

LDBCW Welsh Language Standards Transition Plan - last updated 1/09/17

Standard Number	Class of Standard	Standard Relates To	Standard Requirement	Plan of Action	See Also Standard Number	Welsh Language Commissioner Time Frame	Assigned To	Action Completed
1	Service Delivery	Correspondence sent by a body - when a body replies to correspondence	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	No action needed - already in place	7	25 January 2017		N/A
2	Service Delivery	Correspondence sent by a body - when a body initiates correspondence - when a body corresponds with an individual	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 responds to say that 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 from then onwards, and (c) send any forms you send to A from then onwards in Welsh	Create language preference form.		25 January 2017	BSM	Jan-2017
3	Service Delivery	Correspondence sent by a body - when a body corresponds with more than one member of the same household	When you send correspondence addressed to two individuals who are member of the same household (eg, 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 address 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	Create language preference form. Create language preference Excel table.		25 January 2017	BSM	Jan-2017
4	Service Delivery	Correspondence sent by a body - when a body corresponds with several persons (eg, circular or same letter to number of homes)	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	No action needed - already in place		25 January 2017		N/A
5	Service Delivery	General Standards relating to correspondence	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	No action needed - already in place		25 January 2017		N/A
6	Service Delivery	General Standards relating to correspondence	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 (eg, if English version signed, then the Welsh version must be treated in the same way)	No action needed - already in place		25 January 2017		N/A
7	Service Delivery	General Standards relating to correspondence	You must state - (a) in correspondence, and (b) in publications and 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 correspondence in Welsh and that corresponding in Welsh will not lead to a delay	To be added to letter, review, contract, job, policy, form, email templates. Following Wording to be added to all templates - "Rydym yn croesawu gohebiaeth yn Gymraeg; ymatebwn yn Gymraeg; ac, na fydd gohebu yn Gymraeg yn arwain at oedi. We welcome receiving correspondence in Welsh; we will respond in Welsh; and, corresponding in Welsh will not lead to a delay".		25 January 2017	BSM	Jan-2017
8	Service Delivery	Standards relating to telephone calls made and received by a body - calls made to a body's main contact number and helpline or call centres	When a person contacts you on your main telephone number, or on any helpline numbers or call centre numbers, you must greet the person in Welsh	No action needed - already in place		25 January 2017		N/A
9	Service Delivery	Standards relating to telephone calls made and received by a body - calls made to a body's main contact number and helpline or call centres	When a person contacts you on your main telephone number, or on any helpline numbers or call centre numbers, you must inform the person that a Welsh language service is available	Add 'a Welsh language service is available' or 'Mae gwasanaeth Cymraeg ar gael' at the end of the greeting. Added to the Use of Welsh at Work Policy.		25 January 2017	BSM	Jan-2017
11	Service Delivery	Standards relating to telephone calls made and received by a body - calls made to a body's main contact number and helpline or call centres	When a person contacts you on your main telephone number, helpline or call centre, 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 subject matters; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter	No action needed - already in place.		25 January 2017		N/A
12	Service Delivery	Standards relating to telephone calls made and received by a body - calls made to a body's main contact number and helpline or call centres	When you advertise telephone number, helpline or call centre services, you must not treat the Welsh language less favourably than the English language	No action needed - already in place		25 January 2017		N/A
13	Service Delivery	Standards relating to telephone calls made and received by a body - calls made to a body's main contact number and helpline or call centres	If you offer a Welsh language service on your main telephone number, helpline or call centre, the number for the Welsh service must be the same as for the English language service	No action needed - already in place		25 January 2017		N/A
14	Service Delivery	Standards relating to telephone calls made and received by a body - calls made to a body's main contact number and helpline or call centres	When you publish your main telephone number, you must state (in Welsh) that you welcome calls in Welsh	"Rydym yn croesawu galwadau ffôn yn Gymraeg" - to be added to templates, website etc. Added to the Use of Welsh at Work Policy.		25 January 2017	BSM	Jan-2017
