

# Welsh Language Standards - Compliance Checklist

## 1. Service Delivery Standards. (Sec 28)

### Correspondence

'Correspondence' includes by letter, text message, e-mail, or by text using social media. Where enclosures are created by BCBC and are included in correspondence, they should be issued in accordance with relating standards. Enclosures which have not been created or generated by BCBC will not be covered by the standards for 'correspondence' nor by any standards that apply to BCBC for 'publications'.

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
<b>(a)</b>	<b>Replying to correspondence</b>				
<b>1</b>	Any correspondence received by BCBC, written in Welsh must be answered in Welsh if an answer is required, unless the person has indicated that they would prefer not to receive a reply in Welsh.				
<b>(b)</b>	<b>Initiating correspondence</b>				
	Initiating correspondence with one person where BCBC has been required to comply with standards <b>84</b> and <b>85</b> requiring us to keep a record of persons who have indicated that they wish to receive services in Welsh and the records maintained to comply with that standard show that the person wishes to receive correspondence in Welsh or that includes a Welsh version.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
2	Correspondence must be issued in Welsh where the person has indicated a Welsh response is required.				
3	Correspondence must be issued in a form which includes a Welsh version where a person has indicated that s/he wishes to receive correspondence that includes a Welsh version.				
4	Where the person has not indicated he or she wishes to receive correspondence in Welsh and English, BCBC must ensure that Welsh and English versions are issued.				
5	Initiating correspondence with several persons (circular) must be in Welsh and English				
6	Welsh and English versions must be signed				
7	Where an e mail is issued containing an electronic signature, that signature must also be in Welsh				
8	<p>BCBC must state that it welcomes Welsh language correspondence and will correspond through the medium of Welsh and state that writing to us in Welsh will not, in itself, incur a delay in a response. Wording must be displayed on:</p> <ul style="list-style-type: none"> <li>• Website homepage</li> <li>• All correspondence and forms</li> <li>• Signage in reception areas</li> <li>• Official notices and publications that invite responses from persons</li> </ul>				

## Telephone Calls

The following standards relate to calls made to BCBC's switchboards and reception areas and calls made to individual employees not working on switchboards or reception areas.

