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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Welsh Language Standards

**The Welsh Language Standards Regulations 2018
under the Welsh Language (Wales) Measure 2011**

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Foreword

The Welsh Language (Wales) Measure 2011 was approved by the National Assembly for Wales and was given royal assent on 9 February 2011.

This legislation gives the Welsh language official status in Wales, and reinforces the principle that the Welsh language should not be treated less favourably than the English language in Wales.

The Measure also:

- created the procedure for placing duties on organisations in the form of Welsh Language Standards (“the Standards”)
- established the role of the Welsh Language Commissioner (“the Commissioner”) to scrutinise compliance
- gave the Commissioner power to investigate any allegations of interference with someone’s freedom to use the Welsh language

This document has been produced in accordance with the requirements placed on the Health Board under the Welsh Language Standards, Section 26 of the Welsh Language (Wales) Measure 2011.

Section 26 of the 2011 Measure enables the Welsh Ministers to specify Standards, and Section 39 enables them to provide that a Standard is specifically applicable to a person by authorising the Commissioner to issue a notice of regulatory compliance.

A notice of regulatory compliance was placed on Betsi Cadwaladr University Health Board on 30 November 2018, in the form of Standards. The Health Board is required to comply with all Standards specified within this document.

Service Delivery Standards (Standards 1 – 68)

These Standards focus on the use of Welsh when delivering services, and to ensure that the Health Board does not treat the Welsh language less favourably than the English language as it provides services for the public in North Wales.

1. Written Correspondence (Standards 1 – 7)

- 1.1 Members of the public have the right to correspond with the Health Board in Welsh or English, and all correspondence, whether by letter or e-mail, will be answered in the language it is received.

- 1.2 When you correspond with an individual for this first time, you must ask whether they wish to receive correspondence in Welsh. (Their language preference must be recorded and acted upon when corresponding with them from then onwards).
- 1.3 When the language preference is not known, then correspondence must be sent out bilingually.

2. Telephone Greetings (Standards 8 – 20)

- 2.1 The Health Board must be able to deal with telephone calls from the public in Welsh if that is their wish. This will be done by:
 - Greeting the person in Welsh.
 - Informing the person that a Welsh language service is available
 - Dealing with the call in Welsh if possible, or
 - Transferring the call to a Welsh speaking colleague.
- 2.2 When publishing telephone numbers, it must be stated that calls are welcomed in Welsh.
- 2.3 Keep a record of the person's wish to speak Welsh, and conduct telephone calls with them in Welsh from then onwards.
- 2.4 Ensure that all answer machine messages are bilingual, with the Welsh message first.
- 2.5 Any automated telephone systems that you have must provide the complete automated service in Welsh.

3. Meetings (that are not open to the general public) (Standards 21 – 22)

- 3.1 When arranging meetings with one person or more than one person, you must offer to conduct the meeting in Welsh.
- 3.2 If you are informed that the individual/individuals wishes for the meeting to be conducted in Welsh, or wishes to use Welsh at the meeting, then simultaneous translation service must be arranged.

4. Inpatient Services (Standards 23 – 24)

- 4.1 You must ask an inpatient on the first day of their admission if they wish to use the Welsh language to communicate with you during the inpatient admission.

- 4.2 If the inpatient informs you that they wish to use Welsh during admission, you must identify to your staff of their wish to communicate in Welsh during their admission.
- 4.3 You must adhere to the *Inpatients' Welsh Language Policy** on how to establish whether an inpatient wishes to use the Welsh Language during an admission if they are unable to inform you of their wish. **currently in development stage*

5. Case Conferences (Standard 25)

- 5.1 If you invite an individual to a case conference which will be held 5 or more working days after sending an invitation, you must ask whether they wish to use the Welsh language at the case conference, and
- 5.2 Inform that, if necessary, you will provide a simultaneous translation service

6. Meetings that are open to the public (Standards 26 – 30)

- 6.1 If you arrange a meeting that is open to the public you must state on any material advertising it, and on any invitations, that anyone attending is welcome to use the Welsh language at the meeting.
- 6.2 You must send out the invitations bilingually, with the Welsh appearing above or to the left of the English version.
- 6.3 You must ask any speakers whether they wish to use the Welsh language and provide a simultaneous translation service from Welsh to English at the meeting.
- 6.4 Any written material at the meeting must be displayed bilingually.

