Welsh Ministers Welsh Language Standards

Compliance Action Plan

Standards dealing with supplementary matters: 159, 165, 171

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<td>Correspondence</td>
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<td>The principle of answering correspondence in the language in which it is received, ie Welsh or English, is a principle that has been well established in the Welsh Government, since the implementation of the Welsh Language Scheme.

The following statement has been placed in the footnote of all Welsh Government emails sent out of the organisation, and on the corporate templates of Ministerial letters, the Permanent Secretary, and the corporate template on the intranet:

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg.</td>
<td>The Welsh Ministers' Compliance Notice, which provides details of the Service Delivery, Policy Making, Operational and Record Keeping standards imposed on Welsh Ministers by the Welsh Language Commissioner, has been published on the Welsh Government website, as well as on the staff intranet.</td>
<td>Oversight of Welsh Ministers' compliance with Welsh language standards is ensured in a variety of ways.

Regular reports are provided to the Welsh Government Board on the implementation of the Standards.

Complaints relevant to the standards and the Welsh language more generally are monitored as part of the Welsh Government's wider complaints' monitoring, with a paper on annual data being</td>
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		Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi. *We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.* Various databases have been adapted by Government departments to include stakeholder and customer details to ensure that language choice is included as a specific field. Guidance has been placed on the staff intranet to clarify the requirements for compliance with the standards relating to correspondence.		prepared for the attention of the Government Board on an annual basis. A section is included in the paper on complaints relating to the standards and the Welsh language. The nature of the complaints is scrutinised as well as data on the number of complaints received by each Group in Welsh Government. Performance indicators regarding the Welsh Government's compliance with its statutory requirements have been included in the Welsh Government's Performance Framework. The Performance Framework, introduced in 2019, contains various indicators about the Welsh Government's performance in 19 specific areas, including the Welsh language. Performance is reported to the Welsh Government Board every
Telephone Helplines or call centres	8, 9, 10, 12, 13, 14, 15, 16, 17	Information about the requirements of the standards relating to call centres has been shared on the staff intranet to		

		ensure awareness of the requirements. The Welsh Government's corporate call centre has a team of staff who can answer calls bilingually. Many call centre services are provided through third party contracts, and contract managers are made aware of the requirements of the Standards through a contracting guide provided to staff. An internal survey of the Government's compliance with the call centre standards was undertaken during 2021.		6 months. 4 areas are looked at from a Welsh perspective: organisational support for the language, compliance with the standards, use of Welsh by the workforce and Welsh language skills of the workforce. Through the Internal Control Questionnaire, which forms part of the remit of the Centre of Excellence for Corporate Governance, a detailed report is provided to the Welsh Government Board on the organisation's performance in management and governance on an annual basis. There is a dedicated section within the questionnaire on compliance with the Welsh Language Standards to scrutinise the arrangements of Welsh Government groups and directorates to ensure
Phone calls to staff	18,20,21,22	A guide to answering calls and providing bilingual greetings was produced when the standards came into force and one was placed on each desk in each Welsh Government office. A bespoke training course for Welsh Government staff has been commissioned to give staff confidence on answering calls in Welsh.		

		Staff have been given instructions on how to transfer a call to a Welsh speaker on the intranet, and staff able to deal with calls in Welsh are identified on the Business Directory of staff on the intranet. General automated messages on telephones are provided bilingually.		compliance with their statutory duties. More broadly the Welsh Government's Network of Welsh Language Coordinators is a key part of providing certainty on compliance. The Network meets bi-monthly and a full report is provided by each Coordinator on the activities of their business district during the last two months. Meetings are key for discussing barriers to compliance, good practice and sharing information on developments and interpretations of compliance requirements.
Meetings (with stakeholders and/or members of the public)	24, 24A, 26, 26A, 27, 27A, 29, 29A	A guide has been developed to assist with an understanding of the requirements of the standards relating to meetings or events for a pre-invited audience. The guide has been widely shared and there is a copy on the staff intranet. A separate guide for organising open public meetings has also been developed. The basics of the correspondence standards, phone calls and meetings form a core part of the staff workshops on the standards and inductions held for new staff.		Information is provided annually to the Commissioner in the form of a self-assessment questionnaire to provide an overview of the organisation's arrangements for compliance with the

