



Welsh Language Standards – Arrangements for compliance and monitoring (December 2020)

This item is also available in Welsh/ Mae'r eitem hon ar gael yn Gymraeg hefyd

This document sets out how the Council will meet the following requirements of the Welsh Language Standard (No.1) Regulations 2015, which came into force on 31 March 2015. It supersedes both the 'Pembrokeshire County Council – Welsh Language Standards' and the 'Compliance and Monitoring' documents, which were produced in 2016-17.

- 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 the document is available in each of your offices that are open to the public
- You must publish a document on your website that explains how you intend to comply with the service delivery standards with which you are under a duty to comply
- 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 the document is available in each of your offices that are open to the public
- 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
- 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

Governance

Pembrokeshire County Council is comprised of 60 Councillors who each represent residents in different areas of Pembrokeshire. It employs approximately 6,100 employees. The wide range of work is covered across four Directorates: Education; Community Services; Resources and Social Services & Housing. In addition, there is a wide range of central services supporting the work of the Directorates.

As a Local Education Authority, the Council has responsibility for providing schools and ensuring sufficient school places and, through regulation of the curriculum and the character of the school, for the strategic direction of Welsh language and Welsh medium education. The Council provides support services for schools through Service Level Agreements.

The senior executive lead for Welsh Language within Pembrokeshire County Council is Steven Richards-Downes, Director of Education. The Director of Education is a member of the Council's Central Management Team (CMT), which aims to meet weekly. The elected member lead is Cllr Cris Tomos, Cabinet Member for the Environment and Welsh Language. The Cabinet meets ten times a year. The leads are supported in their work by the Welsh Language Standards Implementation Group, which is comprised of representatives of the Council's main departments and support services. The group aims to meet quarterly, with the purpose of sharing updates to / from the departments / services represented. Relevant reports from the group are shared with CMT / Cabinet as appropriate.

Responsibility for day-to-day awareness raising and compliance issues sits with the Council's Policy & Partnership team, who are happy to provide one-to-one advice and support on any aspects of the Standards which employees / members should have queries on. The team will also arrange any necessary workshops on aspects of the Welsh Language Standards for general and targeted audiences within the Council. Responsibility for the management of the Council's Welsh translation service sits with the Environment & Public Protection Business Unit.

Service Delivery Standards

Standard No.	Requirement	Compliance
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.	A. Instructions for employees are contained with the 'Communications Standards, Services & Resources – Guidelines for Employees' – which is supplemented by a 'Sending Letters and Emails' Fact Sheet containing 'bite sized' information. The Guidelines for Employees document forms part of the Council's Induction Programme. Both the Guidelines and Fact Sheet are available on the Intranet. They can also be downloaded as PDFs for distribution to employees who do not have access to the Intranet. Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
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	B. The Council's 'My Account' facility on www.pembrokeshire.gov.uk enables customers to

	<p>responds to say 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</p>	<p>indicate their preference to receive correspondence in Welsh or English. This is integrated with the Customer Relationship Management (CRM) system operated by our telephone contact centre, on which customer language preference can also be recorded. Customers are able to updated their preference at any time and My Account customers can self-serve. Our work as part of our Customer Service Channel Shift Strategy aims to encourage more and more of our customers to transact with us online, which will enable us to develop our customer language preference database overtime.</p> <p>We will report the number of individuals indicating, via My Account, that they wish to receive correspondence in Welsh as part of our Annual Report.</p>
3	<p>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</p>	<p>See B. above</p>
4	<p>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</p>	<p>See A.above</p>
5	<p>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</p>	<p>See A.above</p>
6	<p>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 is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).</p>	<p>See A.above</p>
7	<p>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 any</p>	<p>This information is contained, as a standard part of the template, at the foot of all Pembrokeshire County Council’s letterheads and emails. Information on this is contained within the ‘Communications Standards,</p>

