

SCHEDULE 1

Service delivery standards

PART 1

THE STANDARDS

1	Standards relating to correspondence sent by a body <i>(1) When a body replies to correspondence</i>
Standard 1:	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. <i>(2) When a body initiates correspondence</i> <i>(a) When a body corresponds with an individual</i>
Standard 2:	When you correspond with an individual (“A”) for the first time, you must ask A whether A wishes to receive correspondence from you in Welsh, and if A responds to say that A wishes to receive correspondence in Welsh you must— (a) keep a record of A’s wish, (b) correspond with A in Welsh when corresponding with A from then onwards, and (c) send any forms you send to A from then onwards in Welsh. <i>(b) When a body corresponds with more than one member of the same household</i>
Standard 3:	When you send correspondence addressed to two individuals who are members of the same household (for example, the parents of a child) for the first time, you must ask them whether they wish to receive correspondence from you in Welsh; and if— (a) both individuals respond to say that they wish to receive correspondence in Welsh, you must keep a record of that wish and correspond in Welsh from then onwards when sending correspondence addressed to both of those individuals; (b) one (but not both) of the individuals responds to say that he or she wishes to receive correspondence in Welsh, you must keep a record of that wish and provide a Welsh language version of correspondence from then onwards when sending correspondence addressed to both of those individuals. <i>(c) When a body corresponds with several persons (for example, when it sends a circular, or sends the same letter to a number of homes)</i>
Standard 4:	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.
	(3) General standards relating to correspondence
Standard 5:	If you don’t know whether a person wishes to receive correspondence from you in Welsh, when you correspond with that person you must provide a Welsh language version of the correspondence.

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Standard 6: 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).

Standard 7: You must state—
(a) in correspondence, and
(b) in publications and official notices that invite persons to respond to you or to correspond with you,

that you welcome receiving correspondence in Welsh, that you will respond to correspondence in Welsh, and that corresponding in Welsh will not lead to delay.

2 Standards relating to telephone calls made and received by a body

(1) Telephone calls made to a body's main contact number and to any helplines or call centres

Standard 8: 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.

Standard 9: 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 10: 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 in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).

Standard 11: 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.

Standard 12: When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language.

Standard 13: 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 14: 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.

Standard 15: 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.

Standard 16: Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.

Standard 17: 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.

(2) Telephone calls made to departments and to members of a body's staff

Standard 18: 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 provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).

Standard 19: 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.

Standard 20: 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.

(3) Telephone calls made by a body

Standard 21: When you telephone an individual ("A") for the first time you must ask A whether A wishes to receive telephone calls from you in Welsh, and if A responds to say that A wishes to receive telephone calls in Welsh you must keep a record of that wish, and conduct telephone calls made to A from then onwards in Welsh.

(4) A body dealing with telephone calls using an automated system

Standard 22: Any automated telephone systems that you have must provide the complete automated service in Welsh.

3 Standards relating to a body holding meetings that are not open to the general public

(1) Meetings between a body and one other invited person

Standard 23: If you invite one person only ("P") to a meeting, you must offer to conduct the meeting in Welsh; and if P informs you that P wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 24: If you invite one person only ("P") to a meeting you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.

Standard 24A: If you have invited one person only ("P") to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).

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Standard 24B: If you have invited one person only (“P”) to a meeting and P has informed you that P wishes to use the Welsh language at the meeting, you must arrange for a consecutive translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).

Standard 25: If you invite an individual (“A”) to a meeting, and the meeting relates to the well-being of A, you must—
(a) ask A whether A wishes for the meeting to be conducted in Welsh, and
(b) if A informs you that A wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 26: If you invite an individual (“A”) to a meeting, and the meeting relates to the well-being of A, you must ask A whether A wishes to use the Welsh language at the meeting, and inform A that you will, if necessary, provide a translation service from Welsh to English and from English to Welsh for that purpose.

Standard 26A: You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh to be available at a meeting—
(a) if the meeting relates to the well-being of an invited individual (“A”), and
(b) if A has informed you that A wishes to use the Welsh language at the meeting;

unless you conduct the meeting in Welsh without the assistance of a translation service.

Standard 26B: You must arrange for a consecutive translation service from Welsh to English and from English to Welsh to be available at a meeting—
(a) if the meeting relates to the well-being of an invited individual (“A”), and
(b) if A has informed you that A wishes to use the Welsh language at the meeting;

unless you conduct the meeting in Welsh without the assistance of a translation service.

(2) Meetings between a body and more than one invited person

Standard 27: If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.

Standard 27A: If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), 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 translation service from Welsh to English to be available at the meeting.

Standard 27B: If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 20% (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 translation service from Welsh to English to be available at the meeting.

Standard 27C: If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and at least 30% (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 translation service from Welsh to English to be available at the meeting.

Standard 27CH: If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 27D: If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).