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
<b>(a)</b>	<b>Incoming calls to BCBC main switchboard</b>				
9	Incoming calls must be dealt with in Welsh by the switchboard when the service is open				
10	BCBC must provide a switchboard that will deal with incoming calls in Welsh				
11	All answering services must enable persons to leave a message in Welsh				
<b>(b)</b>	<b>Direct incoming calls to staff members</b>				
12	BCBC must prepare and implement a plan outlining how employees will deal with incoming calls in Welsh				
13	BCBC must provide a switchboard that will deal with incoming calls in Welsh				
<b>(c)</b>	<b>Referring incoming calls to employees</b>				
14	BCBC must prepare and implement a plan outlining how the switchboard and other employees will refer callers that wish to receive a Welsh language service, ensuring that the Welsh language is treated no less favourably than the English language				
15	BCBC must provide a switchboard that will deal with incoming calls in Welsh				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
<b>(ch)</b>	<b>General standards relating to incoming calls</b>				
16	<p>BCBC must state that persons are able to use Welsh when contacting BCBC by telephone. The wording must be displayed on:</p> <ul style="list-style-type: none"> <li>• The website homepage</li> <li>• Correspondence and forms</li> <li>• Signage in reception areas</li> <li>• Official notices and publications that invite persons to contact BCBC by telephone</li> </ul>				
<b>(d)</b>	<b>General standards relating to outgoing calls</b>				
17	Phone calls to persons must be in Welsh where the language preference of the person has been recorded to show that they wish to receive services in Welsh.				
<b>(dd)</b>	<p><b>Automated response to telephone calls:</b>  This standard deals with systems established by BCBC to deal with telephone calls by using an automated system to guide the person through a set procedure where the person is asked by a recorded message to press different numbers on a keypad in order to choose different options.</p>				
18	BCBC's automated telephone response system must provide the complete service in Welsh.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<b>Proposed standards for helplines and call centres</b>				
(a)	<b>Hours of service</b>				
19	Incoming calls to helplines and call centres must be dealt with in Welsh when the service is open				
20	BCBC must prepare and implement a plan outlining how helplines and call centres provide a Welsh language service				
21	Helplines and call centres must ensure that the first message persons hear on contacting the helpline or call centre is a message in Welsh explaining the hours that the Welsh language service is operational.				
	<b>General standards relating to helplines and call centres</b>				
22	References to Welsh language helplines or call centres must be included wherever BCBC advertises its helplines or call centre services.				
23	The Welsh language service must share the same number as the English language service.				
24	The Welsh language service must have the same performance indicators as the equivalent English language service.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
(c)	<b>Automated response to telephone calls:</b> This standard deals with systems established to deal with telephone calls by using an automated system to guide persons through a set procedure where a person is asked by a recorded message to press different numbers on a keyboard in order to choose different options.				
25	BCBC's automated telephone response systems must provide a complete service in Welsh				
	<b>Proposed standards for personal meetings:</b> Personal meetings are defined as meetings that take place between BCBC and a person.				
26	BCBC must make it clear that it welcomes the use of Welsh in meetings. This wording must be displayed on: <ul style="list-style-type: none"> <li>• Website homepage</li> <li>• Correspondence and forms</li> <li>• Signage in reception areas</li> <li>• Invites and publicity materials for meetings</li> </ul>				
27	Where the person has indicated that a personal meeting in Welsh is required, BCBC must conduct that meeting in Welsh.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
28	Where a person has indicated that they want a personal meeting in Welsh, BCBC must arrange simultaneous translation from English to Welsh and Welsh to English				
29	Where a person has indicated that they want a personal meeting in Welsh, BCBC must arrange consecutive translation from English to Welsh and from Welsh to English.				
<b>Proposed standards for public meetings</b>					
<b>(a) Meetings to which specific persons are invited:</b> For the purposes of the standards, these are meetings to which persons are invited and asked to indicate if they will attend.					
30	Invitations to attend public meetings, where persons will have an opportunity to contribute to the meeting, must ask if they wish to use Welsh				
31	Any persons who will contribute to the meeting must be asked if they wish to use Welsh				
32	Simultaneous translation must be provided at meetings where the persons that wish to use Welsh will attend.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
33	<p>Simultaneous translation must be provided at meetings if any of the following conditions are met:</p> <ul style="list-style-type: none"> <li>• More than five persons have indicated they want to use Welsh</li> <li>• More than 5% of persons proposing to attend have indicated that they wish to use Welsh</li> <li>• Welsh will be used by any person making a presentation, or giving a speech at the meeting, or chairing or hosting the meeting.</li> </ul>				
	<p><b>(b) Meetings which are open to persons:</b>  For the purposes of the standards, these are meetings that have publicised locally. Persons are not required to let the organisers know beforehand if they propose to attend.</p>				
34	<p>All meeting publicity published by the organisation must make it clear that the use of Welsh will be welcomed and facilitated.</p>				
35	<p>Any persons who will be asked beforehand to contribute to the meeting must be asked if they wish to address the meeting in Welsh.</p>				
36	<p>Simultaneous translation must be provided at the meeting.</p>				