15	Service Delivery	Standards relating to telephone calls made and received by a body - calls made to a body's main contact number and helpline or call centres	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	Not applicable - no performance indicators		25 January 2017		N/A
16	Service Delivery	Standards relating to telephone calls made and received by a body - calls made to a body's main contact number and helpline or call centres	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh	Our ansaphone message is already bilingual. Re-record ansaphone message to include "Croeso i chi gadael eich neges yn Gymraeg"		25 January 2017	BSM	Jan-2017
17	Service Delivery	Standards relating to telephone calls made and received by a body - calls made to a body's main contact number and helpline or call centres	When there is no Welsh language service available on your main telephone number, you must inform persons calling in Welsh (by way of automated message or other), when a Welsh language service will be available	Not applicable		25 January 2017		N/A
19	Service Delivery	Telephone calls made to departments and to members of a body's staff	If a person contacts one of your departments on a direct line telephone number (including staff members' direct lines), and that person wishes to receive a service in Welsh, you must deal with the call 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 a specific subject matter; and (b) no Welsh speaking member of staff is available to provide a service on that specific subject matter	No action needed - already in place		25 January 2017		N/A
20	Service Delivery	Telephone calls made to departments and to members of a body's staff	When a person contacts you on a direct line, you must ensure that when greeting the person, the Welsh language is not treated less favourably than the English language.	No action needed - already in place		25 January 2017		N/A
21	Service Delivery	Telephone calls made by a body	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. You must comply in every circumstance, except: where it is necessary for a member of staff who doesnot speak Welsh to provide a service on a specific subject matter; and, where no Welsh speaking member of staff is available to provide a service on that specific subject matter	Add a column to the correspondence Excel table to record wishes and provide staff training to maintain table. Added to the Use of Welsh at Work Policy.		25 January 2017	BSM	Jan-2017
22	Service Delivery	A body dealing with telephone calls using an automated system	Any automated telephone systems that you have must provide the complete automated service in Welsh	No action needed - the Commission answerphone already provides a bilingual message, with Welsh taking priority		25 January 2017		Jan-2017

24	Service Delivery	Meetings between a body and one other invited person	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	This is, effectively, already in place; however, a formalised method is needed to record that P's wishes were followed - to incl an extra box in the Review Desk Instructions for review-related meetings. And develop Excel table for other types of meetings. Added to the Use of Welsh at Work Policy. Added to Electoral Review Desk Instructions		25 January 2017		Jan-2017
24A	Service Delivery		If you have invited one person only 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)					Jan-2017
25	Service Delivery	Meetings between a body and more than one invited person	If you invite more than one person to a meeting, you must ask each person whether they wish to use the Welsh language at the meeting					Jan-2017
25A	Service Delivery		If you have invited more than one person to a meeting, and at least 10% (but less than 100%) 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					Jan-2017
25D	Service Delivery		If you have invited more than one person to a meeting, 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 a translation service)					Jan-2017
26	Service Delivery	Standards relating to meetings arranged by a body that are open to the public	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	to be added to any relevant documentation. The following wording to be added to documents, "Byddwn yn croesawu Cymraeg yn y cyfarfod" (We will welcome Welsh at the meeting). Added to the Use of Welsh at Work Policy.		25 January 2017	BSM	Jan-2017
27	Service Delivery		When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh	No action needed - already in place		25 January 2017		N/A
28	Service Delivery		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)	No action needed - already in place		25 January 2017		N/A
29	Service Delivery		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 (b) that a simultaneous translation service is available	No action needed - already in place		25 January 2017		N/A
30	Service Delivery		If you display any written material at a meeting that you arrange which is open to the public, 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	No action needed - already in place		25 January 2017		N/A