		Information on how to arrange a simultaneous translation service has been provided on the intranet.		requirements of the standards as well.
Open, public meetings	30,31,32,33,34	A specific guide has been developed for staff on how to go about organising open, public meetings. The guide is on the intranet.		An Annual Report is drafted in relation to each financial year. The report deals with how the Welsh Ministers complied with the standards (service delivery, policy making and implementation) that they were under a duty to comply with during the year.
Public events	35,36 *	The requirements when organising a public event are included in the Service Delivery Standards pages on the intranet.		
Publicity and advertising	37 *	A detailed guide has been developed that is regularly reviewed and adapted for compliance with standards relating to marketing and communications work. The guide has been widely shared with staff, contractors who run campaigns on behalf of the Welsh Government and other public bodies. The guide can be found here: Welsh Language Standards: communication and marketing guidelines	GOV.WALES		The report contains information regarding: Annual complaints relating to compliance with the standards. The number of employees who possess Welsh language skills. The number and percentage of staff who attended training courses offered in Welsh; The number of vacancies advertised with the language skills category of those positions.

Public display of material	38	The requirements are included in our much guidance for staff – the marketing and communications guidelines and the requirements for arranging meetings. Welsh Language Standards: communication and marketing guidelines	GOV.WALES		The current Annual Report can be accessed at this link: Welsh Language Standards annual report 2021 to 2022	HELM.WALES
Publication of documents and forms	40,47,48,49, 50, 50A, 50B, 51	Document publication requirements in Welsh are included on the intranet as a guide. The standard Welsh Government document templates and forms designed include the following statement: *This document/form is also available in Welsh* Guidance on determining publication requirements under Standard 47 are included on the intranet.		
Online websites and services	52,55,56,57	Guidance has been developed based on the Commissioner's advice document to staff for the commissioning of digital services: Bilingual technology		

		[toolkit for good user experience | GOV.WALES](#) The corporate website and all related websites are fully compliant with the requirements.		
Social media	58,59	The communications and marketing guide details our approach to communicating with social media requirements. Expertise has been developed within the Communications directorate and is shared extensively by working closely with contractors on our communications and marketing framework and anyone carrying out work on our behalf. The guidelines are constantly reviewed and modified as this field develops and evolves.		
Self-service machines	60	Self-service machines on or operated on behalf of the Government estate were ensured to be compliant.		
Signs	61,62,63 *	There is a procedure to check text on new road signs with the Government Translation Service.		

Reception services	64,67,68	A contract is in place to provide reception services at Welsh Government main offices. The requirement for bilingual services is a core requirement of the contract.	We ensure that reception areas prominently display the Iaith Gwaith logo to encourage our visitors to use Welsh. A sign noting, *Siaradwch Gymraeg yma,* can be seen on all reception desks. The Iaith Gwaith logo was prominently placed in the reception area of the Cathays Park office, with the word Croeso prominent across the desk. A case study has been prepared for the Welsh Language Commissioner's effective practices section of its website promoting the practice.	
Publishing or displaying official notices	69,70	Official notices are issued bilingually.		
Award of grant money	71,72, 72A, 74, 75	Information is provided on the intranet regarding the requirement to provide a bilingual grant process to Welsh Government grant money applicants.	The Standards team works closely with the Grants Centre of Excellence to ensure that the requirements when engaging with the grant process are clear to grant managers.	
Award of contracts	76,77, 77A, 79, 80	Detailed guidance has been provided, and contract specification templates modified to reflect the requirement of the standards within contracts. Contract managers are required to	Workshop sessions with frameworks of contractors are organised from time to time to promote the requirements of the standards, e.g. contractors in the	