	correspondence in Welsh, and that correspondence in Welsh will not lead to delay.	Services & Resources – Guidelines for Employees’ (see A above).
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	C. Our Customer Contact Centre calls are answered by an automated call receiver, which provides a bilingual greeting and allows the caller to select whether they wish to undertake the call in English or Welsh. An out of hours telephone answering service is also bilingual and welcomes customers to leave messages in either English or Welsh. Instructions for employees are contained with the ‘Communications Standards, Services & Resources – Guidelines for Employees’ – which is supplemented by an ‘Answering the Phone’ Fact Sheet containing ‘bite sized’ information. The Guidelines for Employees document forms part of the Council’s Induction Programme. Both the Guidelines and Fact Sheet are available on the Intranet. They can also be downloaded as PDFs for distribution to employees who do not have access to the Intranet. Compliance may also be monitored through the Welsh Language Commissioner’s annual assurance survey.
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.	See C. above
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 matter and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter	See C. above
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.	See C. above
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.	See C. above
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.	D. Instructions for employees are contained with the ‘Communications Standards, Services & Resources – Guidelines for Employees’. The Guidelines for Employees document forms part of the Council’s

		<p>Induction Programme. The Guidelines are available on the Intranet and can be downloaded as a PDF for distribution to employees who do not have access to the Intranet. Our Digital Services team, Graphic Design team and Signs Unit are also all briefed to ensure employees making requests for material are aware of the language requirements.</p> <p>Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.</p>
15	If you have performance indicators for dealing with telephone calls, you must ensure that those performing indicators do not treat telephone calls made in Welsh any less favourably than calls made in English.	<p>Our Customer Contact Centre monitor the number of calls received in English and Welsh, as well as call waiting times for both Welsh and English language services.</p> <p>This information will be reported as part of our Annual Report.</p>
16	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	See C. above
17	When there is no Welsh language service available on your main telephone number (or numbers) or 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.	See C. above
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 calls 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 specific subject matter and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter	See C. above
20	When a person contacts you on a direct line number (whether on a department's direct line number or on a direct line number of a member of staff) you must ensure that, when greeting that person, the Welsh language is not treated less favourably than the English language.	See C. above
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	See B. above
22	Any automated telephone systems that you have must provide the complete automated service in Welsh.	See C. above

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.	E. Instructions for employees are contained with the 'Communications Standards, Services & Resources – Guidelines for Employees' – which is supplemented by a 'Arranging Meetings and Events' Fact Sheet containing 'bite sized' information. The Guidelines for Employees document forms part of the Council's Induction Programme. Both the Guidelines and Fact Sheet are available on the Intranet. They can also be downloaded as PDFs for distribution to employees who do not have access to the Intranet. Also available on the Intranet are Instructions for employees on how to access the corporate translation service, which includes provision for simultaneous translation for meetings. These are contained with the guidelines and supplemented by a 'Booking a Welsh Translation' Fact Sheet. We will report the number of requests received by the corporate translation service for simultaneous translation for meetings as part of our Annual Report.
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).	See E. above
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.	See E. above
26A	You must arrange for a simultaneous translation service from Welsh to English and from English to Welsh 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	See E. above
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.	See E. above
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) you must ask each person whether they wish to use the Welsh language at the meeting.	See E. above

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 the translation service)	See E. above
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	See E. above
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	See E. above
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.	See E. above
31	When you send invitations to a meeting that you arrange which is open to the public, you must send invitations in Welsh.	See A. and E. above
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)	See E. above
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 that (b) that a simultaneous translation service is available. You must comply in every circumstance except: where an invitation or material advertising the meeting has asked persons to inform you whether they wish to use the Welsh language, and that no person has informed you that he or she wishes to use the Welsh language at the meeting.	See E. above

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.	F. Instructions for employees are contained with the 'Communications Standards, Services & Resources – Guidelines for Employees'. The Guidelines for Employees document forms part of the Council's Induction Programme. The Guidelines are available on the Intranet and can be downloaded as a PDF for distribution to employees who do not have access to the Intranet. Our Committee Services Team, Press & PR team, Digital Services team, Graphic Design team, Signs Unit and our Environment & Public Protection Unit (which handles press advertising) are also briefed to ensure employees making requests for material are aware of the language requirements.
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).	See F. above
36	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 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)	See F. above
37	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce advertising material in Welsh and English, you must not treat the Welsh language version less favourably than you treat the English language version	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
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.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
41	If you produce the following documents you must produce them in Welsh - (a) publicly available agendas, minutes and other papers, relating to a meeting of a management board or cabinet; (b) agendas, minutes and other papers for meetings, conferences or seminars open to the public. You must comply with standard 41 (a) in every circumstance except: other papers that are available to the public, which relate to management board or cabinet meetings. You must comply with standard 41 (b) in every circumstance except: other papers for meetings that are open to the public	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
42	Any licence or certificate you produce must be produced in Welsh	See F. above
43	Any brochure, leaflet, pamphlet or card that you produce in order to provide information to the public must be produced in Welsh.	See F. above

		Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
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.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
45	Any rules that you publish that apply to the public must be published in Welsh.	See F. above
46	When you issue any statement to the press you must issue it in Welsh and, if there is an Welsh language version and an English language version of the statement, you must issue both versions at the same time. Standard 46 must be complied with in all circumstances except that press release made in an emergency (emergency has the same meaning as in section 1 of the Civil Contingencies Act 2004).	See F. above
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	See F. above
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.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
49	If you produce a document in Welsh 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.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
50	Any form that you produce for public use must be produced in Welsh.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
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.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
50B	If you produce a form in Welsh and English (whether separate versions or not) you must ensure that the Welsh language version is treated no less favourably than the English language versions in relation to any requirements that are relevant to the form, or in relation to the time allowed to respond to the content of the form.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.

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 the content or to fill in the remainder of the form) you must ensure that the information you pre-enter is in Welsh.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
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.	G. Our corporate website www.pembrokeshire.gov.uk / www.sir-benfro.gov.uk is fully bilingual. Entry is via a splash screen, which enables users to select either English or Welsh. A toggle, which allows users to switch between English and Welsh, is included at the foot of each page. We will report the number of page views to www.pembrokeshire.gov.uk and www.sir-benfro.gov.uk as part of our Annual Report. Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
55	If you have a Welsh language web page that corresponds to an English language webpage, 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.	See G. above
56	You must provide the interface and menus on every page of your website in Welsh.	See G. above
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.	All apps that we publish function fully in Welsh and the Welsh is treated no less favourably than the English on those apps.
58	When you use social media you must not treat the Welsh language less favourably than the English language.	H. Instructions for employees are contained with the 'Communications Standards, Services & Resources – Guidelines for Employees' and within our Social Media Policy. The Guidelines for Employees document forms part of the Council's Induction Programme. Both documents are available on the Intranet and can be downloaded as PDFs for distribution to employees who do not have access to the Intranet. Our Digital Services team is also briefed to ensure employees administrating social media sites on behalf of the Council are aware of the requirements. We will report on the number of likes / followers to our main corporate social media sites (see below) as part of our Annual Report:

		www.facebook.com/pembrokeshirecountycouncil www.facebook.com/cyngorsirpenfro www.twitter.com/pembrokeshire www.twitter.com/cyngorsirpenfro
		Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
59	If you a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required)	See H. above
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.	All self-service machines that you have function fully in Welsh and the Welsh language is treated no less favourably than the English on those machines.
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 text less favourably than the English language text	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
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.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
63	You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
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.	Replacements for any posts, where reception services are part of the duties, were initially designated as Welsh to be learnt on appointment. Existing employees providing reception services were also offered Welsh language training. From 01/01/20 replacements for any posts where reception services are part of the duties are designated as Welsh language essential. We will report on the designations of vacant posts advertised as part of our Annual Report. Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
65	If you arrange a visit or appointment for a person ("P") in advance which will mean that P will come to your reception, you must ask P if he or she wishes to	See above

	receive a Welsh reception service (unless you already know whether P wishes to receive that service in Welsh).	
65A	You must provide a Welsh-language reception service to a person ("P") if you have arranged a visit or appointment in advance to P, and - (a) P has informed you in advance that he or she wishes to receive a Service in Welsh, or (b) you already know that P wishes to receive the service in Welsh.	See above
67	You must display a sign in your reception, which states (in Welsh) that persons are welcome to use the Welsh language in reception.	Bilingual signage has been supplied to all reception service points. Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
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.	Managers of reception service points have been supplied with lanyards for their employees and can access additional / replacements from facility services. Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
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.	See F. above Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.
71	Any documents that you publish which relates 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.	I. We have developed a Supplementary Guidance document for Managers, which includes information on the provision of grant funding, together with a Policy on Award Grants (Welsh Language). These are available on our Intranet and can be downloaded as PDFs for distribution to employees who do not have access.
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.	See I. above
72A	You must not treat applications for a grant submitted in Welsh 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).	See I. above
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	See E. above