7. Public events (Standards 31 – 33)

- 7.1 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. This includes the displaying of any materials.
- 7.2 Any publicity or advertising material that is produced must be produced in Welsh and in English treating the Welsh version no less favourably than the English version.

7.3 Any material that is produced and displayed 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.

8. Producing and Publishing Documents (Standards 34 – 38)

8.1 If you produce a form or any publication that will be available to the public, you must produce it bilingually. The only exception to this will be if the technicality of the production is too complicated to allow this to be achieved e.g. maps or plans. In these cases Welsh and English documents will be issued simultaneously, distributed together and be equally accessible and both versions will include a bilingual message that the version is also available in the other language.

8.2 If you produce a document, which is available to one or more individuals, you must produce it in Welsh if the subject matter of the document suggests that it should be produced in Welsh or if the anticipated audience and their expectations suggest that the document should be produced in Welsh.

9. Website, Social Media, Apps (Standards 39 – 46)

9.1 The Health Board must ensure that its website is fully bilingual including:

- The text on the homepage
- The text on each page
- Any new pages

9.2 If there is a Welsh language web page that corresponds to an English language webpage, you must state on the English page that it is also available in Welsh and provide a direct link between the two pages.

9.3 All apps that you publish must function fully in Welsh, and the Welsh language must not be treated less favourably than the English language.

9.4 When using social media, you must not treat the Welsh language less favourably than the English language with the Welsh message appearing first.

9.5 If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).

9.6 All Corporate Health Board accounts must be bilingual and all messages posted bilingually.

10. Signage (Standards 47- 49)

- 10.1 When erecting new signs or renewing a sign (including temporary signs), they must be bilingual.
- 10.2 The Welsh language text must be positioned above or to the left of the English text.
- 10.3 You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.

11. Reception Services (Standards 50 – 53)

- 11.1 If you provide a reception service in English, you must also ensure that an equivalent Welsh reception service is available.
- 11.2 If you have no face to face Welsh language reception service available at your reception, you must ensure that a Welsh language reception service is available over the phone.
- 11.3 A sign must be displayed which states that persons are welcome to use the Welsh language at the reception.
- 11.4 Staff that are able to speak Welsh must wear the orange Working Welsh badge to convey this.

12. Contracts (Standards 57 – 59)

- 12.1 In order not to treat the Welsh language less favourably than the English language in relation to contracts you must publish invitations to tender for a contract in Welsh.
- 12.2 You must also state that tenders may be submitted in Welsh.
- 12.3 No tender for a contract submitted in Welsh should be treated less favourably than a tender submitted in English.
- 12.4 You must offer to conduct interviews in Welsh, if the tenderer so wishes (with or without simultaneous translation service).
- 12.5 The tenderer must be informed of your decision in Welsh if the tender was submitted in Welsh.

13. Communications and Corporate Identity (Standards 60 – 62)

- 13.1 You must promote any Welsh language services that you provide, and advertise that service in Welsh.
- 13.2 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.
- 13.3 In relation to the organisation's corporate identity, you must not treat the Welsh language less favourably than the English language.
- 13.4 All job titles on staff identification badges must be bilingual. This includes job titles and department names on staff uniforms.
- 13.5 All e-mail signatures must be bilingual.

14. Courses offered by the Health Board (Standard 63)

- 14.1 If you offer an education course that is open to the public, you must undertake an assessment of the need for that course to be offered in Welsh.
- 14.2 If the assessment indicated that the course needs to be offered in Welsh, you must offer that course in Welsh.