No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<b>(c) General issues relating to public meetings</b>				
37	Any invitations to attend public meetings must be issued in Welsh.				
38	Any text displayed by BCBC at the meeting must be displayed in Welsh				
	<b>Proposed standards for public events:</b> These standards are applicable to events that are arranged and funded solely by BCBC. The standards are not applicable for events arranged by another party or sponsored partly by the organisation.				
39	BCBC must treat Welsh no less favourably than English in relation to publicity, signage and audio announcements for public events arranged by it.				
40	BCBC must treat Welsh no less favourably than English in information and assistance provided for persons at a public event whether verbally or in writing.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<p><b>Proposed standard for publicity and advertising:</b>            Publicity activities are those undertaken to disseminate information to gain interest and/or provide information through the means of broadcast media, print media and social media.</p> <p>Advertising activities are those undertaken to draw attention to a product, service or campaign, usually by means of paid advertisements or announcements placed in newspapers or magazines, on the radio or television, or on billboards or other advertising media.</p>				
41	Any publicity or advertising material must be in Welsh. The Welsh version must be treated no less favourably than the English version.				
	<p><b>Proposed standard for public exhibitions:</b>            A public exhibition means as organised presentation and/or display designed to inform persons about matters related to BCBC.</p>				
42	Any exhibition material must be displayed in Welsh. The Welsh version must be no less prominent or accessible than the English version and treated no less favourably than the English version.				

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	<p><b>Proposed standards for publications:</b>  Publications means documents produced by BCBC and made available to other persons. They include consultation documents, guidance documents, booklets, leaflets and posters and can be published in hard copy or electronic. They do not include forms, signage, correspondence, or materials covered by the standards relating to publicity and advertising. These standards are not applicable to notices and licences where there is a prescribed form of the Welsh and English notice.</p>				
43	<p>The following BCBC publications must be made available in Welsh:</p> <ul style="list-style-type: none"> <li>• Cabinet papers, agendas, minutes and for meetings, conferences or seminars</li> <li>• Licences</li> <li>• Certificates</li> <li>• Bills (eg council tax)</li> <li>• Brochures</li> <li>• Leaflets</li> <li>• Pamphlets</li> <li>• Documents to be distributed to or at schools</li> <li>• Policies</li> <li>• Strategies</li> <li>• Plans</li> <li>• Press releases</li> </ul>				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
44	<p>If the publication is outside of the scope of the above list BCBC must apply the following criteria in assessing whether a Welsh version of the publication is required:</p> <ul style="list-style-type: none"> <li>• Does the subject mean that a Welsh publication is required?</li> <li>• Does the anticipated audience, and their expectations, mean that a Welsh publication is required?</li> </ul>				
45	<p>The Welsh must be treated no less favourably than the English with regards to font, format, colour, size, legibility and prominence.