31	Service Delivery	Standards relating to public events organised or funded by a body	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 (eg, in the way the event is advertised or publicised)	No action needed - already in place		25 January 2017		N/A
32	Service Delivery		If you organise a public event, or fund at least 50% of a public event, you must ensure that the Welsh language is treated no less favourably than the English language at the event (eg, 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)	No action needed - already in place		25 January 2017	N/A	N/A
33	Service Delivery	Standards relating to a body's publicity and advertising	Any publicity or advertising material that you produce must be produced in Welsh, and if you produce the material in Welsh and in English, you must not treat the Welsh language versions less favourably than you treat the English language version	No action needed - already in place		25 January 2017	N/A	N/A
34	Service Delivery	Standards relating to a body displaying material in public	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	No action needed - already in place		25 January 2017		N/A
36	Service Delivery	Standards relating to a body producing and publishing documents	Any documents that you produce for public use must be produced in Welsh	No action needed - already in place		25 January 2017		N/A
44	Service Delivery		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	No action needed - already in place		25 January 2017		N/A
45	Service Delivery		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	To be added to letter, review, contract, job, policy, form, email templates. Reminder to be included in Use of Welsh at Work Policy	94	25 January 2017	BSM	Jan-2017
46	Service Delivery	Standards relating to a body producing and publishing forms	Any form that you make available to the public must be produced in Welsh	No action needed - already in place		25 January 2017		N/A
46A	Service Delivery		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 -	To be added to letter, review, contract, job, policy, form, email templates - add "Mae'r ddogfen hon ar gael yn y Gymraeg" to all English language publications		25 January 2017	BSM	Jan-2017
46B	Service Delivery		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 (eg, in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form)	No action needed - already in place		25 January 2017		N/A
47	Service Delivery		If you pre-enter information on a Welsh language version of a form (eg, 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 that you pre-enter is in Welsh	Mandatory Welsh language Standards Awareness training session for staff - to be added to the Commission's list of mandatory training courses. Added to the Welsh at Work Policy.		25 January 2017	BSM	Jan-2017
48	Service Delivery	Standards relating to a body's websites and on-line services - websites published by a body	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	No action needed - already in place		25 January 2017		N/A
51	Service Delivery		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 pages that the page is also available in Welsh, and you must provide a direct link to the Welsh pages on the corresponding English page	No action needed - already in place		25 January 2017		N/A
52	Service Delivery		You must provide the interface and menus on every page of your website in Welsh	No action needed - already in place		25 January 2017		N/A
54	Service Delivery	Standards relating to a body's use of social media	When you use social media you must not treat the Welsh language less favourably than the English language	No action needed - already in place		25 January 2017		N/A
55	Service Delivery		If a person contacts you by social media in Welsh, you must reply in Welsh (if answer is required)	No action needed - already in place		25 January 2017		N/A
57	Service Delivery	Standards relating to signs displayed by a body	When you erect a new sign or renew a sign (incl temp 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 language text less favourably than the English language text	No action needed - already in place		25 January 2017	N/A	N/A
58	Service Delivery		When you erect a new sign or renew a sign (incl temp 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	Ensure all new signage (even temporary) is passed by Business Support Manager or, in BSM's absence, the Chief Executive - must also be proof-read by Welsh speaker in all instances - to be added to Welsh Language Standards Log. Added to the Use of Welsh at Work Policy.		25 January 2017	BSM	Aug-2016
59	Service Delivery		You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression	This could be added to the Welsh Language Standards Log. Added to the Use of Welsh at Work Policy.		25 January 2017	BSM	Aug-2016
65	Service Delivery	Standards relating to notices made by a body	Any notice that you publish or display 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	No action needed - already in place		25 January 2017	N/A	N/A
66	Service Delivery		When you publish or display a 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	No action needed - already in place		25 January 2017	N/A	N/A
