



# Comisiynydd Pobl Hŷn Cymru Older People's Commissioner for Wales

## Complying with the Welsh Language Standards

This document details how the Older People's Commissioner for Wales will comply with the Welsh Language Standards, as set out by the Welsh Government under Section 44 of the Welsh Language (Wales) Measure 2011.<sup>1</sup>

The standards set out a number of ways in which the Commissioner must provide and promote services through the Welsh language and facilitate and encourage its use in the workplace.

The Welsh Language Standards that apply to the Commissioner are divided into four different categories:

- Service Delivery
- Policy Making
- Operational
- Record Keeping

### Service Delivery Standards

- A database has been compiled recording an individual's language preference
- All staff have received training on how to respond to correspondence (letter and e-mail), answer the telephone, arrange and hold meetings, and greet visitors
- All template letters have been updated to comply with the Standards
- We have introduced a telephone system that enables the caller to choose language preference
- All answer machine messages are bilingual
- All members of staff answer the phone bilingually
- All documents produced for public use are bilingual
- Attendees of meetings will be asked for their language of choice. If over 10% state they wish to contribute in Welsh, then simultaneous translation will be provided.

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<sup>1</sup> Welsh Language (Wales) Measure 2011; <https://bit.ly/2tDyGNx>

- All public notices and adverts are bilingual
- Our website is bilingual
- All signage is checked for compliance
- All tenders for contracts are published bilingually
- Tenders received in Welsh will be responded to in Welsh and any interviews will be conducted with the aid of a simultaneous translator

### **Policy Making Standards**

- All staff have received training on the Policy Making Standards
- All staff will consider the effects of any new policy (or amendments to policy) on opportunities for people to use the Welsh language and ensure that the Welsh language is treated no less favourably than the English language
- A template Welsh Language Impact Assessment form has been produced for all staff to use and complete
- Welsh Language Impact Assessment guidance has been produced to help staff complete a Welsh Language Impact Assessment
- If research is commissioned that is intended to assist with policy making, we will ensure that the research considers how the policy decision could be made so that it does not have a negative impact on the Welsh language

### **Operational Standards**

- We have produced a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language
- We have introduced a HR procedure where all staff are asked whether they wish to receive their contract of employment in Welsh
- We have asked all staff whether they wish to receive any paper correspondence that relates to his or her employment and which is addressed to him or her personally in Welsh
- We have asked all staff whether they wish to receive any documents relating to their training needs and their performance objectives in Welsh
- We have asked all staff whether they wish to receive forms that record and authorise annual leave, absences from work and flexible working hours in Welsh

- All policies are published bilingually
- All staff have been informed that they are able to make complaints in Welsh and have the right to respond to a complaint made about them in Welsh
- All staff will be offered the opportunity to host any meetings regarding complaints about them in Welsh (with the use of simultaneous translation)
- Any record of decision relating to a complaint against a member of staff will be issued in Welsh
- Policies have been updated to reflect the Standards
- Computer software has been provided for staff who require it to check spelling and grammar in Welsh
- The Welsh language skills of all staff has been assessed through self-assessment
- We have provided opportunities during work hours for employees to receive Welsh language training
- Training courses are provided to raise staff's awareness of the Welsh language
- Information to raise awareness of the Welsh language is provided to all new staff members as part of their induction
- Wording and a logo has been provided for staff's e-mail signature to inform people if they are fluent Welsh speakers or learners
- Welsh language skills for new or vacant posts will be assessed
- Posts will be advertised bilingually and will state language skills required
- Adverts will state that we welcome applications in Welsh
- All information related to recruitment will be published bilingually
- Application forms will provide a space for individuals to state if they wish to use Welsh at interview stage and that simultaneous translation will be provided
- Any new signage will be displayed in Welsh

## Record Keeping

- We will keep a record of the number of complaints we receive relating to our compliance with the Welsh Language Standards
- We will keep a copy of any complaint that we receive in relation to the Standards

- We will keep a record of steps taken to comply with the Policy Making Standards
- We will keep a record of the Welsh language skills of all staff and keep the self-assessments
- We will keep a record of the assessments we carry out for Welsh language skills of new or vacant posts
- We will keep a record of how all new or vacant posts were categorised in relation to Welsh language skills needed