		list the standards that apply to the services provided by the contract within the specification.	agriculture, transport and communications field.
Raising awareness of Welsh language services	81,82	Measures are in place to promote our Welsh language services whether by the phone, in social media, on the website or face to face through a combination of different actions.	
Developing and introducing corporate identity	83	The Welsh Government's corporate brand is bilingual, and any new brands for schemes and projects are developed fully bilingual. Welsh-only branding, such as *Taith*, is advised for individual projects.	
Education / Training courses for the public	84,85	If training courses are provided to the public by the Welsh Government, attendees' language preference will be requested in advance.	
Public address system	87	Public address systems operate bilingually with Welsh heard first. The only exception to the requirement is emergency tunnel announcements.	
Workplace signage	141, 142, 143	All signs within the Government estate are ensured to be bilingual, with temporary signage enshrined. A library of temporary signs was	

		developed for staff to print on the intranet.		

POLICY MAKING STANDARDS

Service provided	Relevant standards	Method of compliance	Promotion and Facilitation	Supervision Arrangements
Formulate, review or modify policy	88, 89, 90	The Welsh Government's integrated impact assessment tool guides staff through the process of ensuring that the Welsh language is a central consideration when developing policies and legislation. There are 5 steps to the process, namely planning, assessment, recording, consultation and publication/refinement. A template for impact assessment is provided with Welsh as part of the corporate template. A staff toolkit was developed including a step-by-step guide, a data handbook with key facts about Welsh to inform the process and a FAQ/top tips document for completing the assessment.	Surgery sessions are held from time to time for staff to come and discuss the process. During the Welsh Government's annual policy week event, sessions are held on the process, and the process will be discussed as a standing item at the bi-monthly meetings of the Government's Welsh Language Coordinators.	A rigorous oversight process is in place. Assessments will be submitted for formal clearance by officers of the Cymraeg 2050 division, to ensure that policies are aligned with the objectives of the Welsh Government's strategy for the Welsh language.
Publication of consultation documents	91, 92, 93	The Welsh Government consultation template includes standard questions about		

		considering the impact of the proposed policy/proposal/legislation on the Welsh language. Advice is also provide in the extensive consultation guidance document to staff on ensuring consultations are implemented in line with the requirements of the standards.		
Grant award policy announced	94	See the Welsh Government's grant award policy in Appendix 1		
Commissioning or researching	95, 96, 97	The specifications of Welsh Government research contracts include standard wording about considering the requirements of the standards and the Welsh language within the contract.		

OPERATIONAL STANDARDS				
Description	**Relevant standards**	**Method of compliance**	**Promotion and Facilitation**	**Supervision Arrangements**
Publish internal use policy	98	'Cymraeg. It belongs to us all' is the Welsh Government's internal use policy published on our website and staff intranet.	A programme is in place to implement the objectives and principles of the strategy, and to encourage public sector bodies to consider and set long-term goals for the Welsh language within their organisations.	Annual updates are prepared on the implementation of the 10 Objectives of the strategy between 2020-2025. The strategy forms part of the Welsh Government

Recruitment	99, 136, 136A, 137, 137A, 137B, 139, 140, 141	Robust plans are in place to comply with the recruitment requirements of the standards including querying candidates' preferred language as they apply for jobs on our recruitment website, Appointment. The skills of each vacancy are assessed as part of the recruitment preparation process, with an extensive assessment form developed for line managers. A similar form is used for the process of appointment to public appointment. There is an online recruitment system, Appointment, which allows Welsh application for advertised jobs. Interviews and assessments may be conducted in Welsh, and individuals are notified of decisions in Welsh, if their preferred language is Welsh.		Performance Framework and is reported annually to the Government Board. The Operational Standards data are reported in the Welsh Government's Annual Report on the implementation of the Standards. Performance indicators regarding the Welsh Government's compliance with its statutory requirements have been included in the Welsh Government's Performance Framework. The Performance Framework, introduced in 2019, contains various indicators about the Welsh Government's performance in 19 specific areas, including the Welsh language. Performance is reported to the Government Board every 6 months.
Recording Language Choice / Preference	99, 100, 101, 102, 103	There is a language recording system based on language choice during the appointment process. The relevant		