	translation service for that purpose (unless you conduct the interview in Welsh without a translation service)	
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.	See I. above
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 any less favourably than an English language version. Standard 76 must be complied with in the circumstances below: (a) if the subject matter of the invitation to tender for a contract suggests that it should be published in Welsh, or (b) If the anticipated audience, and their expectations, suggest that the invitation should be issued in Welsh.	J.We have developed a Supplementary Guidance document for Managers, which includes information on the tendering. This is available on our Intranet and can be downloaded as a PDF for distribution to employees who do not have access. We will report on the number of tenders submitted in Welsh as part of our Annual Report.
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.	See J. above
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 relations to time-scales for informing tenderers of decisions)	See J. above
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)	See E. above
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.	See J. above
81	You must promote any Welsh language service that you provide and advertise that service in Welsh.	We aim to make all our services equally accessible in Welsh and English. We promote our services in Welsh and English.
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 you publish, which refers to the English service must also state that a corresponding service is available in Welsh.	See all above.
83	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	Pembrokeshire County Council's logo is bilingual and treats the Welsh and English languages equally. Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.

84	If you offer an education course that its open to the public you must offer it in Welsh except when an assessment carried out in accordance with Standard 86 comes to the conclusion that there is no need for that course to be offered in Welsh.	K. In order to make it viable for us to us to run courses we need a minimum number of people to take part. Our aim is to provide courses bilingually wherever possible. When a customer enquires about taking part in a course we will ask them if they would prefer to take part exclusively in Welsh. We will provide courses exclusively in Welsh when numbers reach the minimum level. A statement to this effect is published on the web pages of services providing courses that are open to the public.
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.	See K. above
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 English, the announcement must be made in Welsh first.	We do not currently use public address system but we note the requirement of Standard 87 should this change in future.

Policy Making Standards

88	When you formulate a new policy or review or revise an existing policy you must consider what effects, if any (whether positive or adverse) the policy would have on (a) opportunities for persons to use the Welsh language and (b) treating the Welsh language no less favourably than the English language.	<p>L.We have developed corporate Integrated Impact Assessment guidance and template. Information on Policy Making Standards is also contained within our Supplementary Guidance document for Managers. This is available on our Intranet and can be downloaded as a PDF for distribution to employees who do not have access. Individual support and advice is also available for the Policy & Partnership team.</p> <p>All Committee and delegated member decision reporting templates contain a section in which authors are required to summarise potential impacts on the Welsh language and any possible enhancement / mitigation.</p> <p>We will report on the potential impact of policy decision on the Welsh language and any possible enhancement / mitigation in our Annual Report.</p>
89	When you formulate a new policy, or review or revise an existing policy you must consider how the policy could be formulated (or how an existing policy should be changed) so that the policy decision would have positive effects or increased positive effects on (a) opportunities for persons to use the Welsh	See L. above

	language and (b) treating the Welsh language no less favourably than the English language	
90	When you formulate a new policy or review or revise an existing policy you must consider how the policy could be formulated (or how an existing policy could be changed) so that the policy decision would not have adverse effects or so that it would have decreased adverse effects on (a) opportunities for persons to use the Welsh language and (b) treating the Welsh language no less favourably than the English language	See L. above
91	When you publish a consultation document which relates to a policy decision, the document must consider and seek views on the effects (whether positive or adverse) that the policy decision under consideration would have on (a) opportunities for persons to use the Welsh language and (b) treating the Welsh language no less favourably than the English language	See L. above
92	When you publish a consultation document, which relates to a policy decision, on the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would have positive effects or increased positive effects on (a) opportunities for persons to use the Welsh language and (b) treating the Welsh language no less favourably than the English language	See L. above
93	When you publish a consultation document, which relates to a policy decision, the document must consider, and seek views on, how the policy under consideration could be formulated or revised so that it would not have adverse effects or so that it would have decreased adverse effects on (a) opportunities for persons to use the Welsh language and (b) treating the Welsh language no less favourably than the English language	See L. above
94	You must produce and publish a policy on awarding grants (or, where appropriate, amend an existing policy) which requires you to take the following matters into account when you make decisions in relation to the awarding of a grant (a) what effects, if any (and whether positive or negative) the awarding of the grant would have on (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language (b) how decisions could be taken or implemented (for example by imposing conditions of grant) so that it would have positive effects or increased positive effects on (i) opportunities for persons to use the Welsh language and (ii) treating the Welsh language no less favourably than the English language (c) how decisions could be taken or implemented (for example by imposing conditions of grant) so that it would not have adverse effects or so that it would have decreased adverse effects on (i) opportunities for persons to use the Welsh language and (ii) treating the Welsh language no less favourably than the English language (d) whether you need to ask the applicant for any additional information in order to assist you in assessing the	See I. above