72	Service Delivery	Standards relating to a body awarding contracts	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 less favourably than an English language version	Already in place; however, to be added to Welsh Language Tender Form. Added to the Use of Welsh at Work Policy.		25 January 2017	BSM	Sep-2016

73	Service Delivery		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 - "Croesawn dendrau yn y Gymraeg, ac na fydd tendr a gyflwynir yn Gymraeg yn cael ei drin yn llai ffafriol na thendrau a gyflwynir yn Saesneg / We welcome tenders in Welsh, and tenders submitted in Welsh will be treated no less favourably than a tender submitted in English"	Ensure all new invitations to tender are checked by Business Support Manager or, in the absence of the BSM, by the Chief Executive. To add to Welsh Language Tender Form		25 January 2017	BSM	Sep-2016
73A	Service Delivery		You must not treat a tender for a contract submitted in Welsh less favourably than a tender submitted in English (incl. amongst other matters, in relation to the closing date for receiving tenders, and in relation to the time-scale for informing tenderers of decisions)	Already in place; however, to be added to Welsh Language Tender Form		25 January 2017	BSM	Sep-2016
75	Service Delivery		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)	Interviews very rarely conducted as part of tender process. Need to be added to Welsh Language Tender Form		25 January 2017	BSM	Sep-2016
76	Service Delivery		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	To be added to Welsh Language Tender Form		25 January 2017	BSM	Sep-2016
77	Service Delivery	Standards for raising awareness about	You must promote any Welsh language service that you provide, and advertise that service in Welsh	No action needed - already in place		25 January 2017	N/A	N/A
78	Service Delivery	Welsh language services provided by a body	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	No action needed - already in place		25 January 2017	N/A	N/A
79	Service Delivery	Standard relating to a body's corporate identity	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language	No action needed - already in place - when this action carried out, to be captured in Welsh Language Standards Log		25 January 2017	N/A	N/A
84	Policy Making	Standards relating to considering the effects of a body's policy decisions on the Welsh language	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 decision 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	Policy Impact Assessments to be created - refer to PIAs used by WG and adapt accordingly		25 July 2017	Senior Management Team	Apr-2017
85	Policy Making		When you formulate a new policy, or review 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 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	Policy Impact Assessments to be created - refer to PIAs used by WG and adapt accordingly		25 July 2017	Senior Management Team	Apr-2017
86	Policy Making		When you formulate a new policy, or review 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	Policy Impact Assessments to be created - refer to PIAs used by WG and adapt accordingly		25 July 2017	Senior Management Team	Apr-2017
87	Policy Making		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	Policy Impact Assessments to be created - refer to PIAs used by WG and adapt accordingly. All future consultation documents are to seek relevant views. To be added to Use of Welsh at Work Policy to ensure compliance	94	25 July 2017	Senior Management Team	Apr-2017
88	Policy Making		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 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	Policy Impact Assessment to be created - refer to PIAs used by WG and adapt accordingly. All future consultation documents are to seek relevant views. To be added to Use of Welsh at Work Policy to ensure compliance	94	25 July 2017	Senior Management Team	Apr-2017
89	Policy Making		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	Policy Impact Assessments to be created - refer to PIAs used by WG and adapt accordingly. All future consultation documents are to seek relevant views. To be added to Use of Welsh at Work Policy to ensure compliance	94	25 July 2017	Senior Management Team	Apr-2017
91	Policy Making		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	Policy Impact Assessment to be created - refer to PIAs used by WG and adapt accordingly.		25 July 2017	Senior Management Team	Apr-2017
92	Policy Making		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 to that it would have a positive effect, or so that it would have 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	Policy Impact Assessment to be created - refer to PIAs used by WG and adapt accordingly.		25 July 2017	Senior Management Team	Apr-2017
93	Policy Making		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 to that it would not have a adverse effect, 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	Policy Impact Assessment to be created - refer to PIAs used by WG and adapt accordingly.		25 July 2017	Senior Management Team	Apr-2017
