

Welsh Language Standards Annual Report 2020-2021



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

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

An electronic copy of this document can be found on our website: <https://swanseabaychc.nhs.wales/>

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

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Executive summary

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

Out of a population of 390 000 people, around 18% of Swansea Bay health board residents are able to speak, read and write Welsh; 21% able to speak it. (<https://gov.wales/statistics-and-research>).

Swansea Bay CHC fully embraces our responsibility to deliver our mandatory responsibilities bilingually. We therefore welcomed the legal framework introduced by the Welsh Language standards in 2019 to enable us to meet the communication needs of Welsh speakers.

This report sets out our compliance with the standards between 1 April 2020 to 31 March 2021. Whilst we recognise how much progress we have made we remain aware that there are still improvements needed to be made in order to develop how we deliver our functions through the medium of Welsh.

Introduction

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

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

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

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

This is the Swansea Bay Community Health Council’s second report on compliance with the standards. It covers the period 1 April 2020 to 31 March 2021.

Mwoyo Makuto, our Chief Officer, is accountable for ensuring that the Welsh Language is not treated less favourably than the English Language in the way in which the CHC discharges its regulatory function, the main one being, to represent the voice of patients and members of the public in relation to health service plans and delivery within the county boroughs of Neath Port Talbot and Swansea. Mwoyo Makuto is also responsible for ensuring the implementation of the standards from day to day.

Our Executive committee has reviewed and approved this report.

Our year at a glance

Our new website is more accessible and is fully bilingual

We developed our Equality Objectives and actions so that they are consistent with the work we need to do to continue to promote the use of Welsh both internally as well as externally

Community Health Councils have now signed a contract for a new bilingual telephone system to be installed across Wales.

The appointment of a Welsh Translator to the Board of CHCs means that we are able to arrange translation for all our documents and our social media messages quickly

What we've been doing

The Board and CHCs have responded positively to the introduction of the Welsh Language Standards as it has provided an opportunity to reinforce the requirements and to improve the quality and availability of services through the medium of Welsh.

During 2020/21, we found ourselves having to change the way we work and deliver our services due to the coronavirus pandemic.

The CHC movement had been raising awareness of the requirements of the WLS through a workgroup which has included representation from the Board and CHCs across Wales.

The working group was a significant part of the jigsaw of complying with the Standards. The group previously worked on:

- enabling key messages on compliance to be shared across the CHC movement
- acting as a first point of contact for colleagues on advice about compliance and
- provided assurance about compliance to the Corporate Governance Committee of the Board of CHCs.

Although as a result of the coronavirus pandemic this working group was stood down however we continued working towards delivering our local mandatory services bilingually.

At local level we have:

- Amended our Equality Impact Forms to include the requirement to assess the impact of our work on Welsh speakers
- Developed our ways of working with the Health Board in relation to service changes so that equality assessments submitted to the CHC always include assessment of the impact of proposed changes, upon Welsh speakers
- Strengthened arrangements for translating social media messages into Welsh quickly
Ensured our new ways of working are described clearly in both Welsh and English across multiple platforms in both languages.
- Provided assurance on compliance to our Executive Committee

In September 2020, we moved to new website which better meets accessibility standards. The website is fully bilingual. An audit of the new website made recommendations which have all been actioned.

The Board of CHCs has, on behalf of the CHC movement, commissioned a single point access telephony system in order for us to be able to answer calls bilingually. This system will be rolled out by 31st September 2021.

This year we offered all volunteer members and staff the opportunity to learn the Welsh language, and to build confidence in using it in the workplace.

We have actively monitored how well we are doing against the standards through an all Wales self-assessment programme.

As previously mentioned, Mrs Mwoyo Makuto, Chief Officer, has overall responsibility for the Welsh language for Swansea Bay CHC and is responsible for implementing the standards day-to-

day. Alyson Thomas, Chief Executive Officer is responsible for providing advice and support on behalf of the Board of Community Health Councils in Wales across the CHC movement in relation to the WLS.

Swansea Bay CHC Executive Committee approved this report prior to its review by the Board of Community Health Councils in Wales' Standards and Performance Committee.