		documents are provided in Welsh.		4 areas are looked at from a Welsh perspective: organisational support for the language, compliance with the standards, use of Welsh by the workforce and Welsh language skills of the workforce.
HR Documents	104	Welsh-language copies of the documents listed can be found on the Welsh Government intranet.		
HR Policies	105-111	Welsh-language copies of the Government's HR policies are provided on the staff intranet.		Through the Internal Controls Questionnaire, which forms part of the remit of the Centre of Excellence for Corporate Governance, a detailed report is provided to the Government Board on the organisation's performance in management and governance on an annual basis. There is a dedicated section within the questionnaire on compliance with the Welsh Language Standards to scrutinise the arrangements of the Welsh Government groups and directorates
Complaints and Discipline	112-119	Government processes allow staff to undertake the complaints and disciplinary processes through the medium of Welsh, including the documentation, face-to-face meetings and bilingual staff to undertake the processes.		
IT resources and staff intranet	120-126	A Cysgliad package is available by default to all staff on their device. Intranet advice is provided on installing Welsh settings as an interface on devices and how to set the intranet to Welsh. It is our intention in due course to implement a default settings scheme for the Wlesh Government's Welsh speakers. The entire intranet is available in Welsh to staff, with a function in place for it to open by default		

		in Welsh when logging into devices. There is a toggle to move between the Welsh and English pages of the intranet on each page. An extensive section on the intranet relating to the Welsh language contains information on: -the standards -Cymraeg. It belongs to us all -Cymraeg 2050 -the policy and legislation impact assessment process -arrangements and services of the Translation Service. These pages contain a host of guidance and information for staff on the bilingual statutory and working requirements.		to ensure compliance with their statutory duties. More broadly the Welsh Government's Network of Welsh Language Coordinators is a key part of providing certainty on compliance. The Network meets bi-monthly and a full report is provided by each Coordinator on the activities of their business district during the last two months. Network meetings are key for discussing barriers to compliance, good practice and sharing information on key developments and interpretations of compliance requirements. Information is provided annually to the Commissioner in the form of a self-assessment
Workforce Language Skills	127	A matrix for recording staff's language skills is provided on the HR intranet. This is a mandatory step as new staff register their details when taking up a post in the Welsh Government. Staff are reminded annually to update their language skills record.		

		In the Welsh Government staff's annual People Survey questions about language skills are also included.		questionnaire to provide an overview of the organisation's arrangements for compliance with the requirements of the standards as well.
Staff training	128-133	A wide range of training courses are offered, including those listed in standards 128, 129 and 132 in Welsh. A wide-ranging programme of opportunities for staff to learn or develop Welsh skills has been developed, by reaching a new agreement with the National Centre for Learning Welsh. The new training programme is detailed in our annual report on the implementation of the standards. A Welsh language staff induction course is provided in Welsh Government as a mandatory part of the induction process for new staff. The course is delivered monthly, and bilingually. A new course has also been developed for Senior Civil Servants, along with Non-Executive Directors of Government.		

Promoting the Welsh language	134-135	Staff are provided with a detailed guide to placing a bilingual signature and message out of the office on their profile. The MailTip programme was developed to place a message on our staff's Outlook profile to highlight skills in Welsh.		
Signage	141-143	No signs are erected on the Welsh Government estate unless it is bilingual. Meeting rooms and working spaces are given Welsh names. A library of bilingual temporary signage is provided for staff to print on the intranet.		
Audio publications / annoucements	144	Audio announcements within the workplace are made bilingually, with Welsh first, unless there is an emergency in line with the duty in the compliance notice.		

