet [118-124]

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards in relation to information technology and support material provided by a body, and the intranet.

As English was currently the operational language of the organization, they noted that they could not comply with standards 118-124.

Standards for developing Welsh language skills through workforce planning and development [125-133]

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 22% of commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and development.²⁴

The National Association of Citizens Advice Bureaux noted that they did not routinely assess employees' Welsh language skills, except where those skills were essential for a specific post.

They added that they did provide training for staff in Wales on issues relating to the Welsh language, and that those members of staff used bilingual signatures on e-mails.

However, as English was currently the operational language of the organization, they noted that they could not comply with standards 125-133.

Standards for recruitment by a body [134-138]

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 71% of commitments corresponded to the standards for recruitment by a body.²⁵

The National Association of Citizens Advice Bureaux noted that they assessed whether Welsh language skills were required for new posts, and that posts on the Citizens Advice Wales team were advertised bilingually.

Standards for signs displayed in a body's workplace [139-141]

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 75% of commitments corresponded to the standards for signs displayed in a body's workplace.²⁶

The National Association of Citizens Advice Bureaux confirmed that the signs displayed inside their premises are in Welsh, but that the Welsh had not been placed in such a way as to make it more likely to be read first.

Standards for audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Welsh language scheme of the person concerned, the commitments did not correspond to the standard for public address systems used by a body.

The National Association of Citizens Advice Bureaux noted that announcements via audio equipment were made in the organization's workplace, but that they did not make these announcements in Welsh.

²⁴ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely

²⁵ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

²⁶ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

Standards that deal with supplementary matters in relation to operational standards [170-175]

The National Association of Citizens Advice Bureaux did not consider making the standards, which deal with supplementary matters in relation to the operational standards, specifically applicable to them reasonable and proportionate because they were of the opinion that they did not have the funding to renew and build systems and processes to the extent necessary.

Promotion standards [143-144]

The National Association of Citizens Advice Bureaux confirmed that they did not agree with making promotion standards potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 62% of commitments corresponded to the standards concerning record keeping.²⁷

In considering the requirements of the standards in question, the National Association of Citizens Advice Bureaux noted that they recorded any relevant information informally.

They did not consider that making the standards in question specifically applicable to them reasonable and proportionate on account of the cost of developing new systems in order to record and report on activities. They added that it would not be possible to make commitments in terms of reporting timetables until the range of standards with which they must comply becomes clear.

Standards that deal with supplementary matters in relation to record keeping standards [178-179]

The National Association of Citizens Advice Bureaux did not consider making the standards, which deal with supplementary matters in relation to the record keeping standards, specifically applicable to them reasonable and proportionate on account of the cost of developing new systems in order to record and report on activities.

Nevertheless, they confirmed that they would attempt to operate within the standards as necessary, in order to provide the Commissioner with relevant information.

²⁷ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

Gofal Cymru

Service delivery standards

Activity 1: Correspondence sent by a body Standards for correspondence sent by a body [1-7]

Gofal Cymru noted that they carried out the activity in question, but did not do so in Welsh as a rule.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 43% of commitments corresponded to the standards for correspondence sent by a body.²⁸

Gofal Cymru noted they considered making a selection of these standards specifically applicable to them unreasonable and disproportionate, that is 2, 3, 4, 5 and 7, on account of the additional financial burden, the time delay, and the difficulty of understanding them in the case of some service users.

Activity 2: Telephone calls made and received by a body Standards for telephone calls made and received by a body [8-22]

Gofal Cymru noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 60% of commitments corresponded to the standards for telephone calls made and received by a body.²⁹

Gofal Cymru noted that they considered that making these standards specifically applicable to them unreasonable and disproportionate with the exception of standard 22. Amongst the reasons given, it was noted that it would be unreasonable for them to comply with standards 9-21 as they do not have the bilingual staff to supply the provision beyond greeting callers in Welsh. Gofal Cymru stated they had difficulty in the past recruiting staff with Welsh language skills as well as the other competencies.

Activity 3: Meetings conducted by a body that are not open to the general public Standards for meetings conducted by a body that are not open to the general public [23-29]

Gofal Cymru noted that they carried out the activity in question, but did not do so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 72% of commitments corresponded to the standards for meetings conducted by a body that are not open to the public.³⁰

²⁸ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

²⁹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

³⁰ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

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Gofal Cymru stated that they do not consider making these standards specifically applicable to them reasonable or proportionate, because of the financial burden on the organization of having to procure an interpretation service.

Activity 4: Meetings arranged by a body that are open to the public Standards for meetings arranged by a body that are open to the public [30-34]

Gofal Cymru noted that they do not carry out the activity in question but they confirmed that there is provision in their Welsh language scheme that ensures Welsh will not be treated less favourably than English if they were to hold such a meeting in future.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 80% of commitments corresponded to the standards for meetings arranged by a body that are open to the public.³¹

Gofal Cymru noted that they considered making these standards specifically applicable to them unreasonable and disproportionate on the basis of cost and lack of demand in their view.

Activity 5: Public events organised or funded in their entirety by a body Standards for public events organised or funded in their entirety by a body [35-36]

Gofal Cymru noted that they do carry out the activity in question for service users only, but that they do not do so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 50% of commitments corresponded to the standards for public events organised or funded in their entirety by a body.³²

Gofal Cymru noted that they considered making these standards specifically applicable to them unreasonable and disproportionate on the basis of cost, the lack of Welsh language skills amongst support workers and the lack of demand in their view.

Activity 6: A body's publicity and advertising Standards for a body's publicity and advertising [37]

Gofal Cymru noted that it carried out the activity in question, but did not do so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for a body's publicity and advertising.³³

Gofal Cymru noted that they considered making this standard specifically applicable to them reasonable and proportionate.

³¹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

³² For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

³³ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Activity 7: Displaying material in public
Standards for displaying material in public [38-39]

Gofal Cymru noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for displaying material in public.

Gofal Cymru noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 8: Producing and publishing documents
Standards for producing and publishing documents [40-49]

Gofal Cymru noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 60% of commitments corresponded to the standards for producing and publishing documents.³⁴

Gofal Cymru noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 9: Producing and publishing forms
Standards for producing and publishing forms [50-51]

Gofal Cymru noted that they carried out the activity in question, and did so through the medium of Welsh on request.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 25% of commitments corresponded to the standards for producing and publishing forms.³⁵

Gofal Cymru noted that they considered making these standards specifically applicable to them unreasonable and disproportionate on the basis of the cost of translating and printing in two languages.

Activity 10: A body's websites and on-line services
Standards for a body's websites and on-line services [52-57]

Gofal Cymru noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 67% of commitments corresponded to the standards for websites and on-line services.³⁶

Gofal Cymru noted that the content of their website was bilingual with the exception of the news section. They considered making these standards specifically applicable to them reasonable and proportionate.

³⁴ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

³⁵ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

³⁶ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Activity 11: Signs displayed by a body

Standards for signs displayed by a body [58-60]

Gofal Cymru noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments responded to the standards for signs displayed by a body.

Gofal Cymru noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 12: A body receiving visitors to its premises

Standards for a body receiving visitors to its premises [61-66]

Gofal Cymru noted that they carried out the activity in question, but did not do so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for a body receiving visitors to its premises.

Gofal Cymru stated that they considered making these standards specifically applicable to them unreasonable and disproportionate because they do not currently have the human resources with the necessary bilingual skills.

Activity 13: Official notices

Standards for official notices made by a body [67-68]

Gofal Cymru noted that they do not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for official notices.³⁷

Gofal Cymru noted that they considered making these standards specifically applicable to them unreasonable and disproportionate as they do not undertake the activity.

Activity 14: Awarding grants

Standards for awarding grants [69-73]

Gofal Cymru noted that they do not undertake the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 33% of commitments corresponded to the standards for awarding grants.³⁸

Gofal Cymru noted that they considered making these standards specifically applicable to them unreasonable and disproportionate as they do not undertake the activity.

³⁷ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

³⁸ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Activity 15: Awarding contracts Standards for awarding contracts [74-78]

Gofal Cymru noted that they carried out the activity in question, but did not do so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 33% of commitments corresponded to the standards for awarding contracts.³⁹

Gofal Cymru stated that they do not consider making these standards specifically applicable to them reasonable or proportionate, because they do not have the financial or human resources to be able to comply with the duties.

Activity 16: Raising awareness about Welsh language services provided by a body Standards for raising awareness about Welsh language services provided by a body [79-80]

Gofal Cymru noted that they do not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for raising awareness of the Welsh language services that are provided.⁴⁰

It should be noted that section 12 (2)(b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify the ways in which organizations will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

Gofal Cymru stated that they do not consider making these standards specifically applicable to them reasonable or proportionate, as they do not offer support services through the medium of Welsh at present. It was noted, however, that they gave their service users the opportunity to express their language preference.

Activity 17: A body's corporate identity Standards for a body's corporate identity [81]

Gofal Cymru noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of the commitments corresponded to the standard for a body's corporate identity.⁴¹

Gofal Cymru noted that they considered making this standard specifically applicable to them reasonable and proportionate.

³⁹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁴⁰ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁴¹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Activity 18: Courses offered by a body

Standards for courses provided by a body [82-84]

Gofal Cymru noted that they carried out the activity in question, but did not do so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for courses provided by a body.

Gofal Cymru noted that they did not consider making these standards specifically applicable to them reasonable and proportionate as their current trainers do not speak Welsh.

Activity 19: Public address systems used by a body.

Standards for public address systems used by a body [85]

Gofal Cymru noted that they do not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for public address systems used by a body.

Gofal Cymru noted that they did not consider making this standard specifically applicable to them reasonable or proportionate as they do not undertake the activity.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Gofal Cymru noted that they did not consider making standard 161 specifically applicable to them reasonable or proportionate because of the extra burden collecting the information would place upon them.

Policy making standards [86-95]

When analysing current commitments in the Welsh language scheme of Gofal Cymru, an average of 30% of commitments corresponded to the policy making standards.⁴²

Gofal Cymru noted that plans are scrutinised including consideration of the Welsh language where relevant. Likewise Gofal Cymru's internal policies are assessed for their impact by the equality and diversity group.

They did not consider making these standards specifically applicable to them reasonable or proportionate as only internal policies are scrutinised.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Gofal Cymru noted that they considered making these standards specifically applicable to them unreasonable and disproportionate because they do not publicise policy making standards at present.

⁴² Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

Operational standards [96-141]

Standards for the use of the Welsh language within a body's internal administration [96-109]

When analysing current commitments in Gofal Cymru's Welsh language scheme, none of the commitments corresponded to the standards for the use of the Welsh language within a body's internal administration.

They noted that they operate a policy for the use of the Welsh language internally and employees can choose to receive human resources documents in Welsh.

Standards for complaints made by members of a body's staff [110-113]

When analysing current commitments in the Gofal Cymru's Welsh language scheme, none of the commitments corresponded to the standards concerning complaints made by members of a body's staff.

They confirmed that staff are not informed that they can make and respond to complaints through the medium of Welsh and conducting a meeting to discuss the complaint in Welsh is not permitted. Among the reasons for this was the financial cost, the sensitivity of providing an interpretation service, and the inability of senior managers to speak Welsh.

Standards for a body disciplining staff [114-117]

When analysing current commitments in the Gofal Cymru's Welsh language scheme, none of the commitments corresponded to the standards concerning a body disciplining staff.

Gofal Cymru confirmed that staff are not informed that they can respond to an allegation made against them through the medium of Welsh and a disciplinary meeting would not be held in Welsh either. Among the reasons for this was the financial cost, the sensitivity of providing an interpretation service, and the inability of senior managers to speak Welsh.

Standards for information technology and support material provided by a body and intranet [118-124]

When analysing current commitments in the Gofal Cymru's Welsh language scheme, an average of 29% of commitments corresponded to the standards in relation to information technology and support material provided by a body, and the intranet.⁴³

Gofal Cymru noted that they do not currently comply with any of the requirements.

Standards for developing Welsh language skills through workforce planning and development [125-133]

When analysing current commitments Gofal Cymru's Welsh language scheme, an average of 56% of commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and development.⁴⁴

Gofal Cymru confirmed that they assessed the Welsh language skills of their employees and the information is disseminated across the organization. Gofal Cymru confirmed that they offer Welsh lessons to staff to further develop their skills when they are required for a post. It was noted that Gofal Cymru provides occupational training through the medium of

⁴³ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

⁴⁴ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

English but that it provides information to raise employees' awareness of the Welsh language, an understanding of the requirements upon them to operate in accordance with their language scheme, and how the Welsh language may be used in the workplace.

Standards for recruitment by a body [134-138]

When analysing current commitments in the Gofal Cymru Welsh language scheme, an average of 43% of the commitments corresponded to the standards concerning recruitment by a body.⁴⁵

Gofal Cymru confirmed that their recruitment package was available in Welsh on request and that they do not state that a Welsh application will not be treated less favourably than an English application. Nevertheless, it was said that applications in both languages would be treated on an equal basis. Gofal Cymru confirmed that Welsh would be the medium of correspondence following an application made in that language.

