

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 member of the public in Wales (“P”) in Welsh, you must reply in Welsh (if an answer is required), unless P 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 a member of the public</i>
Standard 2:	Unless you send all system generated correspondence in Welsh to a member of the public in Wales (“P”), when you send system generated correspondence to P for the first time, you must ask P whether P wishes to receive system generated correspondence from you in Welsh, and if P responds to say that P wishes to receive system generated correspondence in Welsh you must— (a) keep a record of P’s wish, and (b) send any system generated correspondence you send to P from then onwards in Welsh.
	<i>(b) When a body corresponds with several members of the public (for example, when it sends a circular, or sends the same letter to a number of homes)</i>
Standard 3:	When you send the same correspondence to several members of the public in Wales, you must send a Welsh language version of the correspondence at the same time as you send any English language version.
	<i>(3) General standards relating to correspondence</i>
Standard 4:	If you don’t know whether a member of the public in Wales (“P”) wishes to receive system generated correspondence from you in Welsh, when you send system generated correspondence to that P you must provide a Welsh language version.
Standard 5:	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 6:	You must state—

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- (a) in correspondence to members of the public in Wales, and
- (b) in publications and notices that invite members of the public in Wales 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.

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Standards relating to telephone calls

(1) Telephone calls made to a body

Standard 7:

When a member of the public in Wales (“P”) contacts you on your account enquiries helpline numbers or your service helpline numbers and a Welsh language service is available, you must inform P that a Welsh language service is available.

Standard 8:

When a member of the public in Wales (“P”) contacts you on your account enquiries helpline numbers, you must deal with the call in Welsh in its entirety if that is P’s wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).

Standard 9:

When a member of the public in Wales (“P”) contacts you on your account enquiries helpline numbers, you must deal with the call in Welsh if that is P’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 10:

When a member of the public in Wales (“P”) contacts you on your service helpline numbers, you must deal with the call in Welsh in its entirety if that is P’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 member of the public in Wales (“P”) contacts you on your service helpline numbers, you must deal with the call in Welsh if that is P’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 and where the anticipated audience includes members of the public in Wales, you must not treat the Welsh language less favourably than the English language.

Standard 13:

When you publish your account enquiries helpline numbers and your service helpline numbers and where the anticipated

audience includes members of the public in Wales, you must state (in Welsh) that you welcome calls in Welsh.

Standard 14: 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 15: Your main telephone call answering service (or services) must inform members of the public in Wales calling, in Welsh, that they can leave a message in Welsh.

Standard 16: When there is no Welsh language service available on your account enquiries helpline numbers or your service helpline numbers, you must inform members of the public in Wales calling, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.

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

Standard 17: Any automated telephone systems that you have must provide the complete automated service in Welsh where the anticipated audience includes members of the public in Wales.

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

(1) Meetings between a body and one invited member of the public

Standard 18: If you invite one member of the public in Wales (“P”) only to a meeting to be held in Wales—

- (a) you must ask P whether P wishes to use the Welsh language at the meeting, and inform P that you will conduct the meeting in Welsh, or, if necessary, provide a translation service from Welsh to English for that purpose, and
- (b) if P has informed you that P wishes to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or a consecutive translation service from Welsh to English to be available at the meeting.

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

Standard 19: If you invite more than one person to a meeting to be held in Wales, you must ask each member of the public in Wales invited whether they wish to use the Welsh language at the meeting.

Standard 19A: If you have invited more than one person to a meeting to be held in Wales, and at least 10% of the members of the public in Wales invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or a consecutive translation service from Welsh to English to be available at the meeting.

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Standard 19B: If you have invited more than one person to a meeting to be held in Wales, and at least 20% of the members of the public in Wales invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or a consecutive translation service from Welsh to English to be available at the meeting.

Standard 19C: If you have invited more than one person to a meeting to be held in Wales, and at least 30% of the members of the public in Wales invited have informed you that they wish to use the Welsh language at the meeting, you must conduct the meeting in Welsh or, if necessary, arrange for a simultaneous or a consecutive translation service from Welsh to English to be available at the meeting.

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

Standard 20: If you arrange a meeting to be held in Wales that is open to members of the public in Wales and at which public participation by a member of the public in Wales is allowed, 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 21: When you send invitations to a meeting to be held in Wales that you arrange which is open to members of the public in Wales and at which public participation by a member of the public in Wales is allowed, you must send the invitations in Welsh.

Standard 22: If you arrange a meeting to be held in Wales that is open to members of the public in Wales and at which public participation by a member of the public in Wales is allowed, 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 23: If you produce and display any written material at a meeting held in Wales that you arrange which is open to members of the public in Wales, you must ensure that the 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 24: If you organise a public event to be held in Wales, 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 25: If you organise a public event to be held in Wales, 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).