94	Operational	Standards relating to the use of the Welsh language within a body's internal administration	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	Use of Welsh at Work Policy to be created by BSM, agreed with Senior Management Team, approved by Commissioners.	87, 88, 89, 108, 108A, 110, 111, 112, 112A, 114, 115, 116, 118, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 132A, 133, 133A, 133B, 135, 136, 137, 138, 139, 140	25 January 2017	BSM / SMT	Jan-2017
95	Operational		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 contracts for services to be provided in Welsh; and if that is the individual's wish you must provide the contract in Welsh	Contracts are not generally issued - new staff have Ts&Cs and letter offering employment - these are produced in Welsh; however, if a contract was prepared, new employees would have the choice of a Welsh language version - to be written into the Welsh Language Policy		25 July 2017	BSM	
96	Operational		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	Reminder to be added to finalised Induction Checklist to ensure all new staff captured. Also create Welsh Language Preference Form for staff - staff then to be approached for choices - form to be stored on individual HR files		25 July 2017	BSM	Nov-2016
97	Operational		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 if that is the employee's wish, you must provide any such documents to him or to her in Welsh	Reminder to be added to Induction Checklist to ensure all new staff captured. Also create Welsh Language Preference Form for staff - staff then to be approached for choices - form to be stored on individual HR files		25 July 2017	BSM	Nov-2016
98	Operational		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 him or to her in Welsh	Reminder to be added to Induction Checklist to ensure all new staff captured. Also create Welsh Language Preference Form for staff - staff then to be approached for choices - form to be stored on individual HR files		25 July 2017	BSM	Nov-2016
99	Operational		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 any such documents to him or to her in Welsh	Reminder to be added to Induction Checklist to ensure all new staff captured. Also create Welsh Language Preference Form for staff - staff then to be approached for choices - form to be stored on individual HR files		25 July 2017	BSM	Nov-2016
100	Operational		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, and (c) flexible working hours; in Welsh, and if that is an employee's wish, you must provide any such forms to him or to her in Welsh	Reminder to be added to Induction Checklist to ensure all new staff captured. Also create Welsh Language Preference Form for staff - staff then to be approached for choices - form to be stored on individual HR files		25 July 2017	BSM	Nov-2016
101	Operational		If you publish a policy relating to behaviour in the workplace, you must publish it in Welsh	The Commission has not published such a policy - the WG version is available. No action needed at present		25 July 2018	BSM	

102	Operational		If you publish a policy relating to health and well-being in the workplace, you must publish it in Welsh	The Commission has not published such a policy - the WG version is available. No action needed at present		25 July 2018	BSM	
103	Operational		If you publish a policy relating to salaries or workplace benefits, you must publish it in Welsh	The Commission has not published such a policy - the WG version is available. No action needed at present		25 July 2018	BSM	
104	Operational		If you publish a policy relating to performance management, you must publish it in Welsh	The Commission has not published such a policy - the WG version is available. No action needed at present		25 July 2018	BSM	
105	Operational		If you publish a policy about absence from work, you must publish it in Welsh	The Commission has not published such a policy - the WG version is available. No action needed at present		25 July 2018	BSM	
106	Operational		If you publish a policy relating to working conditions, you must publish it in Welsh	The Commission has not published such a policy - the WG version is available. No action needed at present		25 July 2018	BSM	
107	Operational		If you publish a policy about working patterns, you must publish it in Welsh	The Commission has not published such a policy - the WG version is available. No action needed at present		25 July 2018	BSM	
108	Operational	Standards relating to complaints made by a member of body's staff	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	This would already be the case; however, to be written into Use of Welsh at Work Policy to avoid ambiguity/ misunderstandings	94	25 January 2017	BSM / SMT	Jan-2017
108A	Operational		You must state in any document that you have that sets out your procedures for making complaints that each member of staff may: (a) make a complaint to you in Welsh, and (b) respond to a complaint made about him or about her in Welsh; and you must inform each member of staff of that right	To be added to Use of Welsh at Work Policy	94	25 January 2017	BSM / SMT	Jan-2017
110	Operational		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 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 translation services)	To be added to Use of Welsh at Work Policy	94	25 January 2017	BSM / SMT	Jan-2017