Standards for signs displayed in a body's workplace [139-141]

When analysing current commitments in the Gofal Cymru Welsh language scheme, none of the commitments corresponded to the standards concerning signs displayed in a body's workplace.

Gofal Cymru noted that the signs displayed in the organization's workplace do not include Welsh.

Standard for audio announcements and messages in a body's workplace [142]

When analysing current commitments in the Gofal Cymru Welsh language scheme, none of the commitments corresponded to the standard concerning audio announcements and messages in a body's workplace.

Gofal Cymru noted that they do not make audio announcements for the attention of their employees.

Standards that deal with supplementary matters in relation to the operating standards [170-175]

Gofal Cymru noted that they considered making standard 173 specifically applicable to them unreasonable and disproportionate on account of the burden of collecting additional information.

Promotion standards [143-144]

Gofal Cymru stated that they do not agree with making the promotion standards potentially applicable to them.

Record keeping standards [145-157]

When analysing current commitments in the Gofal Cymru Welsh language scheme, an average of 38% of commitments corresponded to the record keeping standards.⁴⁶

Gofal Cymru stated that they considered making these standards specifically applicable to them reasonable and proportionate.

⁴⁵ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

⁴⁶ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

Standards that deal with supplementary matters in relation to record keeping standards [178-179]

Gofal Cymru noted that they considered making these standards specifically applicable to them unreasonable and disproportionate because they do not publicise record keeping standards at present.

Royal Voluntary Service

Service delivery standards

Activity 1: Correspondence sent by a body Standards for correspondence sent by a body [1-7]

The Royal Voluntary Service noted that they carried out the activity in question, and did so in Welsh.

They considered that the requirements of a number of the standards could be reasonable and proportionate.

Nevertheless, it did not consider that making standards 3, 4 and 5 specifically applicable to it would be reasonable and proportionate on account of the cost of complying with the standards. Moreover, it added that the expenditure would not, in its view, promote the interests of the majority of the charity's beneficiaries.

Activity 2: Telephone calls made and received by a body Standards for telephone calls made and received by a body [8-22]

The Royal Voluntary Service noted that they carried out the activity in question, and did so in Welsh.

They considered that a selection of the standards could be reasonable and proportionate.

However, they did not consider making the standards in question applicable to them reasonable and proportionate, when considering the requirements of standards 8-11 and 15-21. They noted the need to ensure that the charity's assets were utilised to promote its interests, and that it would be unreasonable and disproportionate to provide extra resources to deal with Welsh language calls, together with recording callers' language preference.

They added that some calls were transferred to volunteers, and it would not be possible to ensure that volunteers with Welsh language skills would be available on every occasion.

Activity 3: Meetings conducted by a body that are not open to the general public Standards for meetings conducted by a body that are not open to the general public [23-29]

The Royal Voluntary Service noted that they carried out the activity in question, but not through the medium of Welsh.

They did not consider that making the standards in question specifically applicable to them reasonable and proportionate. They noted that they could conduct some local meetings in Welsh if the relevant staff could speak Welsh, but that it would not be possible to make this provision on every occasion.

They confirmed that they would consider using an interpretation service at meetings that were sufficiently large to justify the provision, e.g. if 50% or more of those attending had stated that they would like to contribute in Welsh.

Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]

The Royal Voluntary Service noted that they carried out the activity in question, but not through the medium of Welsh.

The organization did not consider making the standards in question specifically applicable to them reasonable and proportionate. They confirmed that they would consider using an interpretation service at meetings that were sufficiently large to justify the provision, e.g. if 50% or more of those attending had stated that they would like to contribute in Welsh. They added that it would be more of a challenge to ascertain these numbers in advance of meetings that were open to the public.

Activity 5: Public events organised or funded in their entirety by a body
Standards for public events organised or funded in their entirety by a body [35-36]

The Royal Voluntary Service noted that they carried out the activity in question, but not through the medium of Welsh.

They did not consider making the standards in question specifically applicable to them reasonable and proportionate, on account of the cost of providing an interpretation service for all the organization's events.

Activity 6: A body's publicity and advertising
Standards for a body's publicity and advertising [37]

The Royal Voluntary Service noted that they carried out the activity in question, and did so through the medium of Welsh.

They noted that they provided bilingual leaflets in Wales for the recruitment of volunteers and to promote their services.

They did not consider making the standard in question specifically applicable to them reasonable and proportionate, due to the lack of resources and the low demand for Welsh versions of current resources.

Activity 7: Displaying material in public
Standards for displaying material in public [38-39]

The Royal Voluntary Service noted that they carried out the activity in question, and did so through the medium of Welsh.

They noted that they had Welsh leaflets and banners, but that other resources such as pens and balloons were provided in English only in order to reduce production costs.

They did not consider making the standards in question specifically applicable to them reasonable and proportionate due to the fact that some marketing resources were distributed throughout the UK.

Activity 8: Producing and publishing documents

Standards for producing and publishing documents [40-49]

The Royal Voluntary Service noted that that they carried out the activity in question, but not through the medium of Welsh.

They confirmed that they often produced research that was relevant specifically to Wales in Welsh, but that they did not produce other documents in Welsh.

They did not consider making the standards in question specifically applicable to them reasonable or proportionate; noting their obligation to ensure funding is used in accordance with the interests of the charity. They added that the cost of producing all the organization's documents would be prohibitive and possibly wasteful.

They confirmed that Welsh versions of published documents would not be treated less favourably than the English versions.

Activity 9: Producing and publishing forms

Standards for producing and publishing forms [50-51]

The Royal Voluntary Service noted that they carried out the activity in question, but not through the medium of Welsh.

They did not consider making the standards in question specifically applicable to them reasonable and proportionate. They noted that it would not be possible for them to translate all their forms for financial reasons, but that they would attempt to provide this service on request.

Activity 10: A body's websites and on-line services

Standards for a body's websites and on-line services [52-57]

The Royal Voluntary Service noted that they carried out the activity in question, but not through the medium of Welsh.

They did not consider making the standards in question specifically applicable to them reasonable and proportionate. They noted that they could provide those parts of their website that were specifically relevant to Wales in Welsh and also, possibly, their homepage. They confirmed that they could state that Welsh versions of English pages were available where relevant.

They noted that they could not ensure that every page on their website was available in Welsh, nor could they provide an interface and menus in Welsh for every page of their website.

They did not publish apps.

Activity 11: Signs displayed by a body

Standards for signs displayed by a body [58-60]

The Royal Voluntary Service noted that they carried out the activity in question, and did so in Welsh.

They confirmed that they provided bilingual signs when they provided services in hospitals in Wales. They added that the charity did not use many other relevant signs.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

However, they did not consider that making the standards in question specifically applicable to them reasonable and proportionate. They noted that standard 58 would not be practicable as they did not have an internal translator to translate signs at short notice. In relation to standard 59, they noted that a number of signs had already been produced which did not show the Welsh first, and that it would be prohibitive in terms of cost to reproduce these signs in order to place the Welsh first.

Activity 12: A body receiving visitors to its premises Standards for a body receiving visitors to its premises [61-66]

The Royal Voluntary Service noted that they carried out the activity in question, but not through the medium of Welsh.

They noted that they did not have a reception area at their main office, but that they were considering adding one in the future. They did not consider making the standards in question specifically applicable to them reasonable and proportionate, chiefly because they could not ensure that a Welsh speaker would be available to receive visitors on every occasion. They added that it would be prohibitive in terms of cost to use an interpreter to receive visitors in Welsh.

They confirmed that they could ensure that staff who spoke Welsh wore a badge to indicate this.

Activity 13: Official notices Standards for official notices made by a body [67-68]

The Royal Voluntary Service noted that they did not carry out the activity in question.

They did not consider making the standards in question applicable to them reasonable and proportionate, because they did not carry out the activity.

Activity 14: Awarding grants Standards for awarding grants [69-73]

The Royal Voluntary Service noted that they did not carry out the activity in question.

They did not consider making the standards in question applicable to them reasonable and proportionate, because they did not carry out the activity.

However, they noted that they did sometimes return a surplus of charity funding to hospitals where they support retail units.

Activity 15: Awarding contracts Standards for awarding contracts [74-78]

The Royal Voluntary Service noted that they carried out the activity in question, but not through the medium of Welsh.

They did not consider making the standards in question specifically applicable to them reasonable and proportionate. They noted that they mainly tendered for services across the UK, and they could not provide the services in question through the medium of Welsh (including any translation requirements) for reasons of cost and lack of staff resources.

**Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]**

The Royal Voluntary Service noted they carried out the activity in question, and did so in Welsh.

It should be noted that section 12 (2)(b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify the ways in which organizations will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

They confirmed that they stated that Welsh services were available when applications were made for the relevant services.

They did not consider making the standards in question specifically applicable to them reasonable and proportionate, because all their documents and forms would not be available in Welsh, including material on the website pages that is relevant to the whole of the UK.

**Activity 17: A body's corporate identity
Standards for a body's corporate identity [81]**

The Royal Voluntary Service noted that they carried out the activity in question, and did so through the medium of Welsh.

They confirmed that they did possess writing material with a Welsh subtitle to be used in Wales only. They noted that it would be too expensive for the charity to produce all their materials bilingually throughout the UK. For this reason, they did not consider making the standard in question specifically applicable to them reasonable and proportionate.

**Activity 18: Courses offered by a body
Standards for courses provided by a body [82-84]**

The Royal Voluntary Service noted that they did not carry out the activity in question.

**Activity 19: Public address systems used by a body.
Standards for public address systems used by a body [85]**

The Royal Voluntary Service noted that they did not carry out the activity in question.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

The Royal Voluntary Service noted that they would work towards compliance with the standards to a greater or lesser degree, with the exception of standard 161. When considering this standard, they noted that they did not provide a Welsh version of their annual report, because it discussed the charity's activities across the UK.

They did not consider making the standards in question specifically applicable to them reasonable and proportionate.

Policy making standards [86-95]

The Royal Voluntary Service did not consider making the policy making standards specifically applicable to them reasonable and proportionate.

They noted that their policies were internal documents that were operative throughout the charity. They undertook to ensure the Welsh language would be taken into account where relevant (in marketing materials for example), but decisions on any such provision would be dependent on the availability of funding rather than on policy.

In assessing new or revised policies, they noted that they did not consider their impact on the Welsh language in a formal manner. They added that they did not formally seek opinions concerning policies, although they did give volunteers and employees opportunities to make comments on proposed ways of working and communicating.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The Royal Voluntary Service did not consider making the standards, which deal with supplementary matters in relation to the policy making standards, specifically applicable to them reasonable and proportionate, for reasons of cost.

Operational standards [96-141]

Standards for the use of the Welsh language within a body's internal administration [96-109]

In considering the requirements of standard 96, the Royal Voluntary Service noted that they did not operate a policy on the use of Welsh internally, with the intention of promoting and facilitating the use of Welsh.

They confirmed that they did not comply with the requirements of standards 97-109 when the evidence was submitted, noting that fewer than 12% of employees were located in Wales and that it would be unreasonable and disproportionate to translate the documents in question for this proportion of staff.

Standards for complaints made by members of a body's staff [110-113]

The Royal Voluntary Service noted that they allowed staff members to make complaints, or to respond to any complaint concerning them, in Welsh. However, they would not conduct subsequent meetings in Welsh, or inform members that it was possible to complain or respond to a complaint in Welsh.

Standards for a body disciplining staff [114-117]

The Royal Voluntary Service noted that they did not fully comply with the requirements of standards 114-117 when the evidence was submitted. They noted that they allowed staff to respond in Welsh to allegations made against them via an internal disciplinary process, although they did not publicise the possibility of doing so. They noted that they could conduct a meeting in Welsh if they were requested to do so by using an interpretation service, and that managers could in some cases conduct meetings in Welsh themselves.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Standards for information technology and support material provided by a body, and the intranet [118-124]

The Royal Voluntary Service confirmed that they provided staff with computer software for checking Welsh spelling and grammar, and that they also provided Welsh interfaces for software where an interface already existed. They did not provide their intranet in Welsh, on account of cost and lack of staff resources.

Standards for developing Welsh language skills through workforce planning and development [125-133]

The Royal Voluntary Service did not fully comply with the requirements of standards 125-133 when the evidence was submitted. If a specific manager could speak Welsh it would be possible for them to conduct training and induction in Welsh, but the material would be available in English only.

Standards for recruitment by a body [134-138]

The Royal Voluntary Service noted that they welcomed Welsh speakers, but that Welsh language skills were not essential for any posts within the organization. It added that it employed individuals on the basis of their ability to perform specific roles, and it did not assess Welsh language skills as part of their current recruitment process.

Standards for signs displayed in a body's workplace [139-141]

The Royal Voluntary Service confirmed that signs within the organization's premises were not in Welsh at present.

Standards for audio announcements and messages in a body's workplace [142]

The Royal Voluntary Service confirmed that no announcements were made using sound equipment in the organization's workplace.

Standards that deal with supplementary matters in relation to operational standards [170-175]

The Royal Voluntary Service did not consider making the standards, which deal with supplementary matters in relation to the operational standards, specifically applicable to them reasonable and proportionate, because they did not publish operational standards, and were not of the view that there would be sufficient demand for the information in question in Welsh at present. They added that they could not justify the translation costs.