</p>				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<p><b>Proposed standards for forms:</b>  A form is a document (hard copy or electronic) that requires persons to submit information in relation to accessing services. Forms are mostly used to:</p> <ul style="list-style-type: none"> <li>• Make a payment</li> <li>• Submit an application or an order</li> <li>• Inform BCBC</li> <li>• Submit a complaint or a point of view to BCBC</li> <li>• Register for access to a service</li> </ul> <p>A form includes any explanatory material printed on the form to help persons completing it understand how to do so. However, any separately published explanatory material accompanying form must be dealt with under the publications standards. These standards are not applicable to forms where there is a prescribed form of English and Welsh. Due to being covered by other standards, these standards do not apply to:</p> <ul style="list-style-type: none"> <li>• Recruitment forms (operational standards)</li> <li>• Forms used by persons applying for a contract (standards 70 and 71)</li> <li>• Forms used to apply for grant support (standards 66 and 67)</li> </ul>				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
46	<p>Any form published applicable to the following categories must be made available in Welsh</p> <ul style="list-style-type: none"> <li>• Make a payment</li> <li>• Submit an application or an order</li> <li>• Inform BCBC</li> <li>• Submit a complaint or a point of view to BCBC</li> <li>• Register for access to a service</li> </ul>				
47	<p>If the form is outside the scope of the above list, BCBC must apply the following criteria in assessing whether a Welsh version of the form is required.</p> <ul style="list-style-type: none"> <li>• Does the subject mean that a Welsh form is required?</li> <li>• Does the anticipated audience, and their expectations, mean that a Welsh form is required.</li> </ul>				
48	<p>The Welsh version must be treated no less favourably than the English version with regards to timing of publication, deadline of submitting the form, time of response if necessary, font, format, colour, size and legibility.</p>				
49	<p>When information is pre entered by BCBC on a Welsh language version of a form that is sent by post or email to a person, the information must be entered in Welsh</p>				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<p><b>Proposed standards for websites and online services:</b>            These standards do not apply to material provided, posted or submitted to BCBC’s website or online service by any third party. Website means a set of interconnected web pages prepared and maintained by BCBC as a collection of information for use by persons. “Website” includes interactive pages. “Website” does not include documents or other material published on the website (including video and audio clips). Decisions about the language in which documents and other material should be published must be made in accordance with the standards dealing with publications, forms and publicity and advertising material. “Interactive” means a facility which enables persons to submit information electronically to BCBC. “Website” does not include information submitted by persons via an interactive page published on the website such as comments or a discussion forum.</p>				
50	All webpages must be made available in Welsh and the Welsh language must be treated no less favourably than English with regards to the font, format, colour, size, legibility and prominence.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
51	All new webpages must be made available in Welsh and the Welsh language must be treated no less favourably than English with regards to the font, format, colour, size, legibility and prominence.				
	<b>Proposed standards for apps:</b> An app is a software application designed to undertake a specific task. It is designed to run on electronic devices.				
52	All apps published by BCBC must function fully in Welsh.				
	<b>Proposed standards for signage:</b> These standards are relevant to electronic signs as well as other signs.				
53	Any new, replacement or temporary sign erected must contain the information to be conveyed by the sign in Welsh.				
54	Welsh text on signs must be treated no less favourably than the English text with regards to the font, format, colour, size, legibility and prominence.				
55	Where a sign in Welsh is erected in circumstances where there is a sign in English conveying the same information the Welsh language sign must be the same size as the English language sign and the information conveyed in the Welsh language sign must be presented in the same font and font size as the English language sign.				