Handling complaints about the Welsh language

Our 'making a complaints about us' procedure sets out the process for dealing with complaints about compliance with the Welsh language standards. You can find out more at the following link [Complain About Us - Swansea Bay Community Health Council \(nhs.wales\)](#)

During the period between 1 April 2020 and 31 March 2021 we received zero complaints in relation to the Welsh language.

How we have met the Welsh language standards in 2020-2021

We carried out a self-assessment of Swansea Bay Community Health Council's compliance with the standards in March 2021. The detailed findings are included at Appendix [1]. A summary of our assessment is shown in the following paragraphs.

Service delivery standards

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

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

Service Delivery	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
46	31	12	0	3

The service delivery standards require us to have working processes and materials in place to offer a bilingual service to people when they "correspond" with us by letter, email, on social media or via telephone. The standards also cover the Swansea Bay CHC's requirements material, and any other materials published by our CHC.

Our actions to comply with the standards include but are not limited to:

- Recording of people’s language preference when we first communicate with them so that we communicate in their language of choice
- Development of standard templates/wording for publicising our committee meetings, our engagement activities, meeting invites bilingually
- The use of Welsh when answering the telephone
- Continued use of bilingual advocacy materials. We have a fully functional bilingual website.
- Continued use bilingual public notices, posters, adverts and signage
- We have recruited a Welsh speaker who will be our call handler for our new telephony system due for completion by 31st September 2021.

At present we still are unable to offer a welsh language service as we do not have a welsh speaker, however, it is hoped that after the instalment of the telephony system we will be able to achieve these standards.

Policy making standards

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

These standards require us to do the following 3 things:

1. consider the effects or impacts of our policy decisions on the Welsh language (both positive and negative);

2. consider how to increase positive effects, mitigate or reduce adverse effects and take all opportunities to promote the use of Welsh
3. seek views on the effects on the Welsh language when engaging or consulting and to seek the views of Welsh speakers and users of the language.

Policy making	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards				
9	6	3	0	0

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

We used EIA on each of our themed projects, to evidence and understand the impacts that our projects & engagement methods might have on different types of people, and we act positively to address any themes emerging from our assessment.

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

Operational standards

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

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

During 2020-2021, the Board of CHCs updated the guidance for Board and CHC staff and members about the use of the Welsh language. These included:

- using the Welsh language internally
- bilingual answering of mobile phones and out of office messages.

The Board of CHCs in Wales provided links to resources for learning the Welsh language.

One member of our staff is currently undergoing Welsh Language training on line. Additionally one of our members is a fluent Welsh speaker.

Record keeping standards

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

Record keeping	Compliant	Working towards	Non-compliant	Not applicable

Number of Standards				
1	1	0	0	0

During 2020-2021 we have not received any complaints relating to the compliance of standards.

Welsh language skills

The CHC has offered online welsh courses both to staff and members.

We asked our CHC staff to self-assess their Welsh language skills using the framework at Appendix [2]. The table below shows the results:

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

Staff attending Welsh language courses

Due to the pandemic staff were unable to attend face to face training and alternatively they were offered the opportunity to undertake welsh language online courses. This was taken up by one member of staff.

Staff recruitment

The table below shows the number of vacancies advertised during the year requiring:

- Welsh language skills essential
- Welsh language skills need to be learnt when appointed
- Welsh language skills desirable
- Welsh language skills not necessary

Category	Advertised internally	Advertised externally
Essential	0	0
Learnt when appointed	0	0
Desirable	0	0
Not necessary	0	0
Total	0	0

Looking forward

Swansea Bay CHC has worked diligently to ensure its obligations under the Welsh Language Standard Act 2019. We have assessed our compliance against the standards and developed actions for improvements. We fully embrace the spirit of the standards, recognising that it resonates with our mandatory responsibility to ensure that health services are delivered in a way that meet the individual needs of users of the service.

In 2020 to 2021 we found ourselves in the midst of a global pandemic which required us to change our ways of working. Whilst we introduced new processes to keep our staff and members of the public safe, we, nevertheless, ensured that we were delivering a service to Welsh speakers that is no less favourable to that delivered in English.