Promotion standards [143-144]

The Royal Voluntary Service did not agree with making promotion standards potentially applicable to them.

Record keeping standards [145-157]

In considering the record keeping standards, the Royal Voluntary Service noted that they record the number of volunteers who can speak Welsh, the details of complaints received in Welsh, together with the responses to them.

With regard to the elements of the standards in question that are related to recruitment, they noted that they would ensure that a Welsh speaker was present at interviews for any posts where Welsh was an essential requirement in order to assess the applicants' Welsh language skills.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

They did not consider making the record keeping standards specifically applicable to them reasonable and proportionate, because they were of the opinion that recording all the information in question would not be an effective use of resources.

Standards that deal with supplementary matters in relation to record keeping standards [178-179]

The Royal Voluntary Service did not consider making the standards that deal with supplementary matters in relation to the record keeping standards specifically applicable to them reasonable and proportionate. They noted that they did not keep records routinely and that it would be a challenge to begin to do so considering the need to use their resources as a charity effectively.

Hafal

Service delivery standards

Activity 1: Correspondence sent by a body Standards for correspondence sent by a body [1-7]

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 29% of commitments corresponded to the standards for correspondence sent by a body.⁴⁷

Hafal noted that they considered making these standards specifically applicable to them was reasonable and proportionate.

Activity 2: Telephone calls made and received by a body Standards for telephone calls made and received by a body [8-22]

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 67% of commitments corresponded to the standards for telephone calls made and received by a body.⁴⁸

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 3: Meetings conducted by a body that are not open to the general public Standards for meetings conducted by a body that are not open to the general public [23-29]

Hafal noted that they carried out the activity in question, but did not do so through the medium of Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for meetings conducted by a body that are not open to the public.⁴⁹

Hafal stated that they would make every effort to support the ability of an individual who wished to take part in a meeting through the medium of Welsh. Although they stated that they considered making these standards specifically applicable to them reasonable and proportionate, it was noted that they would take the nature and the circumstances of the meeting into consideration when reaching a decision.

⁴⁷ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁴⁸ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁴⁹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Activity 4: Meetings arranged by a body that are open to the public Standards for meetings arranged by a body that are open to the public [30-34]

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for meetings arranged by a body that are open to the public.⁵⁰

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate and that they already complied by virtue of their Welsh language scheme.

Activity 5: Public events organised or funded in their entirety by a body Standards for public events organised or funded in their entirety by a body [35-36]

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for public events organised or funded in their entirety by a body.⁵¹

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate and that they already complied by virtue of their Welsh language scheme.

Activity 6: A body's publicity and advertising The standard for a body's publicity and advertising [37]

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for a body's publicity and advertising.⁵²

Hafal noted they considered that making this standard specifically applicable to them reasonable and proportionate and that they already complied by virtue of their Welsh language scheme.

Activity 7: Displaying material in public Standards for displaying material in public [38-39]

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments responded to the standards for displaying material in public.⁵³

⁵⁰ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁵¹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁵² For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁵³ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Hafal noted that they considered that making these standards specifically applicable to them reasonable and proportionate.

Activity 8: Producing and publishing documents **Standards for producing and publishing documents [40-49]**

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 90% of commitments corresponded to the standards for producing and publishing documents.⁵⁴

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate and that they already complied by virtue of their Welsh language scheme.

Activity 9: Producing and publishing forms **Standards for producing and publishing forms [50-51]**

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for producing and publishing forms.⁵⁵

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate and that they already complied by virtue of their Welsh language scheme.

Activity 10: A body's websites and on-line services **Standards for a body's websites and on-line services [52-57]**

Hafal noted that it carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 83% of commitments corresponded to the standards for websites and on-line services.⁵⁶

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate and that they already complied by virtue of their Welsh language scheme.

Activity 11: Signs displayed by a body **Standards for signs displayed by a body [58-60]**

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments responded to the standards for signs displayed by a body.

⁵⁴ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁵⁵ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁵⁶ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate and that they already complied by virtue of their Welsh language scheme.

Activity 12: A body receiving visitors to its premises Standards for a body receiving visitors to its premises [61-66]

Hafal noted they do not carry out the activity in question because members of the public do not usually visit them as their clients are individuals and families who have been referred by their GP, social workers or psychiatrists to receive a service from the relevant person.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 43% of commitments responded to the standards for a body receiving visitors to its premises.⁵⁷

Hafal stated that they do not consider making these standards specifically applicable reasonable or proportionate as they expect their visitors according to an appointments system.

Activity 13: Official notices Standards for official notices made by a body [67-68]

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 50% of commitments corresponded to the standards for official notices.⁵⁸

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate and that they already complied by virtue of their Welsh language scheme.

Activity 14: Awarding grants Standards for awarding grants [69-73]

Hafal noted that they do not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 83% of commitments corresponded to the standards for awarding grants.⁵⁹

Activity 15: Awarding contracts Standards for awarding contracts [74-78]

Hafal noted that they do not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, an average of 67% of commitments corresponded to the standards for awarding contracts.⁶⁰

⁵⁷ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁵⁸ For each activity, the average percentage of commitments found in Welsh language schemes of persons concerned, which correspond to the standards, be that partially or completely.

⁵⁹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Activity 16: Raising awareness about Welsh language services provided by a body Standards for raising awareness about Welsh language services provided by a body [79-80]

Hafal noted that they do not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of commitments corresponded to the standards for raising awareness of the Welsh language services that are provided.⁶¹

It should be noted that section 12 (2)(b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify the ways in which organizations will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

Activity 17: A body's corporate identity Standards for a body's corporate identity [81]

Hafal noted that they carried out the activity in question, and did so in Welsh.

When analysing current commitments in the Welsh language scheme of the person concerned, 100% of the commitments corresponded to the standard for a body's corporate identity.⁶²

Hafal noted they considered making this standard specifically applicable to them reasonable and proportionate and that they already complied by virtue of their Welsh language scheme.

Activity 18: Courses offered by a body Standards for courses provided by a body [82-84]

Hafal noted that they do not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for courses provided by a body.

Activity 19: Public address systems used by a body. Standards for public address systems used by a body [85]

Hafal noted that they do not carry out the activity in question.

When analysing current commitments in the Welsh language scheme of the person concerned, none of the commitments corresponded to the standards for public address systems used by a body.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate.

⁶⁰ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁶¹ For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

⁶² For each activity, the average percentage of commitments found in the Welsh language schemes of the persons concerned, which correspond to the standards, be that partially or completely.

Policy making standards [86-95]

When analysing current commitments in Hafal's Welsh language scheme, an average of 90% of commitments corresponded to the policy making standards.⁶³

Hafal noted that they did not consult on policy decisions or currently assess the impact their policy decisions have on the opportunities for persons to use the Welsh language. However, Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Operational standards [96-141]

Standards for the use of the Welsh language within a body's internal administration [96-109]

When current commitments in Hafal's Welsh language scheme were analysed, none of the commitments corresponded to the standards for the use of the Welsh language within a body's internal administration.

Hafal noted that they operated a policy on using the Welsh language internally and that it is published on their intranet. It was noted, however, that the organization's human resources administration is currently being carried out in English and they would endeavour to comply on request from an individual if these standards were made specifically applicable to them.

Standards for complaints made by members of a body's staff [110-113]

When current commitments in Hafal's Welsh language scheme were analysed, none of the commitments corresponded to the standards concerning complaints made by members of a body's staff.

Hafal confirmed that staff are informed that they can make and respond to complaints through the medium of Welsh but they would be unable to conduct a meeting to discuss the complaint without the support of an interpretation service.

Standards for a body disciplining staff [114-117]

When current commitments in Hafal's Welsh language scheme were analysed, none of the commitments corresponded to the standards concerning a body disciplining staff.

Hafal confirmed that staff are informed that they can follow the disciplinary process through the medium of Welsh but they would be unable to conduct a disciplinary meeting without the support of an interpretation service.

⁶³ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

Standards for information technology and support material provided by a body and intranet [118-124]

When current commitments in Hafal's Welsh language scheme were analysed, none of the commitments corresponded to the standards in relation to information technology and support material provided by a body, and the intranet.

Hafal stated that they do not provide staff with software for checking Welsh spelling and grammar or Welsh interfaces and that their intranet site is only available in English. It was noted that there would be a substantial cost involved in complying with these standards because the site's content changed so frequently.

Standards for developing Welsh language skills through workforce planning and development [125-133]

When current commitments in Hafal's Welsh language scheme were analysed, an average of 33% of commitments corresponded to the standards in relation to a body developing Welsh language skills through workforce planning and development.⁶⁴

Hafal confirmed that they assessed their employees' Welsh language skills and offer their staff Welsh lessons and subsequently develop their skills on an individual basis where the post requires it. English is the medium of Hafal's occupational training but they provide information to raise employees' awareness of Welsh.

Hafal confirmed that employees' e-mail contact details were in Welsh but that there was no logo or text to indicate their language competence or 'out of office' messages currently available in Welsh.

Standards for recruitment by a body [134-138]

When current commitments in Hafal's Welsh language scheme were analysed, an average of 43% of the commitments corresponded to the standards concerning recruitment by a body.⁶⁵

Hafal confirmed that their recruitment package was available in Welsh and that they state that a Welsh application will not be treated less favourably than an English application.

Standards for signs displayed in a body's workplace [139-141]

When current commitments in Hafal's Welsh language scheme were analysed, none of the commitments corresponded to the standards concerning signs displayed in a body's workplace.

Hafal noted that the signs displayed in the organization's workplace do not include Welsh.

Standard for audio announcements and messages in a body's workplace [142]

When current commitments in Hafal's Welsh language scheme were analysed, none of the commitments corresponded to the standard concerning audio announcements and messages in a body's workplace.

Hafal did not indicate whether they make audio announcements for the attention of employees.

⁶⁴ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

⁶⁵ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Standards that deal with supplementary matters in relation to the operating standards [170-175]

Hafal noted they would endeavour to comply with these standards where it was reasonable and practicable for them to do so and that they considered that making these standards specifically applicable to them reasonable and proportionate.

Promotion standards [143-144]

Hafal stated that they do not agree with making the promotion standards potentially applicable to them.

Record keeping standards [145-157]

When current commitments in Hafal's Welsh language scheme were analysed, an average of 69% of commitments corresponded to the policy making standards.⁶⁶

Hafal stated that it would be possible for them to comply with these standards via the person responsible for human resources, training and corporate services. Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Standards that deal with supplementary matters in relation to record keeping standards [178-179]

Hafal noted that they considered making these standards specifically applicable to them reasonable and proportionate.

⁶⁶ Average percentage of commitments within the Welsh language schemes of the persons concerned, which correspond to the standards in question, be that partially or completely.

Leonard Cheshire Disability

Service delivery standards

Activity 1: Correspondence sent by a body

Standards for correspondence sent by a body [1-7]

Leonard Cheshire Disability noted that they carried out the activity in question, but did not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they would be able to comply with these standards and considered making them specifically applicable to them reasonable and proportionate.

Activity 2: Telephone calls made and received by a body

Standards for telephone calls made and received by a body [8-22]

Leonard Cheshire Disability noted that they carried out the activity in question, but did not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 3: Meetings conducted by a body that are not open to the general public **Standards for meetings conducted by a body that are not open to the general public [23-29]**

Leonard Cheshire Disability noted that it did not carry out the activity in question.

Leonard Cheshire Disability did not consider making these standards specifically applicable to them reasonable or proportionate because it was possible there would be no members of staff available with the Welsh language skills to conduct a meeting at short notice.

Activity 4: Meetings arranged by a body that are open to the public

Standards for meetings arranged by a body that are open to the public [30-34]

Leonard Cheshire Disability noted that they carried out the activity in question, but did not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 5: Public events organised or funded in their entirety by a body

Standards for public events organised or funded in their entirety by a body [35-36]

Leonard Cheshire Disability noted that they carried out the activity in question, but did not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 6: A body's publicity and advertising

The standard for a body's publicity and advertising [37]

Leonard Cheshire Disability noted that they carried out the activity in question, and did so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 7: Displaying material in public

Standards for displaying material in public [38-39]

Leonard Cheshire Disability noted that they carried out the activity in question, and did so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered that making these standards specifically applicable to them reasonable and proportionate.

Activity 8: Producing and publishing documents

Standards for producing and publishing documents [40-49]

Leonard Cheshire Disability noted that they carried out the activity in question, but did not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them unreasonable and disproportionate because some documents, such as their annual report, would be expensive to translate and they would favour translating documents on request.

Activity 9: Producing and publishing forms

Standards for producing and publishing forms [50-51]

Leonard Cheshire Disability noted that they carried out the activity in question, but did not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them unreasonable and disproportionate because they produced a large number of forms and they would not all be available to their clients.

Activity 10: A body's websites and on-line services

Standards for a body's websites and on-line services [52-57]

Leonard Cheshire Disability noted that they carried out the activity in question, but did not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them unreasonable and disproportionate because their head office in London supports the website and the content is frequently changed. Considering this, it was noted that that there would be costs associated with compliance.