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Standard relating to a body's publicity and advertising

Standard 26:

Any publicity or advertising material that you produce must be produced in Welsh where the anticipated audience includes members of the public in Wales, and if you produce the 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 27:

Any material that you produce and display in public in Wales 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 28:

Any material that you produce and display at a public exhibition in Wales 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 documents

Standard 29:

If you produce a document which is available to members of the public in Wales, 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 30:

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 31:

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.

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Standards relating to a body producing and publishing forms

Standard 32:

When you send a form to a member of the public in Wales (“P”) for the first time, you must ask P whether P wishes to receive forms in Welsh, and if P responds to say that P wishes to receive forms in Welsh you must—

- (a) keep a record of P’s wish, and
- (b) send any forms you send to P from then onwards in Welsh.

Standard 33:

If you don’t know whether a member of the public in Wales (“P”) wishes to receive forms from you in Welsh, when you send a form to that P you must provide a Welsh language version.

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- Standard 34:** Any form that you make available to members of the public in Wales must be produced in Welsh, and—
- (a) 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;
 - (b) 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 35:** 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 Wales (“P”) in order for P to check 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 36:** 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 37:** 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 38:** 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 39:** 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 40:** You must provide the interface and menus on every page of your website in Welsh.
- Standard 41:** You must designate and maintain a page (or pages) on your website which provides information (in Welsh) on—
- (a) the services you provide and the activities you undertake in Wales, and
 - (b) the Welsh language services you provide and how each of those Welsh language services can be accessed.
- (2) Apps published by a body**
- Standard 42:** All apps that you publish for use by members of the public in Wales must function fully in Welsh, and the Welsh language must be treated no less favourably than the English language in relation to that app.
- (3) Online chat facility**
- Standard 43:** If you have a live chat facility for use by members of the public in Wales, you must provide it in Welsh.
- Standard 43A:** You must state (in Welsh) on your website that your live chat facility is available in Welsh and how it can be accessed.
- 11** **Standards relating to a body's use of social media**
- Standard 44:** When you use social media, you must not treat the Welsh language less favourably than the English language.
- Standard 45:** If a member of the public in Wales 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 46:** You must ensure that any self service machines that you have in Wales 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 47:** When you create a sign to be erected in Wales (whether permanent or temporary), 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 48:** When you create a sign to be erected in Wales (whether permanent or temporary) 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.
- 14** **Standards relating to a body receiving visitors at its buildings**

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- Standard 49:** Any reception service you make available in English must also be available in Welsh, and a member of the public in Wales who requires a Welsh language reception service in Wales must not be treated less favourably than a person who requires an English language reception service.
- Standard 50:** If you have no face to face Welsh language reception service available and a member of the public in Wales (“P”) wishes to receive a Welsh language reception service, you must—
- (a) ask P whether he or she wishes for you to arrange for a Welsh speaking member of staff to attend the reception, and
 - (b) if P has informed you that he or she wishes a Welsh speaking member of staff to attend the reception, you must arrange for a Welsh speaking member of staff to attend the reception to provide a service equivalent to a Welsh language reception service.
- Standard 51:** 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 a phone in your reception.
- Standard 52:** You must display a sign in your reception which states (in Welsh) that members of the public are welcome to use the Welsh language at the reception.
- 15** **Standards relating to notices made by a body**
- Standard 53:** Any notice that you publish or display in Wales 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 54:** When you publish or display a notice in Wales 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 55:** Any documents that you publish which relate to applications for a grant which members of the public in Wales may apply for, 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 56:** When you invite applications for a grant which members of the public in Wales may apply for, you must state in the invitation that applications from members of the public in Wales 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 56A:** You must not treat applications for a grant which members of the public in Wales can apply for submitted in Welsh by a member of the public in Wales less favourably than applications submitted in English (including, amongst other matters, in relation to the

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

- Standard 57:** If you receive an application in Welsh from a member of the public in Wales for a grant which members of the public in Wales can apply for, and it is necessary to interview the 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 58:** If you receive an application in Welsh from a member of the public in Wales for a grant which members of the public in Wales can apply for, 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 59:** When you inform an applicant of your decision in relation to an application for a grant which members of the public in Wales can apply for, you must do so in Welsh if the application was submitted in Welsh by a member of the public in Wales.
- 17** **Standards for raising awareness about Welsh language services provided by a body**
- Standard 60:** You must promote any Welsh language service that you provide, and advertise that service in Welsh.
- Standard 61:** 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.
- 18** **Standard relating to a body's corporate identity**
- Standard 62:** When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.
- 19** **Standards relating to courses offered by a body**
- Standard 63:** If you offer an education course in Wales that is open to members of the public in Wales, you must offer it in Welsh.
- Standard 64:** If you offer an education course in Wales that is open to members of the public in Wales, and which is aimed specifically at persons aged 18 or under, you must offer it in Welsh.
- Standard 65:** If you offer an education course in Wales to members of the public in Wales, you must—

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- (a) undertake an assessment of the need for that course to be offered in Welsh;
 - (b) offer that course in Welsh if the assessment indicated that the course needs to be offered in Welsh.
-