Swansea Bay CHC recognises from its self-assessment against the Welsh Language Standards that there has been much progress from our previous year. However there still remains

more for us to do before we can provide a fully bilingual service. We are pleased that a single integrated telephone system has been commissioned and will be fully functional by 31st September 2021. This will mean that we are able to meet the Welsh Language communication standards fully in the very near future.

Appendices

**Swansea Bay CHC- Welsh Language Standards
Welsh language self-assessment tool**

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
1	Service Delivery	<p>If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.</p> <p>You must comply with standard 1 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when you receive correspondence from a person acting in a capacity of representing: ○ a Community Health Council; or ○ Powys Teaching Health Board as the person who hosts you. 		<p>All Welsh correspondence is dealt with in Welsh. List of CHC Welsh Speakers is available on the common drive together with contacts for Welsh Translators.</p> <p>Board of CHC have recruited a Welsh Translator who will be responsible for responding to our Welsh correspondence.</p>
2	Service Delivery	<p>When you correspond with an individual ("A") for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must-</p> <p>(a) keep a record of A's wish,</p> <p>(b) correspond with A in Welsh when corresponding with A from then onwards, and</p> <p>(c) send any forms that A is to complete from then onwards in Welsh.</p>		<p>Standard wording for template letters and emails is used to ask whether people wish to correspond in Welsh.</p> <p>A log has been created for people who wish to correspond in Welsh.</p> <p>The Datix Contacts module is used to record language choice.</p> <p>All outward facing documents, including forms are in both Welsh and English.</p>

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
3	Service Delivery	<p>When you send correspondence addressed to one or more individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if-</p> <ul style="list-style-type: none">) all individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to all of those individuals;) one (but not all) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to all of those individuals. 		<p>If one of a party requests for correspondence in Welsh, all correspondence to the whole party is provided in both Welsh and English. The request is recorded on the common drive and on Datix in keeping with the arrangements for standard 2 above.</p>

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
4	Service Delivery	<p>When you send the same correspondence to several persons, you must send a Welsh language version of the correspondence at the same time as you send any English language version.</p> <p>You must comply with standard 4 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when you send the same correspondence to several persons, and all of those persons have informed you that they do not wish to receive correspondence in Welsh; or <p>when you send the same correspondence to several persons, and all of those persons are acting in a capacity of representing:</p> <ul style="list-style-type: none"> ○ a Community Health Council; or ○ Powys Teaching Health Board as the person who hosts you. 		<p>A number of key stakeholders have advised of their preference, in all cases, to correspond in English.</p> <p>All engagement materials are sent out in both Welsh and English.</p> <p>All Staff – check yearly that all people within distribution lists, those whom we send letters, surveys, newsletters, report publications etc have indicated a preference and this is recorded.</p>

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
5	Service Delivery	<p>If you don't know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.</p> <p>You must comply with standard 5 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ when you correspond with a person who is acting in a capacity of representing: <ul style="list-style-type: none"> • a Community Health Council; or • Powys Teaching Health Board as the person who hosts you. 		<p>All clients are asked during first contact of their language preference. Additionally, all referrals from external organisations provide the client's preferred language. Initial correspondence to client is in both English and Welsh.</p>
6	Service Delivery	<p>If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).</p>		<p>Arrangements are in place.</p>
7	Service Delivery	<p>You must state:</p> <p>(a) in correspondence, and</p> <p>(b) in publications and notices that invite persons to respond to you or to correspond with you that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and</p>		<p>All letters and emails have standard wording welcoming Welsh correspondences.</p> <p>All standard letters and CHC letter headed templates have been updated with the standard wording and staff email signatures display the statement.</p>

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
		<p>that corresponding in Welsh will not lead to delay.</p> <p>You must comply with standard 7 in every circumstance, except:</p> <ul style="list-style-type: none"> ○ in correspondence, and publications and notices to persons who are acting in a capacity of representing: ○ a Community Health Council; or <p>Powys Teaching Health Board as the person who hosts you.</p>		
8	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must greet the person in Welsh.		Welsh greetings are used when answering the telephone.
9	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available.		Standard being challenged. We currently have no Welsh Speakers therefore are not compliant. The Board of CHCs have recruited a Welsh Speaker who will be our call handler for our new telephony system once this has been installed. This is due for completion by 31 st September 2021.