Standard 28: If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must—

- (a) ask that individual or each of those individuals whether he or she wishes for the meeting to be conducted in Welsh, and
- (b) if that individual, or if each of those individuals, informs you that he or she wishes for the meeting to be conducted in Welsh, conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 29: If you invite more than one person to a meeting, and that meeting relates to the well-being of one or more of the individuals invited, you must—

- (a) ask that individual or each of those individuals whether he or she wishes to use the Welsh language at the meeting, and
- (b) inform that individual (or those individuals) that, if necessary, you will provide a translation service from Welsh to English and from English to Welsh for that purpose.

Standard 29A: You must provide a simultaneous translation service from Welsh to English and from English to Welsh at a meeting—

- (a) if you have invited more than one person to the meeting,
- (b) if the meeting relates to the well-being of one or more of the individuals invited, and
- (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting;

unless you conduct the meeting in Welsh without the assistance of a translation service.

Standard 29B: You must provide a consecutive translation service from Welsh to English and from English to Welsh at a meeting—

- (a) if you have invited more than one person to the meeting,
- (b) if the meeting relates to the well-being of one or more of the individuals invited, and
- (c) if at least one of those individuals has informed you that he or she wishes to use the Welsh language at the meeting;

unless you conduct the meeting in Welsh without the assistance of a translation service.

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4 Standards relating to meetings arranged by a body that are open to the public

Standard 30: If you arrange a meeting that is open to the public 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.

Standard 31: When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.

Standard 32: If you invite persons to speak at a meeting that you arrange which is open to the public you must—

- (a) ask each person invited to speak whether he or she wishes to use the Welsh language, and
- (b) 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 translation service from Welsh to English for that purpose (unless you conduct the meeting in Welsh without a translation service).

Standard 33: If you arrange a meeting that is open to the public, 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.

Standard 34: If you display any written material at a meeting that you arrange which is open to the public, you must ensure that that material is displayed in Welsh, and you must not treat any Welsh language text less favourably than the English language text.

5 Standards relating to public events organised or funded by a body

Standard 35: 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).

Standard 36: 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 displayed at the event and in relation to audio announcements made at the event).

6 Standard relating to a body's publicity and advertising

Standard 37: Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the advertising material in Welsh and in English, you must not treat the Welsh language version less favourably than you treat the English language version.

7 Standards relating to a body displaying material in public

Standard 38: Any material that you 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.

Standard 39: Any material that you display at a public exhibition organised by you must be displayed in Welsh, and you must not treat any Welsh language version of the material less favourably than you treat an English language version.

8 Standards relating to a body producing and publishing documents

- Standard 40:** Any documents that you produce for public use must be produced in Welsh.
- Standard 41:** If you produce the following documents you must produce them in Welsh—
- (a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings;
 - (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.
- Standard 42:** Any licence or certificate you produce must be produced in Welsh.
- Standard 43:** Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.
- Standard 44:** If you produce the following documents, and they are available to the public, you must produce them in Welsh—
- (a) policies, strategies, annual reports and corporate plans;
 - (b) guidelines and codes of practice;
 - (c) consultation papers.
- Standard 45:** Any rules that you publish that apply to the public must be published in Welsh.
- Standard 46:** When you issue any statement to the press you must issue it in Welsh and, if there is a Welsh language version and an English language version of a statement, you must issue both versions at the same time.
- Standard 47:** If you produce a document for public use, and no other standard has required you to produce the document in Welsh, you must produce it in Welsh—
- (a) 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.
- Standard 48:** If you produce a document in Welsh and in English (whether separate versions or not), you must not treat any Welsh language version less favourably than you treat the English language version.
- Standard 49:** If you produce a Welsh language version and a separate English language version of a document, you must ensure that the English language version clearly states that the document is also available in Welsh.

9 Standards relating to a body producing and publishing forms

- Standard 50:** Any form that you produce for public use must be produced in Welsh.
- Standard 50A:** If you produce a Welsh language version and a separate English language version of a form, you must ensure that the English language version clearly states that the form is also available in Welsh.
- Standard 50B:** If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).
- Standard 51:** If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check

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the content or to fill in the remainder of the form), you must ensure that the information that you pre-enter is in Welsh.

10 Standards relating to a body's websites and on-line services

(1) Websites published by a body

Standard 52: You must ensure that—

- (a) the text of each page of your website is available in Welsh,
- (b) every Welsh language page on your website is fully functional, and
- (c) the Welsh language is not treated less favourably than the English language on your website.

Standard 53: You must ensure that—

- (a) the text of the homepage of your website is available in Welsh,
- (b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website.

Standard 54: You must ensure that when you publish a new page on your website or amend a page—

- (a) the text of that page is available in Welsh,
- (b) any Welsh language version of that page is fully functional, and
- (c) the Welsh language is treated no less favourably than the English language in relation to that page.