15. Public Address systems – (Standard 64)

- 15.1 When you announce a recorded message over a public address system, you must make that announcement in Welsh and English, with the Welsh announcement made first.

16. Primary Care (Standards 65-68)

When a primary care provider is willing to provide a primary care service or part of a primary care service through the medium of Welsh you must:

- 16.1 Provide a translation service for use by a primary care provider and encourage them to use it to translate their signs and notices.
- 16.2 Make available to a primary care provider a badge for it or its staff to wear to convey that they are able to speak Welsh and encourage them to wear them
- 16.3 Provide Welsh language awareness training to staff.

Policy Making Standards (Standards 69 – 78)

These Standards ensure that public bodies consider what effect, if any, their policy decisions will have on patients' ability (and/or staff) to use the Welsh language in their dealings with the Health Board, treating the Welsh language no less favorably than the English language.

- 17.1 When formulating a new policy, or reviewing or revising existing policies, you must consider whether the policy would have an effect on opportunities to use the Welsh language.
- 17.2 You must consider how the policy could be formulated or changed to have a positive effect on opportunities to use the Welsh language and seek views on this when consulting on a policy.

Operational Standards (Standards 79 - 114)

These standards focus on the use of Welsh within the workplace and its internal administration.

18. Internal Administration (Standards 79 – 82)

- 18.1 You must adhere to the [Health Board Wide Procedure on Using Welsh Internally](#)
- 18.2 When offering a new post to an individual, you must ask each employee whether they wish to receive the following in Welsh:
- Any paper correspondence relating to their employment
 - Documents relating to their training needs
 - Documents outlining their performance objectives
 - Documents outlining their career plan
- 18.3 You must publish the following policies in Welsh:
- Behaviour in the workplace
 - Health and well-being at work
 - Salaries or workplace benefits
 - Performance Management
 - Absence from work
 - Working conditions
 - Work patterns

19. Complaints (Standards 83 – 85)

- 19.1 When a member of staff makes a complaint, you must:
- Respond in Welsh to any complaint made in Welsh
 - State in any complaint procedure that staff may make a complaint in Welsh
 - Offer to conduct any meeting relating to a complaint in Welsh, and
 - If the member of staff wishes this, the meeting must be conducted in Welsh (if necessary with the assistance of a simultaneous or consecutive translation service)
- 19.2 When you inform a member of staff of a decision you have reached in relation to a complaint made by him or her, or in relation to a complaint made about him or her, you must do so in Welsh if that member of staff:
- Made the complaint in Welsh
 - Responded in Welsh to a complaint about him or her
 - Asked for a meeting about the complaint to be conducted in Welsh, or
 - Asked to use the Welsh language at a meeting about the complaint

20. Disciplinary Cases (Standards 86 – 88)

- 20.1 You must allow staff members to respond in Welsh to allegations made against them in any internal disciplinary process. This should be done by:
- Stating in any disciplinary arrangements that staff may respond in Welsh
 - When organising a disciplinary meeting you must offer to conduct the meeting in Welsh, and
 - If the staff member wishes this, conduct the meeting in Welsh (if necessary with the assistance of a simultaneous or consecutive translation service)
- 20.2 When you inform a member of staff of a decision following a disciplinary process, you must do so in Welsh if they:
- responded to allegations made against them in Welsh
 - asked for a meeting regarding the disciplinary procedure to be conducted in Welsh or
 - asked to use the Welsh language at a meeting regarding the disciplinary procedure

21. Information Technology and the Corporate Staff App (Standards 89 – 95)

- 21.1 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).