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
10	Service Delivery	When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh if that is the person's wish until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.		Not compliant for the reasons described above. However our answer phone message has been amended to state that we are currently unable to offer a Welsh Language Service but will be from 31 st September 2021 onwards.
11	Service Delivery	When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.		All CHC materials are in both Welsh and English
12	Service Delivery	If you offer a Welsh language service on your main telephone number (or numbers), on any helpline numbers or call centre numbers, the telephone number for the Welsh language service must be the same as for the corresponding English language service.		Standard under challenge. Currently non-compliant. The Board of CHCs have recruited a Welsh Speaker who will be our call handler for our new telephony system once this has been installed. This is due for completion by 31 st September 2021.
13	Service Delivery	When you publish your main telephone number, or any helpline numbers or call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh.		All CHC documentation are in both Welsh and English.

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
14	Service Delivery	If you have performance indicators for dealing with telephone calls, you must ensure that those performance indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.		Does not apply.
15	Service Delivery	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.		Current practice.
16	Service Delivery	When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform persons calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.		Answer phone states that a member of staff will contact them as soon as possible for all messages left in both English and Welsh.
17	Service Delivery	If a person contacts one of your departments on a direct line telephone number (including on staff members' direct line numbers), and that person wishes to receive a service in Welsh, you must deal with the call in Welsh until such point as— (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.		Do not have a direct line.

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
18	Service Delivery	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of a member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.		<p>We have direct line to the office and all staff greet in both Welsh and English.</p> <p>In the process of updating messages for mobiles.</p>
19	Service Delivery	When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.		<p>Language preference recorded on a spreadsheet saved on the common drive.</p> <p>Datix Contacts module used to record client language choice. Contact for Language line and list of CHC staff that speak Welsh is kept on the common drive.</p> <p>There is some risk that clients needing urgent assistance receive a delayed service whilst arrangements are being put into place for translation. This issue will be resolved once the all Wales telephony system is up and running.</p>
20	Service Delivery	Any automated telephone systems that you have must provide the complete automated service in Welsh.		No automated telephone system is in place.

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
21	Service Delivery	<p>If you invite one person only (“P”) to a meeting—</p> <ul style="list-style-type: none">) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose, and) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting. <p>You must comply with standard 21 in every circumstance except:</p> <p>when you invite a person to a meeting who is acting in a capacity of representing:</p> <ul style="list-style-type: none"> ○ a Community Health Council; or ○ Powys Teaching Health Board as the person who hosts you. 		<p>A central record of a person(s) language preference for meetings is in use.</p> <p>It is determined at the outset if the client wishes to communicate in Welsh only. Clients that wish to communicate solely in Welsh are referred to CHC Advocates that are fluent in Welsh.</p>

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
22	Service Delivery	<p>If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting.</p> <p>You must comply with standard 22 in every circumstance except:</p> <ul style="list-style-type: none"> ○ when you invite persons to a meeting who are acting in a capacity of representing: <ul style="list-style-type: none"> • a Community Health Council; or • Powys Teaching Health Board as the person who hosts you. 		A central record of a person/s language preference for meetings is in use.
22A	Service Delivery	<p>If you have invited more than one person to a meeting, and at least 10% (but less than 100%) of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 22A in every circumstance except:</p> <ul style="list-style-type: none"> ○ when you invite persons to a meeting who are acting in a capacity of representing: <ul style="list-style-type: none"> • a Community Health Council; or • Powys Teaching Health Board as the person who hosts you. 		<p>A central record of a person/s language preference for meetings is in use.</p> <p>We would need to receive notification 1 week before the meeting to allow us time to arrange for translation services.</p> <p>We have previously have been able to do that but we have been unable to offer simultaneous translation virtually. We are currently working on this.</p>
22CH	Service Delivery	<p>If you have invited more than one person to a meeting, and all of the persons invited have</p>		A central record of a person/s language preference for meetings is in use. We