No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
56	Where a sign contains Welsh as well as English, the Welsh language text must be positioned so as to be read first.				
57	All reasonable steps must be taken by BCBC to ensure that Welsh text on signs is treated no less favourably than the English text with regard to the accuracy of the information, linguistic accuracy and terminological consistency.				
	<b>Proposed standard for the reception of visitors:</b> Reception area means an area in BCBC where persons are received				
58	BCBC's reception areas must be able to offer a service in Welsh at all times				
59	BCBC must ascertain the language preference of persons when arranging a visit or appointment which involves attending a reception area.				
60	BCBC's reception area must deal with a person in Welsh if they have made a prior arrangement to attend and have indicated that they wish to receive a Welsh language service.				
61	BCBC's reception area must provide a telephone line allowing persons to receive a Welsh language service.				
62	BCBC must provide an employee to attend a reception area when a person wishes to receive a Welsh language service.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<p><b>Proposed standards for official notices:</b>            Official notices are any notices BCBC publishes as part of business informing persons about service delivery activities or changes to service delivery activities. These standards do not apply to official notices where there is a prescribed version of a Welsh and English notice.</p>				
63	An official notice must be published in Welsh and must be treated no less favourably than English with regards to font, format, size, colour, legibility and prominence.				
64	Where an official notice contains the Welsh language as well as the English language the Welsh language text must be positioned so as to be read first.				
65	Where an official notice in Welsh is published or displayed in circumstances where there is an official notice in English conveying the same information, the Welsh must be treated no less favourably than the English with regards to font, format, colour, size, legibility and prominence.				
	<p><b>Proposed standards for awarding grants:</b></p>				
66	Application forms and associated explanatory material must be published in Welsh				
67	Persons must be able to apply for grant support in Welsh				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
68	Applications for grants in Welsh must be treated no less favourably than applications made in English with regards to a deadline for receiving applications and a decision.				
69	Applications for grants in Welsh must receive a decision regarding the grant in Welsh.				
	<b>Proposed standards for awarding contracts:</b> These standards can only apply where the law does not prescribe which languages could be used for particular contracts				
70	Invitations to tender must be published in Welsh				
71	Tenderers must be able to submit tenders in Welsh				
72	Tenderers that submit tenders for contracts in Welsh must be treated no less favourably than applications made in English with regards to a deadline for receiving tenders and the timing of receiving a decision on the tender				
73	Tenderers for contracts in Welsh must receive a decision regarding the tender application in Welsh				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<b>Proposed standards for awareness raising of Welsh language services available:</b>				
74	BCBC must state the Welsh language services available by means of: <ul style="list-style-type: none"> <li>• Website homepage</li> <li>• A link from the homepage to the dedicated webpage</li> <li>• A dedicated leaflet to be made available in BCBC’s publically accessible buildings</li> <li>• A poster to be displayed in BCBC’s buildings accessible to persons</li> <li>• A notice to be published in newspapers or newsletters published by BCBC that is made available to the public</li> </ul>				
75	The standards that must be complied with must be published on BCBC’s website and made available for inspection at all times at any of BCBC’s office which are open to persons				
76	BCBC must make it clear to persons <ul style="list-style-type: none"> <li>• In reception areas</li> <li>• In correspondence</li> <li>• On forms</li> <li>• And when contacting a service user by telephone</li> </ul> That a service they require is available in Welsh				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
77	BCBC must ask persons if they wish to be : <ul style="list-style-type: none"> <li>• Greeted in reception areas</li> <li>• Receive correspondence</li> <li>• Receive forms</li> <li>• Contacted by telephone</li> </ul> In Welsh				
	<b>Proposed standard for corporate identity and branding:</b> Corporate identity means the way BCBC presents itself to persons by means of visual statements. It is conveyed by the use of devices such as the name used by BCBC, logos, branding, slogans and stationery.				
78	BCBC's corporate identity and/or brand must treat the Welsh language no less favourably than the English.				
	<b>Proposed standard for courses:</b> A course means any seminar, training, workshop or similar provision provided for persons. This includes education courses (eg courses to teach additional languages and ICT) and training courses for children and young people (eg swimming lessons and theatre workshops). A course does not include activities provided within the school curriculum as required by relevant statutes.				
79	All education or training courses must be offered in Welsh				
80	Courses must be offered in Welsh if they are aimed at persons aged 18 or under.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
81	When an education or training course is arranged by BCBC, they must assess the need to provide it in Welsh.				
	<b>Proposed standard for public address systems:</b>				
82	Any audible messages must be made in Welsh				
83	Any audible messages must be made in Welsh first				
	<b>Proposed standards relating to a database:</b>				
84	BCBC must ascertain the language preference of persons that wish to use service delivery activities				
85	BCBC must create and maintain a database of persons that are known to BCBC who wish to use service delivery activities in Welsh				