Appendix 1

Welsh Ministers' Welsh Language Standards

Grant Award Policy

Welsh Ministers are required to publish a policy requiring them to consider matters relating to the Welsh language when awarding grants. The requirements are outlined in the Minister's Compliance Notice which can be found here: https://www.gov.wales/welsh-language-commissioners-compliance-notice

The standards detail:

You must formulate and publish a policy on the award of grants (or, when appropriate, amend an existing policy) that requires you to consider the following issues when you make decisions about awarding a grant—

(a) what effects, if any (and whether those are positive or adverse), that the award of a grant would have on—

(i) opportunities for persons to use Welsh, and
(ii) not treating Welsh less favourably than English;

(b) how a decision could be made or implemented (for example, by imposing conditions) so that it would have positive, or more positive, effects on—

(i) opportunities for persons to use Welsh, and
(ii) not treating Welsh less favourably than English;

(c) how a decision could be made or implemented (for example, by imposing conditions) so that it would not have adverse effects, or so that it would have less adverse effects on—

(i) opportunities for persons to use Welsh, and
(ii) not treating Welsh less favourably than English;

(d) whether you need to ask the grant applicant for any additional information to assist you in assessing the impact of grant award on—

(i)   opportunities for persons to use Welsh, and
(ii)   not treat Welsh less favourably than English.

As the Welsh Language Commissioner's guidance on considering the Welsh language when awarding a grant states;

"Welsh language standards are about more than just service delivery. Public institutions make various decisions that have the potential to have far-reaching effects on the Welsh language, whether directly or indirectly – many organisations' decisions have a social and economic cross-impact which in turn influences the Welsh language."

The purpose of the policy is to ensure that by allocating a budget through a grant that we take full account of any impact of activity funded through the grant on the Welsh language, and that there are opportunities throughout the activity to promote the use of the Welsh language.

Detailed guidance has been developed for staff managing Welsh Government grant schemes at all stages of grant scheme administration, and are published on the staff intranet:
- Design the scheme
- Grant assurance panel
- Appraisal and approval
- Legal documents available all in Welsh
- Allocation, payments and monitoring
- Evaluation

The Welsh Language Standards Team have a representative on the monthly grant assurance panel who scrutinise each new scheme received to ensure the schemes are intertwined with the Cymraeg 2050 requirements. The standard application template of the assurance panel asks for details of how the grant contributes to the objectives of the strategy and asks for assurance of compliance with the requirements of the Welsh language standards.

The grant proposal letter was modified in July 2020 to include the standard conditions for all grant schemes, which include:

18. Welsh Language

(a) The Welsh Government is committed to supporting the Welsh language and its culture and the *Cymraeg 2050: A million Welsh speakers* strategy provides a vision for the further growth and development of the Welsh language.

(b) Where the purposes include or relate to the provision of services in Wales, they must be provided in both Welsh and English unless it is unreasonable or disproportionate to do so. They must be provided in a way that does not treat the Welsh language less favourably than the English, in accordance with the Welsh Language (Wales) Measure 2011.

(c) Where service provision forms part of the purposes, you must act in accordance with the Welsh Language (Wales) Measure 2011 and the objectives of Cymraeg 2050. In practice, this will include the following:
    i) Ensure that any written material produced, including digital material, is bilingual.
    ii) Ensure any signs are bilingual.
    iii) Ensure that any training events or public events are held bilingually.
    iv) Actively promote and facilitate the Welsh language (including the provision of services and increasing opportunities to use the Welsh language) within funded activities.

(d) For general advice on the bilingual provision of services and for information on organisations that can help you, please contact "Helo Blod", a service that provides advice on Welsh, by calling 03000 258888 or emailing heloblod@llyw.cymru.