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
		<p>informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or consecutive translation service from Welsh to English to be available at the meeting.</p> <p>You must comply with standard 22CH in every circumstance except:</p> <ul style="list-style-type: none"> ○ when you invite persons to a meeting who are acting in a capacity of representing: ○ a Community Health Council; or ○ Powys Teaching Health Board as the person who hosts you. 		<p>would require sufficient notice to arrange for translation services.</p> <p>We have previously have been able to do that but we have been unable to offer simultaneous translation virtually. We are currently working on this.</p>
26	Service Delivery	If you arrange a meeting that is open to the public and at which public participation is allowed you must state on any material advertising it, and on any invitation to it, that anyone attending is welcome to use the Welsh language at the meeting.		Meetings are held in public but are not public meetings, therefore members of the public are not able to participate.
27	Service Delivery	When you send invitations to a meeting that you arrange which is open to the public and at which public participation is allowed, you must send the invitations in Welsh.		All outward facing documents and correspondence are in Welsh and English.
28	Service Delivery	If you invite persons to speak at a meeting that you arrange which is open to the public and at which public participation is allowed, you must— ask each person invited to speak whether he or she		Language preferences for guest speakers attending meetings in advance of the meeting.

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
		wishes to use the Welsh language, and if that person (or at least one of those persons) has informed you that he or she wishes to use the Welsh language at the meeting, provide a simultaneous or consecutive translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).		We need standard wording for invitations of guest speakers.
29	Service Delivery	If you arrange a meeting that is open to the public and at which public participation is allowed, you must ensure that a simultaneous translation service from Welsh to English is available at the meeting, and you must orally inform those present in Welsh— (a) that they are welcome to use the Welsh language, and (b) that a simultaneous translation service is available.		Members of the public are requested to advise the CHC if they require translation services 7 days prior to the meeting date. We need to ensure that translators routinely advise the attendees that they are welcome to speak in Welsh and a simultaneous translation is available where we are notified of this 7 days in advance
30	Service Delivery	If you produce and display any written material at a meeting that you arrange which is open to the public, you must ensure that the material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.		Meeting agendas are displayed in Welsh and English on our website. All materials displayed at meetings are in both English and Welsh – except meeting papers. Members of the public are invited to request meeting papers in Welsh or English 7 days in advance.

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
31	Service Delivery	If you organise a public event, or fund at least 50% of a public event, you must ensure that, in promoting the event, the Welsh language is treated no less favourably than the English language (for example, in the way the event is advertised or publicised).		<p>All event materials are in both Welsh and English –posters, leaflets, banners and surveys.</p> <p>This also includes social media; events are promoted in English and Welsh.</p>
32	Service Delivery	<p>If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (for example, in relation to services offered to persons attending the event, in relation to signs you produce and display at the event and in relation to audio announcements made at the event).</p> <p>You must comply with standard 32 in every circumstance, except in relation to face to face services offered at the event.</p> <p>In relation to face to face services offered at the event, you must comply in every circumstance, except:</p> <ul style="list-style-type: none"> ○ where it is necessary for a representative who does not speak Welsh to provide a service on a specific subject matter; and ○ where no Welsh speaking representative is available to 		<p>All our engagement materials to include signs, posters and surveys are in both Welsh and English.</p> <p>We have one Welsh speaking member whom we use to engage with Welsh speakers whenever available.</p> <p>We are proactively seeking to recruit more welsh speaking members. Due to the pandemic we have not been able to recruit members but coming out of the pandemic we will be actively doing so.</p>

SWANSEA BAY CHC – WELSH LANGUAGE STANDARDS COMPLIANCE SELF ASSESSMENT

No	Theme	Standard detail	RAG	Comments
		<ul style="list-style-type: none"> provide a service on that specific subject matter. 		
33	Service Delivery	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.		All public facing materials are routinely produced bilingually.
34	Service Delivery	Any material that you produce and display in public must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than the English language version.		All public facing materials are routinely produced bilingually.
36	Service Delivery	If you produce a form that is to be completed by an individual, you must produce it in Welsh.		All forms that SB CHC uses are bilingual.
37	Service Delivery	If you produce a document (but not a form) which is available to one or more individuals, you must produce it in Welsh- <ul style="list-style-type: none"> if the subject matter of the document suggests that it should be produced in Welsh, or (b) if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh. 		All public facing materials are routinely produced bilingually.