Activity 11: Signs displayed by a body

Standards for signs displayed by a body [58-60]

Leonard Cheshire Disability noted that they do carry out the activity in question, but do not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 12: A body receiving visitors to its premises

Standards for a body receiving visitors to its premises [61-66]

Leonard Cheshire Disability noted that they do carry out the activity in question, but do not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them unreasonable and disproportionate because they cannot guarantee that a Welsh speaker will be available on every occasion.

Activity 13: Official notices

Standards for official notices made by a body [67-68]

Leonard Cheshire Disability noted that they do carry out the activity in question, but do not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 14: Awarding grants

Standards for awarding grants [69-73]

Leonard Cheshire Disability noted that they do not carry out the activity in question.

Activity 15: Awarding contracts

Standards for awarding contracts [74-78]

Leonard Cheshire Disability noted that they do not carry out the activity in question.

Activity 16: Raising awareness about Welsh language services provided by a body
Standards for raising awareness about Welsh language services provided by a body [79-80]

Leonard Cheshire Disability noted that they do not carry out the activity in question.

It should be noted that section 12 (2)(b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify the ways in which organizations will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 17: A body's corporate identity

Standards for a body's corporate identity [81]

Leonard Cheshire Disability noted that they do carry out the activity in question, but do not do so through the medium of Welsh.

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Activity 18: Courses offered by a body

Standards for courses provided by a body [82-84]

Leonard Cheshire Disability noted that they do not carry out the activity in question.

Activity 19: Public address systems used by a body.

Standards for public address systems used by a body [85]

Leonard Cheshire Disability noted that they do not carry out the activity in question.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Policy making standards [86-95]

Leonard Cheshire Disability noted that they consulted on policy decisions but that they do not assess the impact their policy decisions has on the opportunities for persons to use the Welsh language. However, Leonard Cheshire Disability stated that they considered making these standards specifically applicable to them reasonable and proportionate.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

Leonard Cheshire Disability noted that they considered that making these standards specifically applicable to them reasonable and proportionate.

Operational standards [96-141]

Standards for the use of the Welsh language within a body's internal administration [96-109]

Leonard Cheshire Disability noted that they do not operate a policy on the use of Welsh internally. It was noted, however, that they had asked their employees if they wished to receive human resources documents and policies in Welsh and they would produce them on request.

Standards for complaints made by members of a body's staff [110-113]

Leonard Cheshire Disability confirmed that staff cannot make complaints or respond to complaints through the medium of Welsh but related documents would be available on request.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Standards for a body disciplining staff [114-117]

Leonard Cheshire Disability confirmed that staff can follow the disciplinary process through the medium of Welsh but that they would not be informed of that. Leonard Cheshire Disability can produce documentation relating to the disciplinary process in Welsh if they are requested to do so.

Standards for information technology and support material provided by a body and intranet [118-124]

Leonard Cheshire Disability stated that they do not provide staff with software for checking Welsh spelling and grammar or Welsh interfaces and that their intranet site is in English only. It was noted that there would be a substantial cost involved in complying with these standards.

Standards for developing Welsh language skills through workforce planning and development [125-133]

Leonard Cheshire Disability confirmed that they did assess their employees' Welsh language skills and offered some staff Welsh lessons on request. Leonard Cheshire Disability's occupational training is in English medium and they do not provide information to raise employees' awareness of Welsh.

Leonard Cheshire Disability confirmed that employees' e-mail contact details are not in Welsh, that there is no logo or text to indicate their language competence or 'out of office' messages currently available in Welsh.

Standards for recruitment by a body [134-138]

Leonard Cheshire Disability confirmed that their recruitment package is not available in Welsh and that they do not state that a Welsh application will not be treated less favourably than an English application.

Standards for signs displayed in a body's workplace [139-141]

Leonard Cheshire Disability noted that the signs displayed in the organization's workplace do not include Welsh.

Standard for audio announcements and messages in a body's workplace [142]

Leonard Cheshire Disability noted that they do not make audio announcements for the attention of employees.

Standards that deal with supplementary matters in relation to the operating standards [170-175]

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Promotion standards [143-144]

Leonard Cheshire Disability stated that they agree with making the promotion standards potentially applicable to them.

Record keeping standards [145-157]

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Standards that deal with supplementary matters in relation to record keeping standards [178-179]

Leonard Cheshire Disability noted that they considered making these standards specifically applicable to them reasonable and proportionate.

Wallich-Clifford Community

Service delivery standards

Activity 1: Correspondence sent by a body Standards for correspondence sent by a body [1-7]

Wallich-Clifford Community noted that they carried out the activity in question, but not through the medium of Welsh.

They confirmed that it would welcome correspondence in Welsh and would treat Welsh correspondence in the same way as English correspondence in terms of the timing of replies. It was noted that professional translation services would be used where staff were not available to respond to correspondence in Welsh to the necessary standard.

Despite the above, they did not consider making these standards specifically applicable to them reasonable and proportionate, after the organization had pointed out that less than 1% of the organization's service users spoke Welsh, together with 4.4% of its staff. This was further emphasised by noting the organization did not currently employ sufficient numbers of Welsh speakers to enable it to comply with the standards.

Activity 2: Telephone calls made and received by a body Standards for telephone calls made and received by a body [8-22]

Wallich-Clifford Community noted that they carried out the activity in question, and did so in Welsh.

They noted that customers would be welcome to conduct telephone conversations in Welsh or English, and that calls were answered in Welsh if a member of staff was available to do so. In cases where no Welsh speakers are available, individuals will be required to conduct calls in English. It was confirmed that answering machine messages would be bilingual in all the organization's offices in Wales.

Despite the above, they did not consider making these standards specifically applicable to them reasonable and proportionate, after the organization had pointed out that less than 1% of the organization's service users spoke Welsh, together with 4.4% of its staff. This was further emphasised by noting that the organization did not currently employ sufficient numbers of Welsh speakers to enable it to comply with the standards.

Activity 3: Meetings conducted by a body that are not open to the general public Standards for meetings conducted by a body that are not open to the general public [23-29]

Wallich-Clifford Community noted that they carried out the activity in question, but not through the medium of Welsh.

They did not consider making these standards specifically applicable to them reasonable and proportionate. They noted that they did not current carry out the activity in Welsh due to funding restrictions, and that less than 1% of service users identified themselves as Welsh speakers. For this reason, they noted that they would assess each meeting individually in deciding whether an interpretation service would be required, rather than provide this service at each meeting. However, they noted that they would work towards

complying with the standards if they were made specifically applicable to them.

Activity 4: Meetings arranged by a body that are open to the public
Standards for meetings arranged by a body that are open to the public [30-34]

Wallich-Clifford Community noted that they carried out the activity in question, but not through the medium of Welsh.

They did not consider that making these standards specifically applicable to them reasonable and proportionate, because less than 1% of the organization's service users and 4.4 % of its staff spoke Welsh. It was noted that services would be adapted in areas where there was a higher proportion of Welsh speakers amongst service users, but that flexibility was required to be able to adapt services to people's needs.

Activity 5: Public events organised or funded in their entirety by a body
Standards for public events organised or funded in their entirety by a body [35-36]

Wallich-Clifford Community noted that they carried out the activity in question, but not through the medium of Welsh.

They did not consider making these standards specifically applicable to them reasonable and proportionate, because public events are organised in order to raise funds. In addition it was noted that the translation costs would have to be set against any funds raised.

Activity 6: A body's publicity and advertising
The standard for a body's publicity and advertising [37]

Wallich-Clifford Community noted that they carried out the activity in question, but not through the medium of Welsh.

They confirmed that they did not comply with the standard when the evidence was submitted, but that they were committed to developing their advertising and publicity activities bilingually.

Despite the above, they did not consider making this standard specifically applicable to them reasonable and proportionate, because less than 1% of the organization's service users and 4.4 % of its staff spoke Welsh.

Activity 7: Displaying material in public
Standards for displaying material in public [38-39]

Wallich-Clifford Community noted that they carried out the activity in question, and did so in Welsh.

They confirmed that they were working towards compliance with the standards in question, although they did not comply when the evidence was submitted.

They did not consider making these standards specifically applicable to them reasonable and proportionate, because less than 1% of the organization's service users and 4.4 % of its staff spoke Welsh.

Activity 8: Producing and publishing documents

Standards for producing and publishing documents [40-49]

Wallich-Clifford Community noted that they carried out the activity in question, and did so in Welsh.

They confirmed that they were working towards compliance with the standards in question, although they did not comply when the evidence was submitted. In addition it was noted that the organization's annual reports were published bilingually, and the new website would be bilingual. It was also noted that the organizations project forms would be provided bilingually in areas where Welsh is the main language spoken.

They did not consider that making these standards specifically applicable to them reasonable and proportionate, because less than 1% of the organization's service users and 4.4 % of its staff spoke Welsh.

Activity 9: Producing and publishing forms

Standards for producing and publishing forms [50-51]

Wallich-Clifford Community noted that they did not carry out the activity in question.

They did not consider making these standards specifically applicable to them reasonable and proportionate, because less than 1% of the organization's service users and 4.4 % of its staff spoke Welsh.

Activity 10: A body's websites and on-line services

Standards for a body's websites and on-line services [52-57]

Wallich-Clifford Community noted that they carried out the activity in question, but not through the medium of Welsh.

They confirmed that they would comply fully with the standards from March 2015 onwards, following the launch of the organization's new bilingual website.

They did not consider making these standards specifically applicable to them reasonable and proportionate, because less than 1% of the organization's service users and 4.4 % of its staff spoke Welsh.

Activity 11: Signs displayed by a body

Standards for signs displayed by a body [58-60]

Wallich-Clifford Community noted that they carried out the activity in question, and did so in Welsh.

They confirmed that they were working towards compliance with the standards in question, although they did not comply when the evidence was submitted.

They did not consider making these standards specifically applicable to them reasonable and proportionate, because less than 1% of the organization's service users and 4.4 % of its staff spoke Welsh.

Activity 12: A body receiving visitors to its premises

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Standards for a body receiving visitors to its premises [61-66]

Wallich-Clifford Community noted that they carried out the activity in question, but not through the medium of Welsh.

They did not consider making these standards specifically applicable to them reasonable and proportionate, because less than 1% of the organization's service users and 4.4 % of its staff spoke Welsh. In addition it was noted that those members of staff who speak Welsh are located throughout Wales and have different working patterns. This means that they will not be available to provide the service in question on every occasion.

Activity 13: Official notices

Standards for official notices made by a body [67-68]

They did not consider making these standards specifically applicable to them reasonable and proportionate, because they did not carry out the activity.

Activity 14: Awarding grants

Standards for awarding grants [69-73]

They did not consider making these standards specifically applicable to them reasonable and proportionate, because they did not carry out the activity.

Activity 15: Awarding contracts

Standards for awarding contracts [74-78]

They did not consider making these standards specifically applicable to them reasonable and proportionate, because they did not carry out the activity.

Activity 16: Raising awareness about Welsh language services provided by a body Standards for raising awareness about Welsh language services provided by a body [79-80]

It should be noted that section 12 (2)(b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify the ways in which organizations will ensure that the scheme is publicised. The Commissioner emphasises that this measure is not an optional element within the legislation.

The organization did not consider that making these standards specifically applicable to it would be reasonable and proportionate, because it did not carry out the activity.

Activity 17: A body's corporate identity

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Standards for a body's corporate identity [81]

Wallich-Clifford Community noted that they carried out the activity in question, but not through the medium of Welsh.

They did not consider making this standard specifically applicable to them reasonable and proportionate, because less than 1% of the organization's service users and 4.4 % of its staff spoke Welsh.

Activity 18: Courses offered by a body

Standards for courses provided by a body [82-84]

They did not consider making these standards specifically applicable to them reasonable and proportionate, because they did not carry out the activity.

Activity 19: Public address systems used by a body.

Standards for public address systems used by a body [85]

They did not consider making this standard specifically applicable to them reasonable and proportionate, because they did not carry out the activity.

Standards that deal with supplementary matters in relation to the service delivery standards [158-163]

They did not consider making these standards specifically applicable to them reasonable and proportionate. It should be noted that no further evidence was received to support this view.

Policy making standards [86-95]

Wallich-Clifford Community confirmed that the impact of new policies on the Welsh language would be assessed by their Welsh Language Compliance Committee.

With regard to the extent the organization would discuss and seek opinions concerning the impact of its policies on the Welsh language, they confirmed that they did not comply with the standard when the evidence was submitted but that the Welsh Language Compliance Committee was working towards compliance.

They confirmed that they did not possess a grant awarding policy, because they did not carry out the activity.

They did not consider making the policy making standards specifically applicable to them reasonable and proportionate. It should be noted that no further evidence was provided to support this view.

Standards that deal with supplementary matters in relation to the policy making standards [164-169]

The organization did not consider making the standards, which deal with supplementary matters in relation to the policy making standards, specifically applicable to them reasonable and proportionate. It should be noted that no further evidence was provided to support this view.