Standard 55: 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.

Standard 56: You must provide the interface and menus on every page of your website in Welsh.

(2) Apps published by a body

Standard 57: 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 that app.

11 Standards relating to a body's use of social media

Standard 58: When you use social media you must not treat the Welsh language less favourably than the English language.

Standard 59: If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).

12 Standard relating to self service machines

Standard 60: You must ensure that any self service machines that you have function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that machine.

13 Standards relating to signs displayed by a body

Standard 61: When you erect a new sign or renew a sign (including temporary signs), any text displayed on the sign must be displayed in Welsh (whether on the same sign as you display corresponding English language text or on a separate sign); 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.

Standard 62: When you erect a new sign or renew a sign (including temporary signs) 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.

Standard 63: You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.

14 Standards relating to a body receiving visitors at its buildings

Standard 64: Any reception service you make available in English must also be available in Welsh, and any person who requires a Welsh language reception service must not be treated less favourably than a person who requires an English language reception service.

Standard 65: If you arrange a visit or appointment in advance for a person (“P”) which will mean that P will come to your reception, you must ask P whether P wishes to receive a Welsh language reception service (unless you already know whether P wishes to receive that service in Welsh).

Standard 65A: You must provide a face to face Welsh language reception service for a person (“P”) at your reception if you have arranged a visit or appointment for P in advance and—

- (a) P has informed you in advance that P wishes to receive the service in Welsh, or
- (b) you are already aware that P wishes to receive the service in Welsh.

Standard 66: If you have no face to face Welsh language reception service available, you must ensure that a Welsh language reception service is available over a phone in your reception.

Standard 67: You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.

Standard 68: You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.

15 Standards relating to official notices made by a body

Standard 69: Any official notice that you publish or display must be published or displayed in Welsh, and you must not treat any Welsh language version of a notice less favourably than an English language version.

Standard 70: When you publish or display an official notice that contains Welsh language text as well as English language text, the Welsh language text must be positioned so that it is likely to be read first.

16 Standards relating to a body awarding grants

Standard 71: Any documents that you publish which relate to applications for a grant, must be published in Welsh, and you must not treat a Welsh language version of such documents less favourably than an English language version.

Standard 72: When you invite applications for a grant, you must state in the invitation that applications may be submitted in Welsh and that any application submitted in Welsh will be treated no less favourably than an application submitted in English.

Standard 72A: You must not treat applications for a grant submitted in Welsh less favourably than applications submitted in English (including, amongst other matters, in

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relation to the closing date for receiving applications and in relation to the time-scale for informing applicants of decisions).

Standard 73: If you receive an application for a grant in Welsh and it is necessary to interview an applicant as part of your assessment of the application, you must offer to conduct that interview in Welsh and, if the applicant so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 74: If you receive an application for a grant in Welsh and it is necessary to interview the applicant as part of your assessment of the application you must—

- (a) offer to provide a translation service from Welsh to English to enable the applicant to use the Welsh language at the interview, and
- (b) if the applicant wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).

Standard 75: When you inform an applicant of your decision in relation to an application for a grant, you must do so in Welsh if the application was submitted in Welsh.

17 Standards relating to a body awarding contracts

Standard 76: Any invitations to tender for a contract that you publish must be published in Welsh, and you must not treat a Welsh language version of any invitation less favourably than an English language version.

Standard 77: When you publish invitations to tender for a contract, you must 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.

Standard 77A: You must 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 time-scale for informing tenderers of decisions).

Standard 78: If you receive a tender in Welsh and it is necessary to interview a tenderer as part of your assessment of the tender, you must offer to conduct that interview in Welsh and, if the tenderer so wishes, you must conduct the interview in Welsh (without the assistance of a simultaneous or consecutive translation service).

Standard 79: If you receive a tender in Welsh and it is necessary to interview the tenderer as part of your assessment of the tender you must—

- (a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and
- (b) if the tenderer wishes to use the Welsh language at the interview, provide a simultaneous translation service for that purpose (unless you conduct the interview in Welsh without a translation service).

Standard 80: 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.

18 Standards for raising awareness about Welsh language services provided by a body

Standard 81: You must promote any Welsh language service that you provide, and advertise that service in Welsh.

Standard 82: 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.

19 Standard relating to a body's corporate identity

Standard 83: When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.

20 Standards relating to courses offered by a body

Standard 84: If you offer an education course that is open to the public, you must offer it in Welsh.

Standard 85: If you offer an education course that is open to the public and which is aimed specifically at persons aged 18 or under, you must offer it in Welsh.

Standard 86: If you develop an education course that is to be offered to the public, you must assess the need for that course to be offered in Welsh; and you must ensure that the assessment is published on your website.

21 Standard relating to public address systems used by a body

Standard 87: When you announce a message over a public address system, you must make that announcement in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.