	effects of awarding the grant on (i) opportunities for persons to use the Welsh language and (ii) treating the Welsh language no less favourably than the English language	
95	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers what effects, if any (and whether positive or adverse) the policy decision under consideration would have on (a) opportunities for persons to use the Welsh language and (b) treating the Welsh language no less favourably than the English language	See L. above
96	When you commission or undertake research that is intended to assist you to make policy decisions, you must ensure that the research considers how the policy decision under consideration could be made so that it would have a positive effect, or so that it would have an increased positive effect, on (a) opportunities for persons to use the Welsh language and (b) treating the Welsh language no less favourably than the English language	See L. above
97	When you commission or undertake research that is intended to assist you to make a policy decision, you must ensure that the research considers how the policy decision under consideration could be made so that it would not have adverse effects or so that it would have decreased adverse effects on (a) opportunities for persons to use the Welsh language and (b) treating the Welsh language no less favourably than the English language	See L. above

Operational Standards

98	You must develop a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language and you must publish that policy on your intranet	M.We have developed a policy on using Welsh internally and the policy is available on our Intranet. It can also be downloaded as a PDF for distribution to employees who do not have access to the Intranet
99	When you offer a new post to an individual, you must ask that individual whether he or she wishes for the contract of employment or contract for services to be provided in Welsh and that if that is the individual's wish you must provide the contract in Welsh	N.Our HR Advisors and Managers have been briefed on this requirement
100	You must (a) ask each employee whether he or she wishes to receive any paper correspondence that relates to his or her employment, and which is addressed to him or her personally, in Welsh and (b) if an employee so wishes, provide any such correspondence to that employee in Welsh.	This preference is recorded via our online HR system (i-Trent), which is accessible to all employees. We will report on the number of employees recorded as wishing to receive correspondence relating to their employment in Welsh in our Annual Report.
101	You must ask each employee whether he or she wishes to receive any documents that outline his or her training needs or requirements in Welsh and	O. We have developed guidance on the completion of Performance Appraisals, which contains a section on

	if that it is that employee's wish you must provide any such documents to him or her in Welsh.	training needs and requirements. The guidance advises managers and employees that Performance Appraisal paperwork is available in Welsh and that they are welcome to complete it in Welsh. All Performance Appraisal paperwork is available on the Intranet and can be downloaded as PDFs for distribution to employees who do not have access to the Intranet.
102	You must ask each employee whether he or she wishes to receive any documents that outline his or her performance objectives in Welsh and, if that is the employee's wish you must provide any such documents to him or her in Welsh.	See O. above
103	You must ask each employee whether he or she wishes to receive any documents that outline or record his or her career plan in Welsh and, if that is the employee's wish you must provide such documents to him or her in Welsh.	See O. above
104	You must ask each employee whether he or she wishes to receive any forms that record and authorise (a) annual leave (b) absences from work (c) flexible working hours, in Welsh, and if that is an employee's wish, you must provide such forms to him or her in Welsh.	These forms are available to download from the Intranet in Welsh.
105	If you publish a policy relating to behaviour in the workplace you must publish it in Welsh.	P. Policies relating to this Standards are available to download from the Intranet in Welsh.
106	If you publish a policy relating to health and well-being at work you must publish it in Welsh.	See P. above
107	If you publish a policy relating to salaries and workplace benefits you must publish it in Welsh.	See P. above
108	If you publish a policy relating to performance management you must publish it in Welsh.	See P. above
109	If you publish a policy relating to absence from work you must publish it in Welsh.	See P. above
110	If you publish a policy relating to working conditions you must publish it in Welsh.	See P. above
111	If you publish a policy relating to work patterns you must publish it in Welsh.	See P. above
112	You must allow each member of staff (a) to make complaints to you in Welsh and (b) to respond in Welsh to any complaint made about him or about her	See N. above. This is also covered in our policy on using Welsh internally, which is available to download from the Intranet. We will report on the number of employee making complaints to us in Welsh as part of our Annual Report
112A	You must state in any document that you have that sets out your procedure for making complaints that each member of staff may (a) make complaints to you	See N. above