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

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No	Theme	Standard detail	RAG	Comments
		that app.		
45	Service Delivery	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p>You must comply with standard 45 in the following circumstances:</p> <ul style="list-style-type: none"> ○ when using social media on your corporate and departmental accounts. 		All tweets are published bilingually unless there is no Welsh speaker at an event.
46	Service Delivery	If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).		A contact list for CHC Welsh speakers has been compiled and is available on the common drive. Although no Welsh communication has been received to date, staff are aware of the arrangements for dealing with such communication.
47	Service Delivery	<p>When you—</p> <p>(a) erect a new sign or renew a sign (including temporary signs); or</p> <p>(b) publish or display a notice;</p> <p>any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as you display corresponding English language text or on a separate sign or notice); and if</p>		All signs are bilingual and mirror each other.

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No	Theme	Standard detail	RAG	Comments
		the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.		
48	Service Delivery	When you— (a) erect a new sign or renew a sign (including temporary signs); or (b) publish or display a notice; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.		Welsh is routinely displayed first/left hand side so that it is likely to be read first. Messages on social media are also bilingual
49	Service Delivery	You must ensure that the Welsh language text on signs and notices is accurate in terms of meaning and expression.		Any signs and notices are translated by a professional translator.
57	Service Delivery	Any invitations to tender for a contract that you publish must be published in Welsh if the subject matter of the contract suggests that it should be produced in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.		No invitations to tender have been issued since the introduction of the WLS. Where ITTs are being produced, we will liaise with NHS Wales Shared Services to meet this standard.

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No	Theme	Standard detail	RAG	Comments
58	Service Delivery	When you publish invitations to tender for a contract, you must— (a) state in the invitation that tenders may be submitted in Welsh, and that a tender submitted in Welsh will be treated no less favourably than a tender submitted in English, and (b) not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (including, amongst other matters, in relation to the closing date for receiving tenders, and in relation to the timescale for informing tenderers of decisions).		No invitations to tender have been issued since the introduction of the WLS. Where ITTs are being produced, we will liaise with NHS Wales Shared Services to meet this standard.
59	Service Delivery	When you inform a tenderer of your decision in relation to a tender, you must do so in Welsh if the tender was submitted in Welsh.		No invitations to tender have been issued since the introduction of the WLS. Where ITTs are being produced, we will liaise with NHS Wales Shared Services to meet this standard.
60	Service Delivery	You must promote any Welsh language service that you provide, and advertise that service in Welsh.		We advise that we offer limited services in Welsh.
61	Service Delivery	If you provide a service in Welsh that corresponds to a service you provide in English, any publicity or document that you produce, or website that you publish, which refers to the English service must also state that a corresponding service is available in Welsh.		Publicity documents advise of limited Welsh Services. Do our publicity documents, website advise that we offer limited services in Welsh?

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No	Theme	Standard detail	RAG	Comments
				Publicity documents come from the board. Our website does advise we offer a limited service.
62	Service Delivery	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.		Existing corporate identity meets this standard.
63	Service Delivery	If you offer an education course to one or more individuals, you must— (a) undertake an assessment of the need for that course to be offered in Welsh; (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh.		Members and staff have indicated their preference of either Welsh or English. Currently all have expressed a preference for English. Internal courses/training is therefore provided in English. No external training courses are provided.
69	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider what effects, if any (whether positive or adverse), the policy decision would have on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		Our equality impact analysis template has been revised to include specific reference to the Welsh language. Policies formulated by the Board are assessed for equality impact including impact on Welsh speakers.
70	Policy Making	When you formulate a new policy, or review or revise an existing policy, you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would have		Our equality impact analysis template has been revised to include specific reference to the Welsh language.

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No	Theme	Standard detail	RAG	Comments
		positive effects, or increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		Need to further strengthen arrangements so that analysis is included routinely within new/revised policies submitted to our Exec.