## 2. Policy Making Standards. (Sec 29)

A policy making standard means a standard that relates to a policy decision and is intended to secure or contribute to securing one or more of the following results:

- That the person making the policy decision considers what effects if any (positive or adverse) the policy decision would have on;
  - a) Opportunities for other persons to use the Welsh language
  - b) Treating the Welsh language no less favourably than the English language
  
- That the person making the policy decision considers how the decision could be made so that the decision has positive effects or increased positive effects on;
  - a) Opportunities for other persons to use the Welsh language or
  - b) Treating the Welsh language no less favourably than the English language
  
- That the person making the policy decision considers how the decision could be made so that the decision does not have adverse effects or has decreased adverse effects on;
  - a) Opportunities for other persons to use the Welsh language or
  - b) Treating the Welsh language no less favourably than the English language

A reference to positive or adverse effects is a reference to such effects whether direct or indirect.

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<b>Proposed standard relating to considering the effects of a policy on the Welsh language</b>				
86	BCBC when making a policy decision must assess what effect if any whether positive or adverse, a policy decision would have on the opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
87	BCBC when making a policy decision must assess how the policy decision could be made so that the decision has positive effects or increased positive effects on the opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language.				
88	BCBC when making a policy decision must assess how the policy decision could be made so that the decision does not have adverse or has decreased adverse effects on the opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language				
89	Consultation documents about a policy decision must discuss and seek views on the effects that the policy under consideration would have on opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language.				
90	Consultation documents about a policy decision must discuss and seek views on whether the policy under consideration could be made so that it has positive effects on or increased positive effects on the opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language				



No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
91	Consultation documents about a policy decision must discuss and seek views on how the policy under consideration could be made so that it does not have adverse effects or has decreased adverse effects on opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language.				
92	BCBC must assess what effects the awarding of a grant would have on opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language				
93	BCBC must assess what effects the awarding of a grant would have positive effects or increased positive effects on the opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language				
94	BCBC must assess how the awarding of a grant would have adverse effects on opportunities for persons to use the Welsh language or treating the Welsh language no less favourably than the English language				

### 3. Operational Standards.(Sec 30)

An operational standard means a standard that relates to the relevant activities of a person and intended to promote or facilitate the use of the Welsh language. A relevant activity means a function, business or undertaking and carrying out relevant activities relates to the exercise of functions or the conduct of business.

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<b>Proposed standards regarding the use of Welsh in internal administration</b>				
95	<p>The following documents must be provided in Welsh if required by the employee and BCBC must not treat the Welsh language less favourably than the English language. Documents include contracts, forms and correspondence regarding those outlined below but <b>do not include evidence that would be considered at disciplinary or grievance procedures:</b></p> <ul style="list-style-type: none"> <li>• Contract of employment</li> <li>• Contract for services</li> <li>• Job description and job objectives</li> <li>• Outlines of employee training requirements</li> <li>• Appraisals</li> <li>• Career plan recordings</li> <li>• Leave policies and application documents for leave</li> <li>• Disciplinary and grievance procedure documents</li> </ul>				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
96	BCBC must publish policies regarding the following in Welsh: <ul style="list-style-type: none"> <li>• Conduct of employees in the workplace;</li> <li>• Health and wellbeing;</li> <li>• Pay and benefits;</li> <li>• Performance management;</li> <li>• Absence from work;</li> <li>• Working conditions;</li> <li>• Working patterns.</li> </ul>				
97	Where an employee has indicated that they want a meeting in relation to a grievance procedure brought by or in relation to them in Welsh, BCBC must conduct that meeting in Welsh				
98	Where an employee has indicated that they want a meeting in relation to a disciplinary procedure brought by or in relation to them in Welsh, BCBC must conduct that meeting in Welsh				
99	Where an employee has indicated that they want a meeting in relation to a grievance procedure brought by or in relation to them in Welsh, BCBC must offer to provide simultaneous translation from English to Welsh and Welsh to English.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
100	Where an employee has indicated that they want a meeting in relation to a disciplinary procedure brought by or in relation to them in Welsh, BCBC must offer to provide simultaneous translation from English to Welsh and Welsh to English.				
<b>Proposed standards regarding ICT and support materials.</b>					
101	BCBC must prepare a plan outlining how it will provide employees with resources to facilitate and support the use of Welsh in ICT systems. The plan must include: <ul style="list-style-type: none"> <li>• How it will make available Welsh language spell checkers and grammar checkers</li> <li>• How it will make available Welsh language interfaces for software where such an interface exists</li> </ul>				
102	BCBC must provide its intranet pages in Welsh				
103	BCBC must provide all new intranet pages in Welsh				
104	BCBC must provide the interface and menu choices on its intranet pages in Welsh				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<b>Proposed standards regarding Welsh language skills, workforce planning and training</b>				
105	<p>BCBC must prepare a strategy outlining how it will:</p> <ul style="list-style-type: none"> <li>• Assess the Welsh language skills of employees for the purposes of complying with standards</li> <li>• Assess the need for Welsh language skills before advertising posts</li> <li>• Deploy employees to comply with standards made applicable to BCBC</li> <li>• Enable employees to acquire Welsh language skills for the purpose of BCBC complying with standards</li> <li>• Provide training through the medium of Welsh in the following fields: <ul style="list-style-type: none"> <li>a) Recruiting and interviewing</li> <li>b) Performance management</li> <li>c) Grievance and discipline</li> <li>d) Induction</li> <li>e) Customer care</li> <li>f) Health and safety</li> </ul> </li> <li>• Provide training through the medium of Welsh on issues concerning the effective use of Welsh in: <ul style="list-style-type: none"> <li>a) Meetings</li> <li>b) Interviews</li> <li>c) Grievance and disciplinary procedures</li> </ul> </li> </ul>				