21.2 All information on the staff app must be available in Welsh

22. Developing Welsh language skills – Workforce Planning and Training (Standards 96 – 105)

22.1 You must assess and record your Welsh language skills on the Electronic Staff Record (ESR).

22.2 Opportunities must be provided to staff for training in Welsh in the following areas, if such training is provided in English –

- Recruitment and interviewing
- Performance management
- Complaints and disciplinary procedures
- Induction
- Dealing with the public
- Health and Safety

22.3 You must provide opportunities for training in Welsh on using Welsh effectively in:

- Meetings
- Interviews
- Complaints and disciplinary procedures

22.4 You must provide opportunities during working hours for your employees to receive basic Welsh language lessons.

22.5 You must provide opportunities for employees who have completed basic Welsh language training to receive further training, free of charge to develop their language skills.

22.6 You must provide opportunities for employees to receive training, free of charge to improve their language skills.

22.7 Staff must be allocated time to attend Welsh language training in line with the Health Board's [WP52 Study Leave Policy](#)

22.8 You must provide training courses so that your employees can develop awareness of the Welsh language, (including awareness of its history and its role in Welsh culture), as well as an understanding of how the Welsh language can be used in the workplace.

22.9 Information must be provided for the purpose of raising awareness of the Welsh language during the orientation process for new employees.

22.10 You must display wording or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh.

22.11 You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.

23. Recruiting and appointing (Standards 106 – 109)

23.1 When you assess the requirements for a new or vacant post, you must assess the need for Welsh language skills, and categorise it as a post where:

- Welsh language skills are essential
- Welsh language skills need to be learnt when appointed
- Welsh language skills are desirable

23.2 When advertising posts, you must state that applications submitted in Welsh will not be treated less favourably than an application submitted in English.

23.3 The following must be published in Welsh:

- Application forms for posts
- Material that explains your procedure for applying for posts
- Information about the interview process or assessment methods
- All job descriptions

23.4 You must not treat an application for a post made in Welsh less favourably than an application made in English.

23.5 You must ensure that your application forms for posts provide a space for applicants to indicate that they wish an interview or other method of assessment in Welsh, and if an applicant so wishes, you must conduct any interview in Welsh, or if necessary, provide a simultaneous or consecutive translation service.

23.6 When you inform an applicant of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh.

24. Clinical Consultations (Standards 110-110A)

24.1 You must adhere to the corporate 5 year Welsh language plan*, setting out the extent to which you are able to offer to carry out a clinical consultation in Welsh and the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh. **currently in development*

25. Signage and notices in the workplace (Standards 111 – 113)

- 25.1 When you erect a new sign or renew a sign in your workplace (including temporary signs), or publish or display a notice in your workplace, any text displayed on the sign or notice must be displayed in Welsh.
- 25.2 The Welsh language text must be positioned above or to the left of the English text.
- 25.3 You must ensure that the Welsh language text on signs and notices displayed in your workplace is accurate in terms of meaning and expression.

Glossary of Terms and Legislative Definitions

- INDIVIDUAL:** A standard which refers to an 'individual' refers to a private individual involved with the body in a private capacity rather than in their job capacity. It therefore does not include those involved with the body whilst representing corporate bodies or limited companies. The term 'individual' has a more limited meaning than the term 'public'.
- THE PUBLIC:** The term includes the public in its entirety, or a proportion of the public, as well as individual members of the public. The term also includes legal persons and corporate bodies such as voluntary organisations and charities, as well as those representing limited companies. Neither the Crown, Government nor State comes within the meaning of the term 'public'. Therefore, persons fulfilling official functions of a public nature would not come within the meaning of the term 'public' whilst carrying out those official functions. An example of a person that does not come within the meaning of the term 'public' may include a county council or health board staff member acting in that capacity.
- PERSON:** The Interpretation Act 1978 states that a *“person” includes a body of persons corporate or unincorporate.* It has a wider meaning than 'individual' or 'public' as it also includes persons acting in a capacity which is representative of the Crown, Government or State. That means that the term 'person' also includes a member of staff of a public organisation (excluding the body's staff) acting in their job's capacity.