Operational standards [96-141]

Standards for the use of the Welsh language within a body's internal administration [96-109]

In considering the requirements of standard 96, Wallich-Clifford Community confirmed that they did have a Welsh language policy that was available on their intranet.

They noted that they did not comply with standards 97-102, as to do so would require excessive resources considering the small proportion of the organization's staff that could speak Welsh.

Likewise, they confirmed that they did not comply with the requirements of standards 103-109 when the evidence was submitted, but that they could work towards compliance if those standards were made specifically applicable to them.

Standards for complaints made by members of a body's staff [110-113]

Wallich-Clifford Community noted that they did not comply with the requirements of the standards in question, as to do so would require disproportionate resources considering the small proportion of the organization's staff that could speak Welsh.

Standards for a body disciplining staff [114-117]

Wallich-Clifford Community noted that they did not comply with the requirements of the standards in question, as to do so would require disproportionate resources considering the small proportion of the organization's staff that could speak Welsh.

Standards for information technology and support material provided by a body, and the intranet [118-124]

Wallich-Clifford Community confirmed that they operated an intranet system. They went on to note that they did not comply with the requirements of the standards in question when the evidence was submitted, because they had recently changed their operating system to on-line SharePoint, and was looking to see if the system would be available in Welsh.

Standards for developing Welsh language skills through workforce planning and development [125-133]

Wallich-Clifford Community confirmed that they assessed their employees' Welsh language skills, and that they provided training to their employees in the areas in question in standard 130. In addition, they noted that the organization provided information to raise new employees' awareness of the Welsh language as part of the basic training for staff concerning Welsh.

In considering the requirements of standard 126, they noted that training regarding dealing with the public was provided bilingually. With reference to the requirements of standards 128 and 129 they noted that basic training regarding greeting individuals in Welsh was beginning to be provided to the main office staff and the organization would support and seek further training for its staff in order to develop their language skills.

They noted that employees' contact details in e-mail messages were in Welsh.

Standards for recruitment by a body [134-138]

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Wallich-Clifford Community noted that the methodology that is used by them in order to reach a decision on the inclusion of necessary Welsh skills requirements, when advertising a vacancy or a new post, was based on the organization's grant conditions and the needs of its service users.

They confirmed that they did not comply with the requirements of the draft standards in question when the evidence was submitted.

Standards for signs displayed in a body's workplace [139-141]

Wallich-Clifford Community noted that the signs displayed inside the organization's premises were not in Welsh.

Standards for audio announcements and messages in a body's workplace [142]

Wallich-Clifford Community confirmed that no announcements were made using sound equipment in the organization's workplace.

Standards that deal with supplementary matters in relation to operational standards [170-175]

They did not consider making the standards, which deal with supplementary matters in relation to the operational standards, specifically applicable to them reasonable and proportionate. It should be noted that no further evidence was provided to support this view.

Promotion standards [143-144]

The Wallich-Clifford Community confirmed that they did not agree with promotion standards being made potentially applicable to them.

Record keeping standards [145-157]

The Wallich-Clifford Community considered making the record keeping standards specifically applicable to them reasonable and proportionate.

Standards that deal with supplementary matters in relation to record keeping standards [178-179]

Wallich-Clifford Community did not consider making the standards, which deal with supplementary matters in relation to the record keeping standards, specifically applicable to them reasonable and proportionate because the organization's Welsh Language Compliance Committee was of the opinion the information could not be published on the organization's website, bearing in mind it was being regulated by a number of bodies. However they confirmed they would provide the relevant information on request.

5 Evidence received from members of the public

291 responses from members of the public were received during the standards investigations conducted by the Welsh Language Commissioner in relation to persons within this standards report. 155 responses to the standards investigation were received from individuals who chose to complete the questionnaire provided for them by the Welsh Language Commissioner on the website.

A further 136 responses were received based on a standard response template published by Cymdeithas yr Iaith Gymraeg; in this case all responses were the same. In 14 cases, responses were received from individuals twice. This happened because individuals responded via the Commissioner's consultation as well as completing Cymdeithas yr Iaith Gymraeg's template. 4 responses were received from other organizations or movements⁶⁷. The Commissioner has noted every response received.

A full list of respondents who were willing for their responses to be published can be seen in Appendix B.

Figure 1 indicates from where the respondents came according to their group and geographical location.

Figure 1 Number of responses to the standards investigation by location⁶⁸

Locations	Number	Percentage (%)
Swansea	16	5%
Blaenau Gwent	1	0%
Vale of Glamorgan	7	2%
Caerphilly	5	2%
Newport	0	0%
Neath Port Talbot	2	1%
Ceredigion	30	10%
Conwy	9	3%
Cardiff	32	11%
Gwynedd	72	25%
Merthyr Tydfil	3	1%
Bridgend	3	1%
Powys	9	3%
Rhondda Cynon Taf	13	4%
Pembrokeshire	4	1%

⁶⁷ A list of those movements/organizations has been included within Appendix B of this standards report.

⁶⁸ These statistics include all the responses to the questionnaire, along with Cymdeithas yr Iaith's template.

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

Denbighshire	22	8%
Monmouthshire	2	1%
Carmarthenshire	21	7%
Flintshire	10	3%
Torfaen	1	0%
Wrexham	4	1%
Isle of Anglesey	19	7%
Outside Wales	6	2%
No information	0	0%
Total	291	100%

The public's response to the standards investigation carried out in relation to persons providing services to the public who receive public money amounting to £400,000 or more in a financial year

Service Delivery Standards

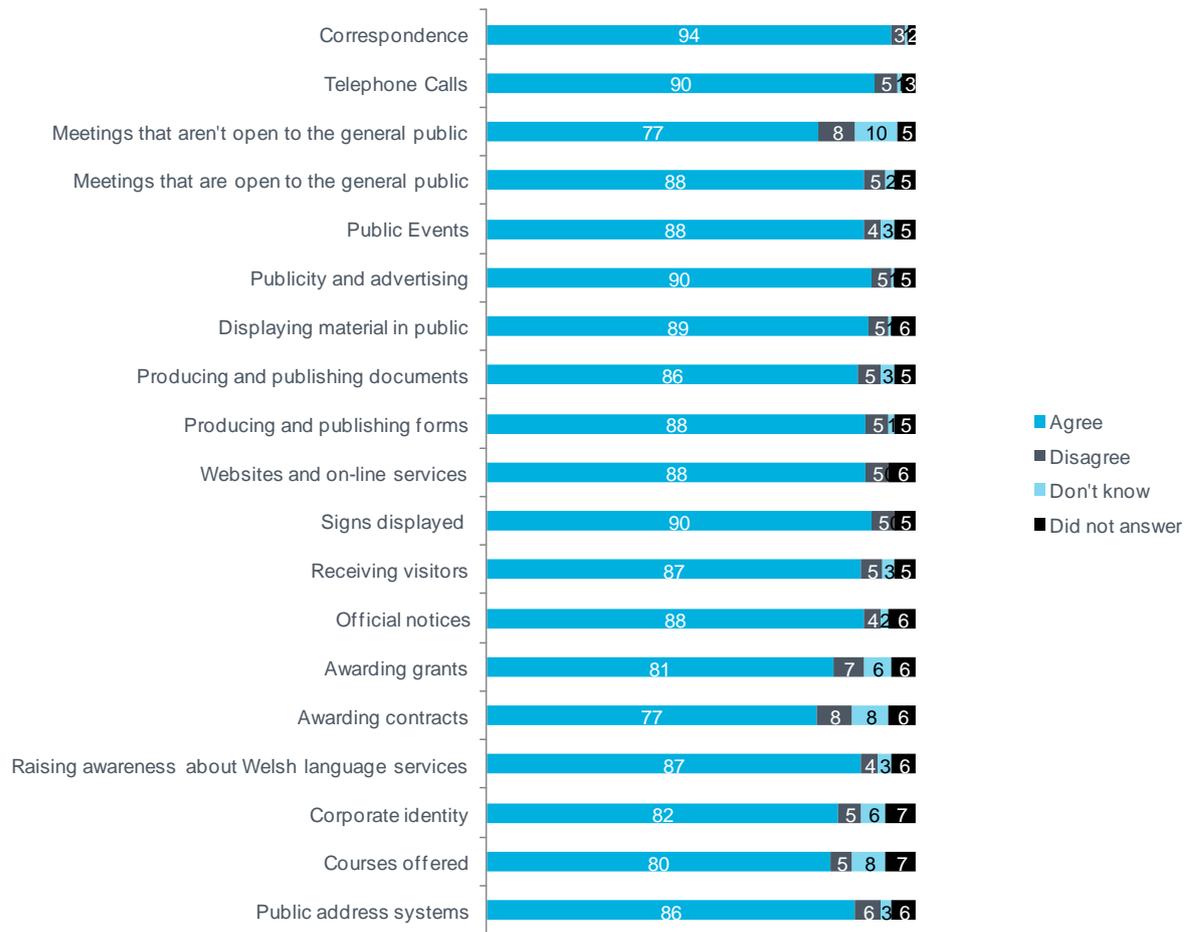
In seeking the public's opinion regarding the reasonableness and proportionality of the requirements attached to the service delivery standards, they were asked to respond to the following question in the questionnaire:

Do you agree or disagree that the organizations in question should carry out the service delivery standards activities in the Welsh language, in order to enable you as a member of the public to use the Welsh language in the following situations?

In answering this question as part of the questionnaire, the public were given the opportunity to respond per activity within the scope of the service delivery standards.

Figure 2 indicates the variation in the responses received.

Figure 2 Response to question 1 of the questionnaire - Service delivery standards



Policy making standards

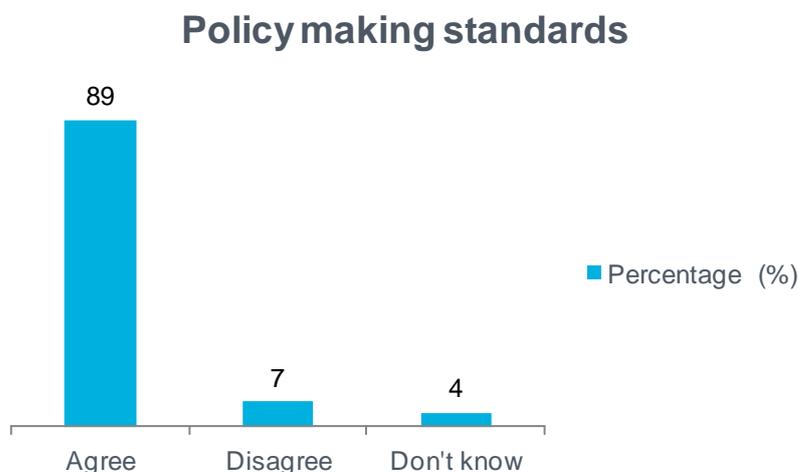
In seeking the public's opinion regarding the reasonableness and proportionality of the requirements attached to the policy making standards, they were asked to respond to the following question in the questionnaire:

Do you agree or disagree that the policy decisions of the organizations in question should improve the opportunities for you to use the Welsh language and ensure better treatment for the Welsh language?

Of the 155 that responded via the questionnaire on the Welsh Language Commissioner's website, 95% (147) had answered this question. Of the 147 who responded, 89% (131) agreed that the relevant persons in question should have to consider the impact of their policy decisions, and ensure, or contribute to ensuring improved opportunities for persons to be able to use the Welsh language as well as ensure better treatment for the Welsh language.

The figure below indicates how members of the public responded to this question:

Figure 3 Response to question 3 of the questionnaire - Policy making standards⁶⁹



Operational standards

In seeking the public's opinion regarding the reasonableness and proportionality of the requirements attached to the operational standards, they were asked to respond to the following question in the questionnaire:

Do you agree or disagree that the organizations in question should have to facilitate the use of the Welsh language in accordance with the operational standards?

Of the 155 that responded via the questionnaire on the Commissioner's website, 94% (146) had answered this question. Of the 147 who responded, 88% (128) agreed that the relevant persons in question should have to facilitate and use the Welsh language in accordance with the definition of the operational standards in the Welsh Language (Wales) Measure 2011.

The figure below indicates how members of the public responded to this question:

Figure 4 Response to question 4 of the questionnaire - Operational standards⁷⁰



⁶⁹ Please note that these statistics relate to respondents who had answered this question.

⁷⁰ Please note that these statistics relate to respondents who had answered this question.