<b>No</b>	<b>Proposed Standard</b>	<b>BCBC Welsh Language Scheme detail</b>	<b>Compliance – Y/N</b>	<b>Required Action/s?</b>	<b>Notes</b>
106	BCBC must provide opportunities for employees to attend Welsh language training during work hours				
107	BCBC must provide opportunities for employees who have attended Welsh language training during work hours to attend additional training to develop their Welsh language skills				
108	BCBC must provide training courses to allow employees to gain: <ul style="list-style-type: none"> <li>• An understanding of awareness of the Welsh language</li> <li>• An understanding of the requirements on the organisation to operate in accordance with Welsh language standards</li> <li>• An understanding of using Welsh in the workplace</li> </ul>				
109	BCBC must provide information to raise awareness of the Welsh language to employees in all induction courses for new employees				
110	BCBC must provide Welsh speaking employees with a wording to be included in e mail signatures which will enable others to identify them as Welsh speakers or Welsh learners.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
<b>Proposed standards regarding recruitment</b>					
111	BCBC must include the Welsh language skills required when advertising posts				
112	<p>Information conveyed in the following documents must be provided in Welsh and BCBC must not treat the Welsh language less favourably than the English language:</p> <ul style="list-style-type: none"> <li>• Application forms</li> <li>• Job descriptions</li> <li>• Explanatory material regarding the application process</li> <li>• Information on the recruitment process</li> <li>• Information regarding interviews or other means of assessment</li> </ul>				
113	BCBC must ensure that application forms allow the candidate to indicate they would require an interview through the medium of Welsh.				
114	BCBC must conduct the interview through the medium of Welsh if the candidate has indicated in the application form that they require an interview in Welsh				
115	Where the candidate has indicated that they require an interview in Welsh BCBC must offer to arrange simultaneous translation from English to Welsh and Welsh to English.				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
<b>Proposed standards regarding signage</b>					
116	Any new or replacement sign erected must contain the information to be conveyed by the sign in Welsh				
117	Welsh text on signs must be treated no less favourably than the English text with regards to the font, format, colour, size, legibility and prominence				
118	Where a sign in Welsh is erected in circumstances where there is a sign in English conveying the same information, the Welsh language sign must be the same size as the English language sign and the information conveyed in the Welsh language sign must be presented in the same font and font size as the English language sign.				
119	Where a sign contains the Welsh language as well as the English language, the Welsh language must be positioned so as to be read first.				
<b>Proposed standards regarding audible announcements and messages.</b>					
120	Any audible messages must be made in Welsh first.				