	in Welsh and (b) respond to a complaint made about him or her in Welsh and you must inform each member of staff of that right.	
114	If you receive a complaint from a member of staff or a complaint about a member of staff and a meeting is required with that member of staff you must (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting (b) explain that you will provide a translation service from Welsh to English for that purpose if required and, if a member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without translation services)	See E. and N. above.
115	When you inform a member of staff of a decision you have reached in relation to a complaint made by him or by her, or in relation to a complaint made about him or about her, you must do so in Welsh if that member of staff (a) made the complaint in Welsh (b) responded in Welsh to a complaint about him or about her (c) asked for a meeting about the complaint to be conducted in Welsh (d) asked to use the Welsh language at a meeting about the complaint	See N. above
116	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process.	See N. above
116A	You must (a) state in any documents that you have which sets out your arrangements for disciplining staff that any member of staff may respond in Welsh to any allegations made against him or her and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of the right	See N. above
118	If you organise a meeting with a member of staff regarding a disciplinary matter that relates to his or her conduct you must (a) ask the member of staff whether he or she wishes to use the Welsh language at the meeting and (b) explain that you will provide a translation service for that purpose if it is required and, if the member of staff wishes to use the Welsh language, you must provide a simultaneous translation service from Welsh to English at the meeting (unless you conduct the meeting in Welsh without a translation service)	See E. and N. above
119	When you inform a member of staff of a decision you have reached following a disciplinary process you must do so in Welsh if that member of staff (a) responded to allegations made against him or her in Welsh (b) asked for a meeting regarding the disciplinary process to be conducted in Welsh or (c) asked to use the Welsh language at a meeting regarding the disciplinary process	See N. above
120	You must provide staff with computer software for checking spelling and grammar in Welsh, and provide Welsh language interfaces for software (where an interface exists)	Computer software for checking spelling and grammar in Welsh is available from the IT helpdesk. Information on this is contained in our Communications Standards, Services and Resources document (see A above).

122	You must ensure that (a) the text of the homepage of your intranet is available in Welsh (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language Intranet homepage) is fully functional and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage on your intranet	Q. Our intranet has fully functional Welsh and English homepages and menus. There is a toggle in the top right hand corner, so users can switch between Welsh and English.
124	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh and must provide a direct link to the Welsh language page on the corresponding English language page	See Q. above
125	You must designate and maintain a page (or pages) on your intranet which provides services and support material to promote the Welsh language and to assist your staff to use the Welsh language	We have a dedicated page on our intranet, which is regularly updated, that provides services and support material to promote the Welsh language and to assist staff to use the Welsh language
126	You must provide the interfaces and menus on your intranet pages in Welsh.	See Q. above
127	You must assess the Welsh language skills of your employees.	R. We have developed a self-assessment tool, which can be completed and updated on i-Trent, which is accessible to all employees. Guidance on completion is available to download from the Intranet. We will report the number of employees who have completed the self-assessment tool, indicating that they have Welsh language skills at Level 1 or above, and those recorded as being able to speak Welsh at Level 3 or 4 as part of our Annual Report.
128	You must provide training in Welsh in the following areas, if you provide such training in English (a) recruitment and interviewing (b) performance management (c) complaints and disciplinary procedures (d) induction (e.) dealing with the public and (f) health and safety	S. We will report on the provision of such training in Welsh, and numbers attending as part of our Annual Report.
129	You must provide training (in Welsh) on using Welsh effectively in (a) meetings (b) interviews and (c) complaints and disciplinary procedures.	See S. above
130	You must provide opportunities during working hours (a) for your employees to receive basic Welsh language lessons and (b) for employees who manage other to receive training on using the Welsh language in their role as managers	T. We provide a wide range of Welsh language learning opportunities for our employees. We will report on the numbers attending Welsh language learning courses as part of our Annual Report. For manager's training see S. above
131	You must provide opportunities for employees who have completed basic Welsh language training to receive further training free of charge to develop their language skills.	See T. above

