

Appendix 1: Current position on outstanding Welsh Language Standards

Standard number	Standard wording	Council's position	Commissioner's position
2	When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must – (a) keep a record of A's wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh.	Proposed a compliance date of the 1/9/18 to allow for some services to resolve system issues.	Awaiting determination to change imposition date.
3	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if - (a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals; (b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when	Proposed a compliance date of the 1/9/18 to allow for some services to resolve system issues.	Awaiting determination to change imposition date.

	sending correspondence addressed to both of those individuals.		
5	If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.	Proposed a compliance date of the 1/9/18 to allow for some services to resolve system issues.	Awaiting determination to change imposition date.
7	You must state - (a) in correspondence, and (b) in publications and official notices that invite persons to respond to you or to correspond with you, that you welcome receiving correspondence in Welsh, that you will respond to any correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	Now compliant.	Awaiting determination but with no change to compliance notice.
21	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.	Proposed a compliance date of the 1/9/18 to allow for some services to resolve system issues.	Awaiting determination to change imposition date.
29	If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must - (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and (b) inform that individual (or those individuals) that, if necessary, you will provide a	In the main, we are compliant however we have raised some queries for certain services who need to arrange last minute meetings.	Awaiting clarification and determination from the commissioner.

	translation service from Welsh to English and from English to Welsh for that purpose.		
29A	You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting - (a) if you have invited more than one person to the meeting, (b) if the meeting relates to the well-being of one or more of the individuals invited, and (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting; unless you conduct the meeting in Welsh without the assistance of a translation service.	In the main, we are compliant however we have raised some queries for certain services who need to arrange last minute meetings.	Awaiting clarification and determination from the commissioner.
41	<p>If you produce the following documents you must produce them in Welsh - (a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings; (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.</p> <p>Agreed circumstance: <i>You must comply with standard 41(a) in every circumstance, except:</i></p> <ul style="list-style-type: none"> <i>other papers that are available to the public, which relate to management board or cabinet meetings</i> <p><i>You must comply with standard 41(b) in every circumstance, except:</i></p> <ul style="list-style-type: none"> <i>other papers for meetings that are open to the public.</i> 	Now compliant.	Awaiting determination but with no change to compliance notice.

42	Any licence or certificate you produce must be produced in Welsh.	Now compliant.	Awaiting determination but with no change to compliance notice.
52	You must ensure that - (a) the text of each page of your website is available in Welsh, (b) every Welsh language page on your website is fully functional, and (c) the Welsh language is not treated less favourably than the English language on your website.	Consider ourselves to be compliant. Have requested an extension until end of December 2018 for elements of My Account.	Awaiting determination overall, for added circumstance and extension to imposition date.
56	You must provide the interface and menus on every page of your website in Welsh.	Consider ourselves to be compliant. Have requested an extension until end of December 2018 for elements of My Account.	Awaiting determination overall, for added circumstance and extension to imposition date.
58	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p><i>Proposed circumstance:</i> <i>You must comply with standard 58 in every circumstance, except when the following applies:</i></p> <p><i>(1) If the conditions in subparagraphs (a) to (c) are met or the condition in paragraph (2) is met -</i></p> <p><i>(a) The first condition is that an emergency has occurred, is occurring or is about to occur.</i></p> <p><i>(b) The second condition is that the activity being carried out or the service being provided by the person or body is necessary for the purpose of preventing, controlling or</i></p>	Consider ourselves to be compliant although we have requested a circumstance to be added to this standard when dealing with emergency situations.	Awaiting determination on circumstance and change to imposition date.

	<p><i>mitigating an aspect or effect of an emergency.</i></p> <p><i>(c) The third condition is that the need for the activity or the service referred to in subparagraph (b) is urgent.</i></p> <p><i>(2) The condition is that the person or body is undertaking an emergency drill.</i></p> <p><i>(3) In this paragraph, “emergency” has the same meaning given to it in section 1 of the Civil Contingencies Act 2004.</i></p> <p><i>(4) If the condition in paragraph (2) is met, then the reference to “an emergency” in subparagraph (1)(b) is to be read as “the simulated emergency situation”.</i></p>		
60	<p>You must ensure that any self-service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.</p>	<p>Three systems currently outstanding:</p> <ul style="list-style-type: none"> • Parking machines – proposed a three year period to make compliant • GIS mapping system – asked for exemption on the basis of volume of data fields • Archived planning – proposed compliance date of Sept 2018 	<p>Awaiting determination from commissioner with changes to compliance notice/dates.</p>
64	<p>Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less</p>	<p>Confirmed varying degrees of compliance across different reception areas. Proposal is to add a new standard on reception areas, which is:</p>	<p>Awaiting determination from commissioner on new standard and changes to compliance notice and dates.</p>

	<p>favourably than a person who requires an English language reception service.</p> <p>You must comply with standard 64 in relation to the following by 30 March 2016: The body's main reception service.</p> <p>You must comply with standard 64 in relation to the following by 30 September 2016: Every other reception service.</p>	<p><i>66: If you have no face to face Welsh language reception service available, you must ensure that a Welsh language reception service is available over a phone in your reception.</i></p> <p>We would then attach either standard 64 or 66 depending on skills/ability to meet requirements.</p>	
67	<p>You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.</p>	<p>Proposed changes to sign wording to manage expectations in line with the outcome of standard 64/66.</p>	<p>Awaiting determination from commissioner.</p>
76	<p>Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.</p> <p><i>Proposed circumstance:</i> <i>You must comply with standard 76 in the following circumstances:</i></p> <p><i>(a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or</i></p> <p><i>(b) If the anticipated audience, and their expectations, suggests that the document should be produced in Welsh.</i></p>	<p>Now compliant but with circumstance attached.</p>	<p>Awaiting determination from commissioner with change to compliance notice and date.</p>

128	You must provide training in Welsh in the following areas, if you provide such training in English - (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (ch) induction; (d) dealing with the public; and (dd) health and safety	Now compliant.	Awaiting determination but with no change to compliance notice.
129	You must provide training (in Welsh) on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.	Now compliant.	Awaiting determination but with no change to compliance notice.

Please note: for the standards where we are now compliant or will soon be compliant and there has been no change to the duty placed on us under the standard, the original compliance date in our notice will remain as is.