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

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

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No	Theme	Standard detail	RAG	Comments
76	Policy Making standards	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would have positive effects, or so that it would have increased positive effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		We have not undertaken research which relates to a policy decision since the introduction of the standards.
77	Policy Making	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects, or so that it would have decreased adverse effects, on— (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.		We have not undertaken research which relates to a policy decision since the introduction of the standards.
79	Operational	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language, and you must publish that policy on your intranet. You must comply with standard 79 in every circumstance, except:		We have developed and distributed a policy on using Welsh internally. This now needs to be reviewed following the revision by the WLCs office of the Board and 6 of the 7 CHCs compliance notices.

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No	Theme	Standard detail	RAG	Comments
		<ul style="list-style-type: none"> ○ publishing the policy on your intranet. 		
82	Operational	<p>If you publish any of the following, you must publish it in Welsh -</p> <ul style="list-style-type: none"> (a) a policy relating to behaviour in the workplace; (b) a policy relating to health and well-being at work; (c) a policy relating to salaries or workplace benefits; (d) a policy relating to performance management; (e) a policy relating to absence from work; (f) a policy relating to working conditions; (g) a policy relating to work patterns. 		<p>The Board has produced and issued a small range of policy guidance for CHC staff and members, including:</p> <ul style="list-style-type: none"> • behaviour at meetings • representing CHCs at external meetings • health and safety <p>All documents have been produced bilingually and are available on our web site.</p>
83	Operational	<p>You must allow and state in any document that you have that sets out your procedures for making complaints that each member of staff may -</p> <ul style="list-style-type: none"> (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must also inform each member of staff of that right. 		<p>Powys THB's policies and procedures apply.</p> <p>The Board and CHCs complaints policy has been updated to include specific reference to a member of staff's right to respond to a complaint in Welsh.</p>
84	Operational	<p>If you receive a complaint from a member of staff or a complaint about a member of staff, and a meeting is required with that member of staff, you must -</p> <ul style="list-style-type: none"> (a) offer to conduct the meeting in Welsh or, if 		<p>We have not met this standard on 2 occasions when we have commissioned an independent investigator to carry out fact finding interviews relating to a complaint by or about a staff member.</p>

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No	Theme	Standard detail	RAG	Comments
		necessary, provide a translation service from Welsh to English for that purpose; and (b) if the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh or, if necessary, with the assistance of a simultaneous or consecutive translation service from Welsh to English.		Strengthened arrangements are being introduced to ensure full compliance with this standard.
85	Operational	When you inform a member of staff (A) of a decision you have reached in relation to a complaint made by A, or in relation to a complaint made about A, you must do so in Welsh if A - (a) made the complaint in Welsh, (b) responded in Welsh to a complaint about A, (c) asked for a meeting about the complaint to be conducted in Welsh, or (d) asked to use the Welsh language at a meeting about the complaint.		No requests have been made by staff, however should we receive such a request this can be facilitated.
86	Operational	You must - (a) allow and state in any document that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right.		Powys THBs policies and procedures set out the arrangements for disciplining staff. No such cases have been handled since the introduction of the standards.

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No	Theme	Standard detail	RAG	Comments
87	Operational	<p>If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or to her conduct you must -</p> <ul style="list-style-type: none"> (a) offer to conduct the meeting in Welsh or, if necessary, provide a translation service from Welsh to English for that purpose; and (b) If the member of staff wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh, or if necessary with the assistance of a simultaneous or consecutive translation service from Welsh to English. 		No such cases have been handled since the introduction of the standards.
88	Operational	<p>When you inform a member of staff ("A") of a decision you have reached following a disciplinary procedure, you must do so in Welsh if A -</p> <ul style="list-style-type: none"> (a) responded to allegations made against A in Welsh, (b) asked for a meeting regarding the disciplinary procedure to be conducted in Welsh, or (c) asked to use the Welsh language at a meeting regarding the disciplinary procedure. 		No such cases have been handled since the introduction of the standards.
89	Operational	<p>You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists).</p>		This software is available via IT to staff who may request it.