132	You must provide training courses so that your employees can develop (a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture) (b) an understanding of the duty to operate in accordance with the Welsh language standards and (c) an understanding of how the Welsh language can be used in the workplace	We have developed an Welsh language awareness e-learning module, which is available to all employees via our Pod (online learning and development) system.
133	When you provide information to new employees (for example by means of an induction process) you must provide information for the purpose of raising their awareness of the Welsh language.	Our Employee Welcome course and support material contains information on the Welsh language and standards.
134	You must provide text or a logo for your staff to include in e-mail signatures which will enable them to indicate whether they speak Welsh fluently or whether they are learning the language.	See A. above
135	You must provide working for you employees, which will enable them to include a Welsh language version of their contact details in e-mail messages and to provide a Welsh language version of any message, which informs others that they are unavailable to respond to e-mail messages.	See A. above
136	When you assess the requirements of a new or vacant post you must assess the need for Welsh language skills and categorise it as a post where one or more of the following apply (a) Welsh language skills are essential (b) Welsh language skills need to be learnt on appointment (c) Welsh language skills are desirable and (d) Welsh language skills are not necessary	<p>U. Our HR Advisors and Managers of have been briefed on the requirements of the Standards relating to recruitment. HR Guidance on recruitment processes is available on the Intranet. Our Supplementary Guidance document for Managers also includes information on recruitment. Both documents are available to download from the Intranet.</p> <p>We will report on the number of posts designated under each category as part of our annual report.</p> <p>Compliance may also be monitored through the Welsh Language Commissioner's annual assurance survey.</p>
136A	If you have categorised a post as one where Welsh language skills are essential, desirable or need to be learnt you must (a) specify that when advertising the post and (b) advertise the post in Welsh.	See U. above
137	When you advertise a post, you must state that applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.	See U. above
137A	If you publish (a) application forms for posts (b) material that explains your procedure for applying for posts (c) information about your interview process, or about other assessment methods when applying for posts, (d) job descriptions; you must publish them in Welsh; and you must ensure that the Welsh language versions of the documents are treated no less favourably than any English versions of these documents	<p>These documents are available in Welsh and English via the recruitment section on our website.</p> <p>Compliance may also monitored through the Welsh Language Commissioner's annual assurance survey.</p>

137B	You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (including, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any time-scale for informing individuals of decisions).	See U. above
139	You must ensure that your application form for posts (a) provides a space for individuals to indicate that they wish to use the Welsh language at an interview or at any other method of assessment and (b) explain that you will provide a translation service from Welsh to English for that purpose if it is required and, if the individual wishes to use Welsh language at the interview or assessment, you must provide a simultaneous translation service at the interview or assessment (unless you conduct the interview or assessment in Welsh without a translation service)	See E. and U. above
140	When you inform an individual of your decision in relation to an application for a post you must do so if the application was made in Welsh	See U. above
141	When you erect a new sign or renew a sign in your workplace (including temporary signs) any text displayed on the sign must be displayed in Welsh (whether the same sign as the corresponding English language text or a separate sign) and if the same text is displayed in Welsh and English, you must not treat the Welsh language text less favourably than the English language text	See D. above
142	When you erect a new sign or renew a sign in your workplace (including temporary signs) which conveys the same information in Welsh and English, the Welsh language text must be positioned so that it is likely to be read first.	See D. above
143	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	See D. above
144	When you make an announcement in the workplace using audio equipment, that announcement must be made in Welsh, and if the announcement is made in Welsh and English, the announcement must be made in Welsh first.	We do not currently make announcements in the workplace using audio equipment but we have noted the requirements Standard 144 should this change in the future.