

SCHEDULE 5

Regulation 2(5)

Standards which deal with Supplementary Matters

PART 1

SERVICE DELIVERY STANDARDS

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- 1** **A body publicising service delivery standards**
- Standard 152:** You must ensure that a document which records the service delivery 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—
- (a) on your website, and
 - (b) in each of your offices that are open to the public.
- 2** **A body publishing a complaints procedure**
- Standard 153:** You must—
- (a) ensure that you have a complaints procedure that deals with the following matters—
 - (i) how you intend to deal with complaints relating to your compliance with the service delivery standards with which you are under a duty to comply, and
 - (ii) how you will provide training for your staff in relation to dealing with those complaints,
 - (b) publish a document that records that procedure on your website, and
 - (c) ensure that a copy of that document is available in each of your offices that are open to the public.
- 3** **A body publishing arrangements for oversight, promotion etc.**
- Standard 154:** You must—
- (a) ensure that you have arrangements for—
 - (i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,
 - (ii) promoting the services that you offer in accordance with those standards, and
 - (iii) facilitating the use of those services,
 - (b) publish a document that records those arrangements on your website, and
 - (c) ensure that a copy of that document is available in each of your offices that are open to the public.
- 4** **A body producing an annual report regarding service delivery standards**
- Standard 155:**
- (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 service delivery standards with which you were under a duty to comply during that year.
 - (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the service delivery standards with which you were under a duty to comply.
 - (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.

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- (4) You must publicise the fact that you have published an annual report.
- (5) You must ensure that a current copy of your annual report is available—
 - (a) on your website, and
 - (b) in each of your offices that are open to the public.

5 A body publicising the way it intends to comply with service delivery standards

Standard 156: You must publish a document on your website which explains how you intend to comply with the service delivery standards with which you are under a duty to comply.

6 A body providing information to the Welsh Language Commissioner

Standard 157: You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the service delivery standards with which you are under a duty to comply.

PART 2

POLICY MAKING STANDARDS

7 A body publicising policy making standards

Standard 158: You must ensure that a document which records the policy making 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—

- (a) on your website, and
- (b) in each of your offices that are open to the public.

8 A body publishing a complaints procedure

Standard 159: You must—

- (a) ensure that you have a complaints procedure that deals with the following matters—
 - (i) how you intend to deal with complaints relating to your compliance with the policy making standards with which you are under a duty to comply, and
 - (ii) how you will provide training for your staff in relation to dealing with those complaints,
- (b) publish a document that records that procedure on your website, and
- (c) ensure that a copy of that document is available in each of your offices that are open to the public.

9 A body publishing arrangements for oversight

Standard 160: You must—

- (a) ensure that you have arrangements for overseeing the way you comply with the policy making standards with which you are under a duty to comply,
- (b) publish a document that records those arrangements on your website, and
- (c) ensure that a copy of that document is available in each of your offices that are open to the public.

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15 A body publishing oversight arrangements, promotion etc.

Standard 166: You must—

- (a) ensure that you have arrangements for—
 - (i) overseeing the way you comply with the operational standards with which you are under a duty to comply,
 - (ii) promoting the services that you offer in accordance with those standards, and
 - (iii) facilitating the use of those services, and
- (b) publish a document that records that procedure on your intranet.

16 A body producing an annual report regarding operational standards

Standard 167: (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 operational standards with which you were under a duty to comply during that year.

(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)—

- (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 147);
 - (b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with standard 148);
 - (c) if a Welsh version of a course was offered by you during that year, the percentage of the total number of staff attending the course who attended the Welsh version (on the basis of the records you kept in accordance with standard 148);
 - (ch) the number of members of staff who wear a badge at the end of the financial year (on the basis of records you kept in accordance with standard 149);
 - (d) the number of new and vacant posts that you advertised during the year which were categorised as posts where—
 - (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, (on the basis of the records you kept in accordance with standard 151);
 - (dd) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.
- (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.
- (4) You must publicise the fact that you have published an annual report.
- (5) You must ensure that a current copy of your annual report is available—

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- (a) on your website, and
- (b) in each of your offices that are open to the public.

17 A body publicising the way it intends to comply with operational standards

Standard 168: You must publish a document on your website which explains how you intend to comply with the operational standards with which you are under a duty to comply.

18 A body providing information to the Welsh Language Commissioner

Standard 169: You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the operational standards with which you are under a duty to comply.

PART 4

RECORD KEEPING STANDARDS

19 A body publicising record keeping standards

Standard 170: You must ensure that a document which records the record keeping 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—

- (a) on your website, and
- (b) in each of your offices that are open to the public.

20 A body providing information to the Welsh Language Commissioner

Standard 171: You must provide any records you have kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.

PART 5

INTERPRETING THE STANDARDS

21 The standards specified in Parts 1 to 4 must be interpreted as follows.

22 For the purposes of standards 155, 161 and 167 “financial year” means the body’s own financial year.

23 For the purpose of the standards a requirement to produce or publish any written material in Welsh does not mean that material should be produced or published in Welsh only, nor does it mean that the material should be produced in Welsh first (unless that is specifically stated in the standard).

PART 6

SUPPLEMENTARY PROVISION

24 Complaints procedures

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(1) When a body is under a duty to comply with one or more of the following standards, it may—

- (a) comply with them in one complaints procedure;
- (b) revise an existing complaints procedure.

(2) The standards are—

- (a) standard 153;
- (b) standard 159;
- (c) standard 165.

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Supervisory arrangements

(1) When a body is under a duty to comply with one or more of the following standards, it may comply with them in one set of supervisory arrangements.

(2) The standards are—

- (a) standard 154;
- (b) standard 160;
- (c) standard 166.

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Annual reports

(1) When a body is under a duty to comply with one or more of the following standards, it may comply with them by including the necessary information in one annual report, to be called “Welsh Language Standards Annual Report”.

(2) The standards are—

- (a) standard 155;
- (b) standard 161;
- (c) standard 167.

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Publicising the way in which a body intends to comply with standards

(1) When a body is under a duty to comply with one or more of the following standards, it may comply with them in one document.

(2) The standards are—

- (a) standard 156;
 - (b) standard 162;
 - (c) standard 168.
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