

SCHEDULE 5

Regulation 2(5)

Standards which deal with Supplementary Matters

PART 1

SERVICE DELIVERY STANDARDS

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<b>1</b>	<b>A body publicising service delivery standards</b>
<b>Standard 163:</b>	<p>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—</p> <ul style="list-style-type: none"><li>(a) on your website, and</li><li>(b) in each of your offices that are open to the public.</li></ul>
<b>2</b>	<b>A body publishing a complaints procedure</b>
<b>Standard 164:</b>	<p>You must—</p> <ul style="list-style-type: none"><li>(a) ensure that you have a complaints procedure that deals with the following matters—<ul style="list-style-type: none"><li>(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</li><li>(ii) how you will provide training for your staff in relation to dealing with those complaints,</li></ul></li><li>(b) publish a document that records that procedure on your website, and</li><li>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</li></ul>
<b>3</b>	<b>A body publishing arrangements for oversight, promotion etc.</b>
<b>Standard 165:</b>	<p>You must—</p> <ul style="list-style-type: none"><li>(a) ensure that you have arrangements for—<ul style="list-style-type: none"><li>(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,</li><li>(ii) promoting the services that you offer in accordance with those standards, and</li><li>(iii) facilitating the use of those services,</li></ul></li><li>(b) publish a document that records those arrangements on your website, and</li><li>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</li></ul>
<b>4</b>	<b>A body producing an annual report regarding service delivery standards</b>
<b>Standard 166:</b>	<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 service delivery standards with which you were under a duty to comply during that year.</p>

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(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.

(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 167:** 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 168:** 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.

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## PART 2

### POLICY MAKING STANDARDS

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**7 A body publicising policy making standards**

**Standard 169:** 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 170:** 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 171:**

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.

**10**

**A body producing an annual report regarding policy making standards**

**Standard 172:**

(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 policy making standards with which you were under a duty to comply during that year.

(2) The annual report must include the number of complaints you received during the year which related to your compliance with the policy making 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—

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

**11**

**A body publicising the way it intends to comply with policy making standards**

**Standard 173:**

You must publish a document on your website which explains how you intend to comply with the policy making standards with which you are under a duty to comply.

**12**

**A body providing information to the Welsh Language Commissioner**

**Standard 174:**

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

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## PART 3

### OPERATIONAL STANDARDS

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<b>13</b>	<b>A body publicising operational standards</b>
<b>Standard 175:</b>	<p>You must ensure that a document which records the operational 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—</p> <ul style="list-style-type: none"><li>(a) on your website, and</li><li>(b) in each of your offices that are open to the public.</li></ul>
<b>14</b>	<b>A body publishing a complaints procedure</b>
<b>Standard 176:</b>	<p>You must—</p> <ul style="list-style-type: none"><li>(a) ensure that you have a complaints procedure that deals with the following matters—<ul style="list-style-type: none"><li>(i) how you intend to deal with complaints relating to your compliance with the operational standards with which you are under a duty to comply, and</li><li>(ii) how you will provide training for your staff in relation to dealing with those complaints, and</li></ul></li><li>(b) publish a document that records that procedure on your intranet.</li></ul>
<b>15</b>	<b>A body publishing oversight arrangements, promotion etc.</b>
<b>Standard 177:</b>	<p>You must—</p> <ul style="list-style-type: none"><li>(a) ensure that you have arrangements for—<ul style="list-style-type: none"><li>(i) overseeing the way you comply with the operational standards with which you are under a duty to comply,</li><li>(ii) promoting the services that you offer in accordance with those standards, and</li><li>(iii) facilitating the use of those services, and</li></ul></li><li>(b) publish a document that records that procedure on your intranet.</li></ul>
<b>16</b>	<b>A body producing an annual report regarding operational standards</b>
<b>Standard 178:</b>	<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 operational 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> <ul style="list-style-type: none"><li>(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 158);</li><li>(b) the number of members of staff who attended training courses you offered in Welsh during the year</li></ul>

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(on the basis of the records you kept in accordance with standard 159);

- (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 159);
- (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 160);
- (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 162);

- (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—

- (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 179:**

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 180:**

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.

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## PART 4

### RECORD KEEPING STANDARDS

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<b>19</b>	<b>A body publicising record keeping standards</b>
<b>Standard 181:</b>	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.
<b>20</b>	<b>A body providing information to the Welsh Language Commissioner</b>
<b>Standard 182 :</b>	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.

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## PART 5

### INTERPRETING THE STANDARDS

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<b>21</b>	The standards specified in Parts 1 to 4 must be interpreted as follows.
<b>22</b>	For the purposes of standards 166, 172 and 178 “financial year” means the body’s own financial year.
<b>23</b>	For the purposes 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).

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## PART 6

### SUPPLEMENTARY PROVISION

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<b>24</b>	<b>Complaints procedures</b>
	(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 164; (b) standard 170;

(c) standard 176.

25

**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 165;

(b) standard 171;

(c) standard 177.

26

**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 166;

(b) standard 172;

(c) standard 178.

27

**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 167;

(b) standard 173;

(c) standard 179.

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