Record keeping standards

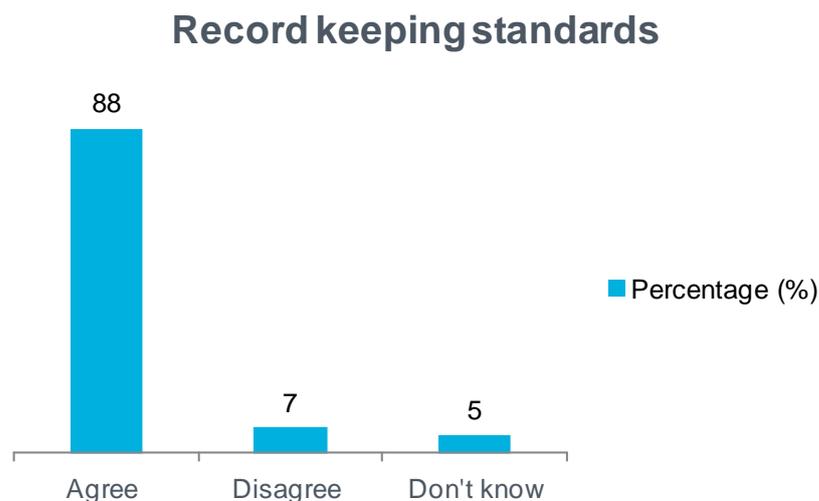
In seeking the public's opinion regarding the reasonableness of the requirements attached to the record keeping standards, they were asked to respond to the following question in the questionnaire:

Do you agree or disagree that the organizations in question should keep a record of how they adhere to the Welsh language standards and keep a record of complaints?

Of the 155 that responded via the questionnaire on the Commissioner's website, 96% (148) had answered this question. Of the 148 that responded, 88% (131) agreed that this duty should be imposed on the persons in question.

The figure below indicates how members of the public responded to this question:

Figure 5 Response to question 5 of the questionnaire – Record keeping standards⁷¹



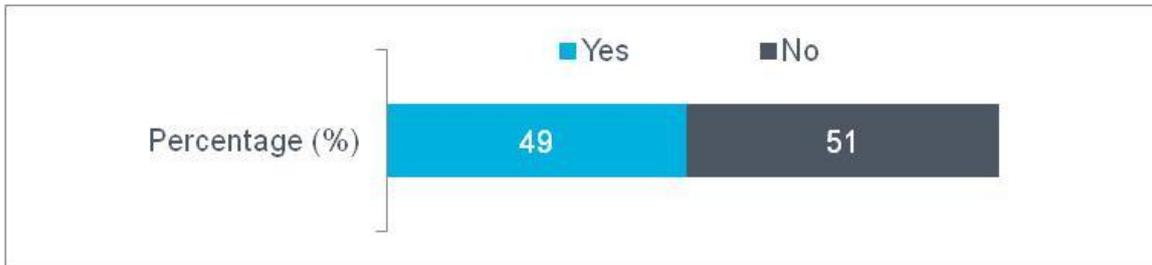
Further Comments

As well as providing responses to specific questions on the subject of the standards investigation, the public were given the opportunity to note any additional standards they believed should be specified and made specifically applicable to the relevant persons, together with any further comments relevant to this standards investigation.

Of the 155 that responded via the questionnaire on the Commissioner's website, 49% (76) provided additional comments to be considered by the Welsh Language Commissioner as part of the standards investigation.

⁷¹ Please note that these statistics relate to respondents who had answered this question.

Figure 6 Further comments provided by members of the public



6 Evidence received by the Welsh Language Commissioner's Advisory Panel

Evidence was received from the Advisory Panel in accordance with the requirements outlined in section 63 (3) Welsh Language (Wales) Measure 2011.

The responses received from the Panel indicated support for the purpose of the regulations, namely to realise the fundamental objectives of the Welsh Language (Wales) Measure 2011: that the Welsh language is an official language in Wales and that it should not be treated less favourably than English.

As with the persons in respect of which standards investigations were carried out in round 1, the Panel was of the opinion that the reasonableness and proportionality of making the standards specifically applicable to the relevant persons should be considered together with the context. In their opinion, this included the purpose of the legislation and the wish of the legislature in terms of the legal status of the Welsh language; the size of the persons in question; their engagement with the public; and the difference between setting standards and the timetable for complying with those standards.

In addition, it was noted that reasonableness and proportionality may be considered in one of two ways, namely: specifying different standards for persons in different areas of Wales, reflecting the linguistic nature of the relevant areas or setting out common standards across Wales, specifying different imposition days determining when they will be required to comply with the standard(s) e.g. where an element of staff training is required to comply with the standard, that particular person would be given more time to comply with the standard than a person where appropriate staff resources are already available. The Panel was once again of the firm opinion that the second method was the most suitable for the Welsh Language Commissioner to implement in most cases, bearing in mind that ensuring consistency between persons as regards providing Welsh language services is one of the main objectives of the Welsh Language (Wales) Measure 2011.

However, comments were received from the Panel regarding the reasonableness and proportionality of making the standards specifically applicable to persons whose headquarters are outside Wales; requiring them to comply with them across the UK. It was emphasised that any requirements imposed on similar persons have regard to those circumstances where they are expected to comply with the standard(s).

Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year

Service Delivery Standards

The Panel believed that service delivery standards relating to each one of the activities should be specifically applicable to the relevant persons, allowing members of the public to use the Welsh language in the situations in question.

In reaching that conclusion, the Panel stated that they did not find any reason why the relevant persons should not be able undertake and comply with the majority of the

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activities in question, and in doing so increasingly engage with the public in Welsh. However, the Panel was of the opinion that some flexibility should be allowed in relation to some activities, drawing particular attention to producing and publishing documents, grant applications as well as courses. It was emphasised that exceptional circumstances would require flexibility, drawing particular attention to documents which would be limited in terms of the subject or likely target audience.

Similarly, the Panel was of the opinion that more consideration should be given to the location of the headquarters or offices of the persons in question, when issuing compliance notices. This was reinforced by noting that there would be a need to consider whether it would be reasonable for such persons to comply with a selection of such standards where they had no presence in Wales. The relevant clauses in section 44(3) of the Measure were emphasised as a means of the Commissioner being able to overcome such situations.

Policy making standards

The Panel welcomed the policy making standards specified in the draft regulations. It was added that these standards should be imposed on every person in respect of whom a standards investigation was to be conducted in round 2, emphasising the importance of compliance on all levels.

The Panel agreed that the policy decisions of the relevant persons should enhance opportunities for persons to use the Welsh language and secure better treatment of the Welsh language, and that policy making standards should be specifically applicable to them.

Operational standards

The Panel agreed that relevant persons should be required to facilitate the use of Welsh in accordance with the operational standards, and that standards should be made specifically applicable to them.

Record keeping standards

The Panel were unanimous that making record keeping standards specifically applicable to persons within round 2 was absolutely essential in order to secure compliance with the rest of the standards with which they will be required to comply.

The Panel agreed that the relevant persons should keep a record of how they adhere to the other specified standards, and keep records of complaints. The conclusion was reached that record keeping standards should be made specifically applicable to them.

7 Conclusions of the standards investigation

General comments

The following conclusions were reached on the basis of the evidence received by all relevant persons, the public and the Advisory Panel on the subject matter of the standards investigation, in addition to independent evidence gathered by the Welsh Language Commissioner in relation to the relevant persons' Welsh language schemes.

The Explanatory Memorandum accompanying the Welsh Language (Wales) Measure 2011 states that one of the main objectives of the legislation was to modernise and build on the system of Welsh language schemes created under the 1993 Act. Similarly, it is noted that the aim of the Welsh Government in legislating was to secure improved consistency between persons, especially those within the same sector, in terms of providing Welsh language services.

Similarly, it is noted that section 42 of the Measure imposes a duty on Welsh Ministers to ensure that regulations provide for service delivery standards relating to all of the activities specified in Schedule 9 to be specifically applicable to the relevant persons if, and to the extent that, the person carries out those activities.

However, it should be noted that they do not have to do so if the Commissioner indicates in a standards report, or if the Welsh Ministers are of the opinion, that it would be unreasonable or disproportionate for service delivery standards to be specifically applicable to a relevant person in relation to that activity. It should be noted that this section in the Measure does not prevent regulations under section 39 from providing for other service delivery standards to be specifically applicable to a person.

In line with the above, if the standards investigation found that a person undertook the activity⁷², whether to a greater or lesser degree, the Welsh Language Commissioner concludes that all the standards in relation to that activity should be made specifically applicable to that person. These conclusions were reached due to the fact that the standards introduced by the Welsh Government are interdependent on each other within the scope of the activity.

It is also noted that the way in which a person delivers a service under an activity can change in the future and that it would be necessary to adapt accordingly to reflect that by varying the compliance notice, rather than going back to regulations.

However, where evidence exists that a person does not carry out an activity at all, whether by means of evidence acquired as part of the standards investigation, or by other means, the Welsh Language Commissioner will conclude that standards in relation to that activity should not be specifically applicable to them, unless there are valid reasons for doing so.

The Welsh Language Commissioner will consider the evidence provided in order to reach a decision on the content of compliance notices issued to relevant persons under section 44 of the Welsh Language (Wales) Measure 2011.

⁷² Service delivery activity as defined in section 28 Welsh Language (Wales) Measure 2011

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It was explained in section 2 of this report that the subject matter of this standards investigation was to determine:

- whether the persons should be liable to be required to comply with standards;
- if the persons come within Schedule 6, determine what standards (if any) should be potentially applicable to each relevant person within the group;
- which standards (if any) should be specifically applicable to persons (whether or not the standards are already specified by the Welsh Ministers under section 26 (1)).

Based on the evidence received, and taking the objectives of the Measure as outlined above into consideration, the Welsh Language Commissioner concludes that these persons whom appear to the Commissioner to be members of the Schedule 5 (5) group – Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year - should be liable to comply with standards.

The Commissioner's opinion, based on the evidence received, and with the intention of ensuring consistency with other persons named in Schedule 6 of the Measure, is that the following standards should be potentially applicable to each person within this standards report:

- Service delivery standards
- Policy making standards
- Operational standards
- Record keeping standards.

Standards which should be made specifically applicable to the persons who fall within the report Schedule 5 (5) – Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year

Service delivery standards

As a result of of conducting this standards investigation, and based on the evidence received, the Welsh Language Commissioner concludes that the persons who fall within this standards report should be able to deliver services in relation to the relevant activities.

Once again, the Commissioner wishes to note the importance of clearly differentiating between the commitments of a person (what is expected of them) and performance (the extent to which they currently comply with those expectations). Each Welsh language scheme bears the full authority of the person when reaching an agreement on content. Not specifying standards that are equal to what is already in place, and making them specifically applicable to the persons in question, would be a backward step and contrary to the intention of the Welsh Language (Wales) Measure 2011.

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It is noted that performance, along with the extent to which an organization can comply with a standard at a particular point in time, is a practical matter. That extent may improve, deteriorate or remain the same. The Welsh Language Commissioner is of the opinion that commitments should meet the needs of the Welsh users that they serve, with a reasonable time-scale specified for dealing with any existing obstacles. The Welsh Language Commissioner will consider those obstacles when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011.

It is acknowledged that persons have identified potential challenges and obstacles in terms of ensuring full compliance with some of the service delivery standards. However, the matters raised were not on the whole relevant to all the standards associated with a specific activity. The Commissioner is of the view that commitments proportional to the needs of Welsh users could be achieved, given a reasonable time-scale for action and dealing with any challenges.

Evidence was received from organizations within these standards reports that expressed concern regarding the reasonableness of compliance with the requirements, and that based on the fact that they operated across the United Kingdom. It should be noted that section 44 of the Measure provides a flexible framework for the Welsh Language Commissioner to determine what an organization is required to comply with in a compliance notice.

Conclusion 1: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to every relevant person falling within this standards report:

- correspondence sent by a body
- telephone calls made and received by a body
- meetings that aren't open to the general public
- meetings arranged by a body that are open to the public
- public events organised or funded in their entirety by a body
- a body's publicity and advertising
- displaying material in public
- a body producing and publishing documents
- a body producing and publishing forms
- signs displayed by a body
- websites and on-line services
- a body receiving visitors to its premises
- a body's corporate identity.

3 relevant persons (Royal Voluntary Service, Leonard Cheshire Disability and Wallich-Clifford Community) noted that they did not currently award grants. No further evidence was provided to confirm whether this was due to their constitutions, or because awarding grants was not a normal activity for them. Due consideration will be given to individual cases when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011.

Conclusion 2: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to every relevant person falling within this standards report, to the extent to which each person has the power and function to do so:

○ a body awarding grants

3 relevant persons (WEA Cymru, Leonard Cheshire Disability, and Wallich-Clifford Community) noted that they did not award contracts. Equally, 1 relevant person (Royal Voluntary Service) noted that they did not carry out the activity in Welsh.

Despite the above, the Welsh Language Commissioner believes that it is reasonable to conclude that persons of this nature have contracts and agreements contributing to their administration in place.

Due consideration will be given to these factors when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011.

Conclusion 3: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to every relevant person falling within this standards report:

○ a body awarding contracts

One relevant person (Wallich-Clifford Community) noted that it does not raise awareness concerning the Welsh language services provided by the body. As already noted, one of the main objectives of the Welsh Language (Wales) Measure 2011 was to modernise and build on the system of Welsh language schemes created under the 1993 Act. Although the body in question does not operate a Welsh language scheme under the current arrangement, it should be noted that the 1993 Act states that Welsh language schemes must indicate in what ways organizations will publicise the scheme, and that this is not an optional measure of the legislation. It would therefore be a backward step if the corresponding standard were not made specifically applicable to each person who comes within the scope of the standards regime.