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No	Theme	Standard detail	RAG	Comments
97	Operational	<p>You must provide opportunities for training in Welsh in the following areas, if you provide such training in English -</p> <ul style="list-style-type: none"> (a) recruitment and interviewing; (b) performance management; (c) complaints and disciplinary procedures; (d) induction; (e) dealing with the public; and (f) health and safety. 		<p>Powys THB provide opportunities for staff.</p> <p>The Board is responsible for providing training for new Independent members.</p> <p>The Board is responsible for liaising with CHCs on the provision of the 2 day member development training for CHC members – including on any Welsh language requirements.</p>
98	Operational	<p>You must provide opportunities for training in Welsh on using Welsh effectively in -</p> <ul style="list-style-type: none"> (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures. 		<p>Powys THB provide opportunities for staff. In addition, opportunities for training provided by external providers have been: distributed to board members and board office staff forwarded to CHCs for their distribution to CHC staff and members.</p>
104	Operational	<p>You must provide -</p> <ul style="list-style-type: none"> (a) wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language, and (b) wording for your employees which will enable them to include a Welsh language version of their contact details in e-mail messages, and to 		<p>Current practice.</p>

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No	Theme	Standard detail	RAG	Comments
		<p>provide a Welsh language version of any message which informs others that they are unavailable to respond to email messages.</p> <p>You must comply with standard 104, except:</p> <ul style="list-style-type: none"> ○ Part (b) - providing Welsh language wording for your employees' contact details and to inform others that they are unavailable to respond to e-mail messages. 		
105	Operational	<p>You must -</p> <p>(a) make available to members of staff who are able to speak Welsh a badge for them to wear to convey that; and</p> <p>(b) promote the wearing of the badge to members of staff.</p>		Badges available but do not have Welsh speakers.
111	Operational	<p>When you -</p> <p>(a) erect a new sign or renew a sign in your workplace (including temporary signs), or</p> <p>(b) publish or display a notice in your workplace;</p> <p>any text displayed on the sign or notice must be displayed in Welsh (whether on the same sign or notice as the corresponding English language text or on a separate sign or notice), and if the same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p>		All signs are bilingual with Welsh first.

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No	Theme	Standard detail	RAG	Comments
112	Operational	When you - (a) erect a new sign or renew a sign in your workplace (including temporary signs); or (b) publish or display a notice in your workplace; which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.		As above.
113	Operational	You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.		All Welsh language text signs are translated through a translator to ensure they are accurate in terms of meaning and expression.
115	Record keeping	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.		No complaints have been received to date relating to the Board's compliance with the standards.
118	Supplementary	You must ensure that a document which records the standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those standards, is available on your website.		A link to our compliance notice on the WLCs website has been published on our website.
119	Supplementary	You must— (a) ensure that you have a complaints procedure that deals with how you intend to deal with complaints relating to your compliance with the standards with which you are under a duty to comply, and (b) publish a document that records that procedure		The Board and CHCs complaints procedure has been updated and this has been published on our website.

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No	Theme	Standard detail	RAG	Comments
		on your website.		
120	Supple- mentary	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—</p> <p>(a) the number of complaints that you received during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115);</p> <p>(b) the number of employees who have Welsh language skills at the</p>		The annual report will be produced for this year.

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No	Theme	Standard detail	RAG	Comments
		<p>end of the year in question (on the basis of the records you kept in accordance with standard 116);</p> <p>(c) the number (on the basis of the records you kept in accordance with standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <ul style="list-style-type: none"> (i) Welsh language skills were essential; (ii) Welsh language skills needed to be learnt when appointed to the post; (iii) Welsh language skills were desirable; or (iv) Welsh language skills were not necessary. <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must ensure that a current copy of your annual report is available on your website.</p>		
121	Supplementary	<p>You must provide the Welsh Language Commissioner (if requested by the Commissioner) with any information which relates to your compliance with the service delivery standards, the policy making standards or the operational standards with which you are under a duty to comply.</p>		<p>All information requested by the WLCs office has been responded to in a timely manner.</p>

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No	Theme	Standard detail	RAG	Comments
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No	Theme	Standard detail	RAG	Comments
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Appendix [2]

Welsh language self-assessment tool

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

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

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