#### 4. Promotion Standards.(Sec 31)

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<b>Promotion standards</b> (standard relating to any activity intended to promote facilitate the use of the Welsh language more widely).				
121	BCBC must assess the demographic profile of the Welsh language within the communities it serves				
122	BCBC must assess the opportunities currently available to use Welsh and whether more opportunities to use Welsh need to be provided and supported				
123	BCBC must assess the need to fund activities designed to promote and facilitate the use of Welsh.				
124	BCBC must prepare and publish on its website a strategy setting on how it proposes to promote and facilitate the use of the Welsh language more widely.				
125	BCBC must revise the strategy and publish a revised strategy within 5 years of the previous strategy.				

## 5. Record Keeping Standards.(Sec 32)

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
	<b>Record keeping standards.</b>				
126	<p>BCBC must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to BCBC in relation to:</p> <ul style="list-style-type: none"> <li>• Correspondence</li> <li>• Telephone calls</li> <li>• Helplines and call centres</li> <li>• Personal meetings</li> <li>• Public meetings</li> <li>• Publicity and advertising</li> <li>• Public exhibitions</li> <li>• Publications</li> <li>• Forms</li> <li>• Websites and online services</li> <li>• Signage</li> <li>• Reception of visitors</li> <li>• Official notices</li> <li>• Awarding grants</li> <li>• Awarding contracts</li> <li>• Raising awareness of Welsh language services that are available</li> <li>• Corporate identity and branding</li> <li>• Courses</li> <li>• Public address systems</li> <li>• Database</li> </ul>				

No	Proposed Standard	BCBC Welsh Language Scheme detail	Compliance – Y/N	Required Action/s?	Notes
127	BCBC must keep a record of: <ul style="list-style-type: none"> <li>• Welsh language skills of employees;</li> <li>• Assessments of the Welsh language skills requirements of vacant and new posts;</li> <li>• Actions taken to plan the workforce according to the Welsh language skills of employees in order to comply with standards;</li> <li>• Training offered through the medium of Welsh and the numbers attending those courses;</li> </ul>				
128	BCBC must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to BCBC in relation to policy making standards.				
129	BCBC must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to BCBC in relation to operational standards.				
130	BCBC must keep a record of actions that are being implemented to ensure compliance with standards that have been made specifically applicable to BCBC in relation to promotion standards.				
131	BCBC must keep a record of written complaints it receives regarding compliance with applicable service delivery standards.				

<b>No</b>	<b>Proposed Standard</b>	<b>BCBC Welsh Language Scheme detail</b>	<b>Compliance – Y/N</b>	<b>Required Action/s?</b>	<b>Notes</b>
<b>132</b>	BCBC must keep a record of written complaints it receives regarding compliance with applicable policy making standards.				
<b>133</b>	BCBC must keep a record of written complaints it receives regarding compliance with applicable operational standards.				
<b>134</b>	BCBC must keep a record of written complaints it receives regarding compliance with applicable promotion standards.				

## Standards investigation and introduction of standards

Potentially applicable standards are:

1. Service delivery standards
2. Policy making standards
3. Operational standards
4. Promotional standards
5. Record keeping standards

Exploration Notice (notice of Commissioners intention to conduct a standards investigation) issued on:	6.1.14
Standards Investigation start date (via questionnaire)	27.1.14
Standards investigation end date:	18.4.14
Consultation period:	27.1.14 to 18.4.14
Welsh Language Commissioner reports results to Welsh Ministers on:	30.5.14
Standards imposed on BCBC by	end 2014

## **Standards investigation and introduction of standards**

Standards investigation questionnaire sample question on Website:

1. Does BCBC carry out the activity in question?
2. Does BCBC carry out the activity in Welsh?
3. Can BCBC provide evidence on the extent that BCBC carries out that activity in Welsh and in accordance with the proposed standard?
4. BCBC to provide evidence of barriers to comply with the proposed standard?

Types of evidence required:

1. Level of service currently provided
2. Structures, systems and processes in place
3. Improvement plans for webpages
4. Any barriers to delivery
5. Any other information

Welsh Government will also prepare a set of questions for BCBC to respond to. These will not form part of the standards investigation.