Conclusion 4: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to every relevant person falling within this standards report:

○ raising awareness of Welsh language services provided by a body

2 relevant persons (Royal Voluntary Service, Wallich-Clifford Community) noted that they do not make official notices. The draft regulations note that the definition of an official notice is 'any notice that a body publishes to inform persons about service delivery activities or changes to service delivery activities, but does not include official notices prescribed by legislation.'⁷³ In addition, due to the nature and functions of the

⁷³ Paragraph 35, Part 3, Welsh Language Standards (Welsh Ministers, County and County Borough Councils and National Park Authorities) Regulations 2015

organizations concerned, together with their aims and objectives, the Welsh Language Commissioner has concluded that this could be a relevant activity for these persons.

Conclusion 5: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to every relevant person falling within this standards report:

○ **official notices made by a body**

5 relevant persons (National Association of Citizens Advice Bureaux, Royal Voluntary Service, Hafal, Leonard Cheshire Disability and Wallich-Clifford Community) noted that they did not currently deliver courses to the public. Gofal Cymru noted that they did not currently deliver courses in Welsh due to the fact that their current trainers were not Welsh speakers.

Due to the nature and functions of the organizations concerned, their aims and objectives, in addition to independent research carried out by the Commissioner, the Welsh Language Commissioner has concluded that this could be a relevant activity for these persons.

It appears that there was uncertainty among relevant persons as to the exact definition of an 'education course'. The draft regulations note that an education course is:

any seminar, training, workshop or similar provision which is provided in order to educate members of the public or to improve the skills of members of the public; but does not include activities or courses provided as part of the curriculum in accordance with any enactment.⁷⁴

The Welsh Language Commissioner will further consider these factors when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011.

Conclusion 6: Based on the present definition in the regulations, the Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to every relevant person falling within this standards report:

○ **courses offered by a body**

Each relevant person in question noted that they did not use public address systems. In the case of the National Association of Citizens Advice Bureaux, this was because they were a tenant in their present accommodation. In addition, as several persons within this report also operate outside of Wales, it was not clear whether this meant that these persons did not use public address systems at all, or whether they were used outside Wales only.

The Welsh Language Commissioner believes that persons could undertake other service delivery activities of which public address systems would likely be a part: for example

⁷⁴ Paragraph 37, Part 3, Welsh Language Standards (Welsh Ministers, County and County Borough Councils and National Park Authorities) Regulations 2015

meetings that are open to the public, or public events. The Welsh Language Commissioner therefore concludes that this could be a relevant activity to each person within this report.

Conclusion 7: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to every relevant person falling within this standards report:

- public address systems used by a body

Policy making standards

In the wake of conducting this standards investigation, and on the basis of the evidence received, the Welsh Language Commissioner has concluded that the policy decisions of persons falling within this standards report should improve the opportunities that exist for individuals to use Welsh and ensure the Welsh language is not treated less favourably than the English language.

The Commissioner's reasons for reaching this conclusion are that there is already an expectation that persons will assess the linguistic implications of new policies and ventures during the process of making and revising them. All of this was confirmed in the evidence received as part of this standards investigation.

Furthermore, every person in this standards report had agreed that it would be reasonable and proportionate to make the policy-making standards specifically applicable to them, or that they were able to comply partly with the standards in question, or had already committed in a corresponding manner to the standards in question, partly or fully, in their current Welsh language schemes.

The required measures that are the basis for the content of Welsh language schemes are to be seen in the form of statutory guidelines approved by the House of Commons (Guidelines on the Form and Content of Language Schemes were passed by the UK Government on 19 July 1995). It is noted in those guidelines that persons should be obliged to set out the measures they intend to take in assessing the impact of new policies, strategies and ventures and implement them.

Conclusion 8: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for policy making standards to be specifically applicable to each relevant person falling within this standards report.

Operational standards

Section 30 of the Welsh Language (Wales) Measure 2011 states that the meaning of an operational standard is:

- a standard that is intended to promote or facilitate the use of the Welsh language
- (i) by A in carrying out A's relevant activities,
- (ii) by A and another person in dealings between them in connection with A's relevant activities, or
- (iii) by a person other than A in carrying out activities for the purposes of A's relevant activities, or in connection with them.

That means that the purpose of the operational standards is to ensure that members of staff can use the Welsh language when carrying out their relevant activities with others. This could include the public in Wales, or another relevant person. Through these standards, sufficient language skills of staff are ensured in order that an individual who wishes to use the language with that person can do so. It should be emphasised that this aim is as appropriate for person who are located in other parts of the UK, but who deliver services in Wales, as it is to persons located in Wales. This is supported by the fact that Schedule 6 of the Welsh Language (Wales) Measure 2011 states that operational standards are potentially applicable to all persons.

The Welsh Language Commissioner notes that each person within this standards report is located in Wales.

On 24 March 2015, the Welsh Language Standards Regulations (No.1) 2015 were passed in the National Assembly for Wales Plenary Meeting. These regulations were developed to impose duties on county borough councils and county councils in Wales, national park authorities and Welsh Ministers. All of these persons are located in Wales. Welsh Ministers should ensure that operational standards specified in regulations for round 2 achieve the same objectives noted above, whilst acknowledging that some persons are not located in Wales at present.

The Welsh Language Commissioner recognises that some elements associated with the operational standards are new to a number of the relevant persons which are included within this standards report. Similarly, some examples were received where there are currently no arrangements in place for ensuring full compliance with the requirements. The Welsh Language Commissioner will consider this further when determining the contents of compliance notices issued under section 44 of the Welsh Language (Wales) Measure 2011.

However, it should be noted that a number of the requirements are expected from a number of persons under current Welsh language schemes. These include specifying measures to ensure that workplaces which have contact with the public in Wales seek access to sufficient and appropriately skilled Welsh speakers; measures to identify those posts where the ability to speak Welsh is considered to be essential and those where it is considered to be desirable together with measures to assess the need for training and to provide it for employees.

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To that end, and based on the evidence received, the Commissioner concludes that it is reasonable and proportionate for these persons to enable its staff to carry out their relevant activities through the medium of Welsh.

Regarding those elements that are not embedded in the Welsh language schemes of the organizations in question, or that are not currently in operation, the Welsh Language Commissioner has reached the conclusion that allowing adequate time for persons to achieve this new signature policy, in addition to including other mitigating measures within a compliance notice, where appropriate, would be reasonable and proportionate.

The Commissioner comes to the same conclusions for those organizations which note that they do not currently have Welsh speaking staff, so as to enable them to implement the other classes of standards.

Conclusion 9: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for operational standards in relation to the matters below to be specifically applicable to each relevant person falling within this standards report:

- Standards relating to the use of the Welsh language within a body's internal administration
- Standards in relation to complaints made by a member of a body's staff
- Standards relating to a body disciplining staff
- Standards in relation to a body's information technology and about support material provided by a body, and in relation to the intranet
- Standards in relation to a body developing Welsh language skills through planning and training its workforce
- Standards in relation to a body recruiting staff
- Standards in relation to signs displayed in a body's workplace
- Standard in relation to audio announcements and messages in a body's workplace.

Record keeping standards

As a result of conducting this standards investigation, and based on the evidence received, the Welsh Language Commissioner concludes that the persons who fall within this standards report should keep records identifying how they adhere to the standards they are expected to comply with, as well as complaints. Welsh language schemes require the organizations in question to identify the actions required to publish information on the organization's performance against the statutory requirements. That was confirmed in the evidence received, and each person complied with the requirements in question (either partly or fully), considered them reasonable and proportionate, or had already partly committed in a corresponding manner to the standards in question in their current Welsh language schemes.

Conclusion 10: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that the regulations provide for record-keeping standards to be made specifically applicable to the persons who fall within this standards report.

Promotion standards

Only Leonard Cheshire Disability noted that they wished to agree to promotion standards being made potentially applicable to them.

Conclusion 11: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for promotion standards to be specifically applicable to Leonard Cheshire Disability.

Standards which deal with supplementary matters

There are provisions in the Welsh Language (Wales) Measure 2011 regarding monitoring arrangements and reporting requirements for the standards system (Section 27 - Supplementary Provisions). Following the approval of Welsh Language Standards Regulations (No.1) 2015⁷⁵ in the National Assembly for Wales Plenary Meeting, standards which deal with supplementary matters were specified under section 26 of the Measure.

The Commissioner notes that it is a requirement under Welsh language schemes to determine actions to be taken to publish information on the organization's performance against the statutory requirements.

The Welsh Government policy document 'Inspection, Audit and Regulation'⁷⁶, explains that the role of inspectors is to 'investigate independently using professional expertise and legal powers'. This is supplemented by the Crerar Report on inspection in Scotland which notes that the role of external inspectors is to provide independent assurance that services are being managed well and are fit for purpose. According to Crerar, the five main principles are public focus, independence, proportionality, transparency and accountability. Crerar's proposals are consistent with the principles of Hampton which note that inspection should take place on the basis of risk; that inspections should not be carried out for any reason and that regulators should be able to provide authoritative and accessible advice. There is also an acknowledgement that it is not possible for inspection bodies to oversee everything service providers do. That is, there is an increasing expectation upon service providers to have robust internal scrutiny and audit arrangements. In addition, self-assessment plays an increasingly important role in external audit arrangements.

Conclusion 12: As a result of carrying out this standards investigation, and in consideration of the above, the Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for standards which deal with supplementary matters to be specifically applicable to all relevant persons within this standards report.

⁷⁵ <http://www.legislation.gov.uk/cy/wsi/2015/996/made/data.pdf>

⁷⁶ <http://gov.wales/docs/dpsp/publications/inspectionpolicystatement/090930inspstatementen.pdf>

Additional standards which should be made specifically applicable to persons falling within the Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year standards report

The following is noted in section 64 (3) of the Welsh Language (Wales) Measure 2011:

If –

- (a) the conclusions of the investigation are (in whole or in part) that any standards should be specifically applicable to a person, and
- (b) any or all of those standards are not specified by the Welsh Ministers under section 26 (1), the report must set out the standards that are not specified.

The Welsh Language Commissioner concludes that additional standards to those published by the Welsh Government on 7 November 2014 should be specified. This opinion is based on evidence received from the public and relevant persons as part of the standards investigation.

Activities: social media; self-service machines

Since the conclusion of the standards investigation, a draft version of the Welsh Language Standards Regulations (No. 1) (Wales) 2015 was tabled on 3 March 2015. The National Assembly for Wales received these Regulations in Plenary on 24 March 2015. Service delivery standards regarding a body's use of social media, as well as self-service machines, were added to the range of activities subject to this standards investigation. These standards are 58, 59 and 60 from The Welsh Language Standards (No. 1) Regulations (Wales) 2015.⁷⁷

Conclusion 13: The Welsh Language Commissioner concludes that Welsh Ministers should ensure that regulations provide for service delivery standards in relation to the activities below to be specifically applicable to every relevant person falling within this standards report, should the Welsh Ministers believe that the activities below are ones which the persons could currently undertake, or do so in future:

- a body's use of social media
- self-service machines.

⁷⁷ <http://www.legislation.gov.uk/cy/wsi/2015/996/made/data.pdf>

8 The next steps

In preparing this standards report, the Welsh Language Commissioner has considered all the responses submitted to the standards investigation. This report will be submitted to the following in accordance with section 64 (4) of the Welsh Language (Wales) Measure 2011:

- all relevant persons
- Welsh Language Commissioner's Advisory Panel
- all persons who participated in the Commissioner's consultation in accordance with section 63
- Welsh Ministers.

Alongside the standards investigations of the Welsh Language Commissioner, Welsh Ministers are expected to carry out regulatory impact assessments in respect of relevant secondary legislation they intend to create, using their own secondary legislation powers.

The Government of Wales Act 2006 notes that a regulatory impact assessment is as follows:

'A regulatory impact assessment is an assessment as to the likely costs and benefits of complying with relevant Welsh subordinate legislation'.⁷⁸

In this respect, a regulatory impact assessment may be considered:

- a process to help Welsh Ministers to consider the effect of the proposed regulation on the interests of individuals, groups, organizations etc.
- a means of enabling Welsh Ministers to weigh up the costs and benefits of all the options available to them before implementing a policy;
- a means of submitting the relevant evidence on the positive and negative effects of such interventions for the purposes of scrutinizing that evidence.⁷⁹

Welsh Ministers will be expected to consider the evidence they collected for the purposes of the regulatory impact assessment, alongside the Welsh Language Commissioner's conclusions in a standards report in deciding whether or not to exercise the powers granted to them under Part 4 of the Welsh Language (Wales) Measure 2011.

The Rt Hon. Carwyn Jones AM, First Minister of Wales confirmed in a statement on 24 March 2015 that it is currently foreseen that the process of introducing regulations for all relevant persons noted within this report will begin by the end of 2015, with a debate and vote on approval of regulations at a Plenary Meeting of the National Assembly for Wales.

⁷⁸ Section 76 (2) (a) The Government of Wales Act 2006.

⁷⁹ <http://gov.wales/docs/legislation/guidance/091020riacodeen.doc>

Appendix A – General comments received from members of the public in relation to the round 2 standards investigations

The responses received were generally supportive of the concept of specifying standards, to ensure that Welsh speakers have clear rights in relation to the Welsh language services provided by all organizations in round 2.

The public once again expressed considerable desire to ensure that the specified standards are clear, robust and coherent for ordinary people. It was added that the rights of Welsh speakers will only be secured in this way.

Outlined below are the main themes of the responses received in favour of making the standards specifically applicable:

- The need to ensure that the standards specified fully reflect the recommendations of the Welsh Language Commissioner's Health Inquiry.
- The need to ensure that the standards ensure Welsh language services provision by default, ensuring that the concept of active offer is consistent overall.
- Ensure that the process of awarding or dealing with tenders or contracts does not disregard the need to specify Welsh language conditions on the grants/contracts awarded by organizations included in round 2.
- The need to ensure that standards in relation to a face-to-face service goes beyond the main reception areas and personal meetings arranged in advance.
- The need to ensure clarity that the definition of personal meetings includes all face-to-face meetings.
- The need to specify a standard which sets clear requirements on organizations' recruitment policies.

Some responses were received from members of the public, expressing general objection to the language duties.

Outlined below are the main themes of the responses received against making the standards specifically applicable:

- The need to consider the current economic climate, and how public money is spent on the Welsh language
- Prioritising other policy areas over the Welsh language
- The relevance of the Welsh language in Wales
- Disagreement with the requirement that the Welsh should appear or be published first

Service delivery standards

Comments were received from members of the public calling for the need to ensure that specific standards are specified for health bodies which reflect the findings of the Welsh Language Commissioner's report 'My Language, My Health: the Welsh Language Commissioner's Inquiry into the Welsh Language in Primary Care'. Statements added that standards relating to national GP and primary care provider contracts should be specified.

Comments were received that noted that there were inadvertent weaknesses, in their view, in the draft regulations, because the standards in relation to receiving a Welsh language service face-to-face did not go beyond personal meetings organised beforehand and services in the main reception areas. Similarly, it was noted that it is essential for regulations concerning health bodies to specify standards for personal meetings which involve appointments, consultations and all other face-to-face contact.

The importance of personal meetings in health, education and justice was emphasised, and comments drew attention to the fact that they were not of the opinion that the draft regulations would secure a face-to-face Welsh language provision beyond personal meetings and in reception areas. It was added that the definition should be extended to other various contexts.

A number of responses were received which supported the standards relating to meetings that aren't open to the general public, bearing in mind that a number of organizations in the justice sector are included in round 2. Although the standards referred to personal interest or wellbeing, some were concerned that it was not entirely clear whether that would include a person's right to be interviewed in Welsh in the aforementioned context.

In the context of signs, some respondents were of the view that electronic signs and audio exhibitions in places such as museums should be encompassed within the definition of this activity. Similarly, it was noted that surtitles and subtitles in plays and performances should also fall under the definition of signs, with a view to placing standards on persons such as National Theatre Wales and Welsh National Opera.

In relation to the standards relating to courses, many respondents emphasised the importance of professional training in health as well as other sectors, and the need to specify standards that would guarantee Welsh medium professional development courses. Also, concern was expressed regarding the clarity of the definition of courses, with a risk that courses that are open to the public could be seen only as those for members of the bodies or that are managed by the bodies. One respondent highlighted the importance of these standards in relation to the WCVA.

In responding to the standards in relation to awarding grants, many individuals referred to the importance of specifying standards that would ensure that Welsh language conditions are specified for the grants allocated by the organizations in round 2. Emphasis was placed on bodies such as Sport Wales, Arts Council and Big Lottery Fund, noting that they were organizations where the awarding of grants is crucial in terms of increasing the use and provision of the Welsh language.

To the same end, some respondents said that an additional standard should be specified in relation to awarding contracts, with a view to ensuring that independent production companies who are responsible for supplying services on behalf of S4C also fall under the duty to move towards internal use of Welsh as part of their contracted activities with the

channel.

A number of members of the public expressed concern that a standard hadn't been specified in the draft regulations for public appointments. It was added that the former Local Government Minister had said that standards would relate to public appointments in order to specify thresholds for the number of Welsh speakers.

In considering the standards in relation to official notices, many respondents noted that it should be ensured that those standards are made specifically applicable to every organization included in this round. One respondent noted that prescriptions should be encompassed within the definition of this activity. However, some comments were received which questioned the propriety of issuing notices on specialist subjects in both languages, going on to question the need to publish an official notice at all in those cases.

One respondent noted that the standards in relation to education corporations (further and higher) should require them to commit to a Welsh medium of bilingual educational provision, using their own resources, as well as the resources received via external streams. It was added that the bodies in question should also stimulate student demand, as well as respond to it. The 'Welsh Language Regulations 2015'⁸⁰ state:

For the purposes of standards 84, 85 and 86 (courses), an “education course” means any seminar, training, workshop or similar provision which is provided in order to educate members of the public or to improve the skills of members of the public; but does not include activities or courses provided as part of the curriculum in accordance with any enactment.

Welsh Ministers should ensure clarity regarding the above when specifying standards, and make them specifically applicable in regulations to higher and further education corporations in regulations.

Policy making standards

One respondent referred to the importance of imposing the above standards on each body in round 2, bearing in mind that these policies form the basis of all their activities. Another respondent referred specifically to organizations such as Police and Crime Commissioners, Sport Wales, the Millennium Centre and the Commission for Equality and Human Rights, noting that they should give more consideration to the Welsh language in making policy decisions.

To the same end, one respondent referred to the importance of making the policy making standards specifically applicable to the Commissioners identified in round 2, saying that they had a number of reports which do not mention the Welsh language at all, in areas where language rights are constantly ignored.

Specific comments were received in relation to Ofcom, noting that they had a crucial role in awarding radio and TV licences. With that in mind, the respondents in question believed that a standard should be set making licences subject to language conditions under the policy making standards or the contract awarding standards.

⁸⁰ Paragraph 37, Part 3, Schedule 1, Welsh Language Standards (Welsh Ministers, County and County Borough Councils, and National Park Authorities) Regulations 2015

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Based on evidence received from the public, references were made to a number of profession regulators in round 2, noting that action should be taken to ensure that standards were set for them leading to better workforce planning for a bilingual Wales.

One respondent expressed concern regarding the limited effectiveness of the proposed policy making standards. It was added that not many policies exist on a local level only, and that they should be part of a wider context, often on a national level.

Operational standards

One respondent emphasised the important role played by organizations such as the National Museum of Wales, Wales Millennium Centre, S4C, Natural Resources Wales, National Library of Wales and the Welsh Books Council in terms of contributing to the Welsh language as a workplace language. They noted that the organizations in question, amongst others, should work towards undertaking their internal administration in Welsh. As a result, they were of the opinion that operational standards should be specified in addition to those in the draft regulations, that would allow organizations to work towards that goal.

Similarly, many were of the opinion that higher tier standards should be specified in relation to recruitment, requiring those organizations that conduct their internal administration in Welsh to recruit Welsh speaking staff only.

A number of responses were received from the public asking for standards which would place duties on universities to provide opportunities for students in Welsh (and for non-Welsh speakers to become fluent), as well as a standard which would ensure that they had a duty to train the future workforce.

In their comments on the Local Democracy and Boundary Commission for Wales, one respondent said that a standard should be specified which would ensure that a proportion of those appointed to the Commission can speak Welsh, in order to reflect what was expressed during the revision of that legislation. A number of comments were received which highlighted the importance of specifying such a standard across the organizations in question, in order to ensure that organizations can operate and comply with the requirements in full. To that end, one respondent noted that it should be ensured that a standard is specified to impose a duty on organizations to offer intense Welsh learning programmes.

Some comments were received, expressing the view that organizational offices outside Wales should be exempt from the operational standards.

Record keeping standards

Many responses were received which were of the firm opinion that organizations should have to keep records, to ensure public accountability and transparency in relation to compliance with the requirements.

However, some respondents emphasised that the record keeping duty should be proportional, and improving the range and quality of their Welsh medium services would be a better investment for organizations. It was added that it was the Welsh Language Commissioner's responsibility to determine that appropriate balance.

Students' unions of higher and further education corporations

In responding to the standards investigation carried out in relation to higher and further education corporations, many comments were received which noted the need to make the standards potentially applicable and specifically applicable to the students' unions. One respondent emphasised the essential part of the students' union in providing services to the students along with the corporations in question, and referred specifically to the support and academic representation as well as protecting the welfare and interests of the students.

The respondent in question referred to the direct and far-reaching influence the unions have on student experience, together with the fact that they receive substantial amounts of money from the corporations in question. It was also added that the current Welsh language scheme of one corporation acknowledges the relationship between it and the union, and the responsibility it has in that respect.

Many examples were submitted of students' unions operating bilingually during the past academic year. However, bearing in mind the requirements associated with the draft regulations, one respondent emphasised that it was fragmented, and often following pressure from students. With this in view, concern was expressed regarding the lack of strategic and central planning for developing the Welsh language within students' unions, causing the unions to treat the Welsh language less favourably than the English.

In this respect, the respondent was of the opinion that Welsh Ministers should ensure that specific standards are specified and made specifically applicable to education corporations, to acknowledge the all important relationship with the unions, together with the range of services provided by them to students on behalf of the corporations in question. The respondent went on to note that he was of the opinion that not specifying these types of standards would mean that the linguistic rights of students in Wales will not be protected, and from the viewpoint of those students, any attempt to set out standards on a corporate level would be in vain.

Appendix B - List of respondents to the standards investigation

Below is a list of the relevant persons in respect of which a standards investigation was carried out, the Advisory Panel, together with the members of the public who were willing for us to publish their comments.

Relevant persons

- WEA Cymru
- National Association of Citizens Advice Bureaux
- Gofal Cymru
- Royal Voluntary Service
- Hafal
- Leonard Cheshire Disability
- Wallich-Clifford Community

Members of the public

- Alun Jones
- Alun Ceri Jones
- Eifion Jones
- Elin Walker Jones
- Eiliw Alwyn
- Selwyn Lloyd-Jones
- Hywel Wyn Jones
- John Arwel Griffiths
- Lloyd Evans
- Anthony Barry
- Sharon Roberts
- Sion Jobbins
- Owen Saer
- Einir Sion
- Sian Gwenllian
- Lisbeth McLean
- Amanda Evans
- Rhys Glyn
- Anthony Barnard
- Anthony Caradog Evans
- Tim Jones
- Yasmin Morris
- Llinos Jones
- Aled Jones
- Dewi Snelson
- Emrys Wynne
- Curon Wyn Davies
- Bethan Harvey
- Mair Edwards
- Kathryn
- Helen Thomas
- Geraint Brython Edwards

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

- Rhodri Williams
- Ruth Evans
- Penri Williams
- Huw Jones
- Emyr Tomos
- Bethan Williams
- Llyr ap Gruffydd
- Robin Farrar
- Robert Jones
- Iago ap Steffan
- Sophie Hughes
- Huw Alun Roberts
- Chris Andrew
- Heledd Gwyndaf
- John Wynn Jones
- Manon James
- Gill Stephen
- Gwyn Williams
- Daron Pierce
- Sian Wyn Jones
- Emma Lloyd
- Neville Evans
- Diane Jones
- Jane Aaron
- Emyr Puw
- Harri Bryn Jones
- Liz Saville Roberts
- Craig ab Iago
- Rhian Davies
- Gwyn Sion Ifan
- Anna Williams
- Dyfan Jones
- Dai Hawkins
- Trefor Jones-Morris
- Dilwyn Morgan
- Rev. Emyr Wyn Thomas
- Bryn Davies
- Dr Ceridwen Lloyd Morgan
- Howard Thomas
- Connor
- Lydia Jones
- Rhodri Jones
- Bob Gaffey
- Angharad
- Ruth Williams
- Nic Daniels
- Jeffrey Jones
- Pablo Dubois
- Gareth Wood
- Llinos Roberts
- Bethan Jones

Welsh Language Commissioner's Standards Report – Schedule 5 (5): Persons providing services to the public who receive public money amounting to £400,000 or more in a financial year – Section 64 Welsh Language (Wales) Measure 2011

- Sian Mererid Jones
- Duncan Brown
- B Griffiths
- Awen M G Schiavone
- Osian Wyn Owen
- Robin Owain
- Judith Griffith
- Richard John Griffith
- Clive James
- Sion Williams
- Mathew Rees
- Thomas John Davies
- Ben Screen
- Mari Williams
- Enfys Jones
- Thomas Shaw
- Dafydd Thomas
- Angharad Brown
- John Jones
- Iago Sion
- Dafydd Williams
- Ieuan Parry
- Huw Thomas
- William Schleising
- Huw Roberts

Organizations/Movements

- Cymdeithas yr Iaith
- Dyfodol i'r Iaith
- Mentrau Iaith Cymru
- Welsh Language Officer, Cardiff University Students Union and the Welsh Society Committee, Cardiff University
- Coleg Cymraeg Cenedlaethol

Welsh Language Commissioner's Advisory Panel

- Dr Ian Rees
- Gareth Jones
- Professor Gwynedd Parry
- Bethan Jones Parry
- Carl Cooper