111	Operational		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, or (ch) asked to use the Welsh language at a meeting about the complaint	To be added to the Use of Welsh at Work Policy	94	25 January 2017	BSM / SMT	Jan-2017
112	Operational		Standards relating to a body disciplining staff	You must allow all members of staff to respond in Welsh to allegations made against them in any internal disciplinary process	To be added to Use of Welsh at Work Policy. Also, if Commission policy created relating to disciplinary procedures against members of staff, this is to be added	94, 112, 112A, 114	25 January 2017	BSM / SMT
112A	Operational		You must: (a) state in any document 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 against her, and (b) if you commence a disciplinary procedure in relation to a member of staff, inform that member of staff of that right	To be added to the Use of Welsh at Work Policy. Also, if Commission policy created relating to disciplinary procedures against members of staff, this is to be added	94	25 January 2017	BSM / SMT	Jan-2017
114	Operational		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)	To be added to Use of Welsh at Work Policy. Also, if Commission policy created relating to disciplinary procedures against members of staff, this is to be added	94, 112	25 January 2017	BSM / SMT	Jan-2017
115	Operational		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	To be added to Use of Welsh at Work Policy. Also, if Commission policy created relating to disciplinary procedures against members of staff, this is to be added	94, 112	25 January 2017	BSM / SMT	Jan-2017
116	Operational	Standards relating to a body's IT and about support material provided by a body and relating to the intranet	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)	To be added to Use of Welsh at Work Policy. Also, to be added to IT Strategy. And to be added to Induction Checklist	94	25 January 2017	BSM / SMT	Jan-2017
118	Operational		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 of your intranet	To translate homepage		25 July 2017	BSM / CEO	Jan-2017
120	Operational		If you have a Welsh language web 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 you must provide a direct link to the Welsh pages on the corresponding English language page	No Welsh language pages at present. Line and link to be added to any English language versions of Welsh language pages.		25 July 2017	BSM / CEO	We do not currently have an Intranet
121	Operational		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	To designate page informing staff of support for Welsh language lessons, software available for Welsh speakers, policies/ publications available in Welsh etc .	94	25 January 2017	BSM / SMT	We do not currently have an Intranet
122	Operational		You must provide the interface and menus on every page of your intranet pages in Welsh	To translate interface/menus		25 July 2017	BSM / SMT	We do not currently have an Intranet
123	Operational	Standards relating to a body developing Welsh language skills through planning and training its workforce	You must assess the Welsh language skills of your employees	To be added to Use of Welsh at Work Policy. Also, register to be prepared for annual assessments	94, 145	25 January 2017	BSM / SMT	Jan-2017
126	Operational		You must provide opportunities during working hours: (a) for your employees to receive basic Welsh language lessons, and (b) for employees who manage others to receive training on using the Welsh language in their role as managers	such opportunities already provided. To be added to Use of Welsh at Work Policy.	94	25 January 2017	BSM / SMT	Jan-2017
127	Operational		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	To be added to Use of Welsh at Work Policy	94	25 January 2017	BSM / SMT	Jan-2017
128	Operational		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; (c) an understanding of how the Welsh language can be used in the workplace	To be added to the Use of Welsh at Work Policy.	94	25 January 2017	BSM / SMT	Jan-2017
129	Operational		When you provide information to new employees (eg by means of an induction process), you must provide information for the purpose of raising their awareness of the Welsh language	To be added to Induction Checklist - new staff to receive copy of Use of Welsh at Work Policy and be directed to Welsh Language Awareness training	94	25 January 2017	BSM / SMT	Jan-2017
130	Operational		You must provide wording 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	To create a signature for all Welsh-speaking and learning staff. This also be added to Induction Checklist. Add to Use of Welsh at Work Policy.	94	25 January 2017	BSM / SMT	Jan-2017
131	Operational		You must provide wording for your 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	This is already in place for current staff. To be included in Induction Checklist and Use of Welsh at Work Policy.	94	25 January 2017	BSM / SMT	Jan-2017
132	Operational		Standards relating to a body recruiting and appointing	When you assess the requirements for 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 lang skills essential (b) Welsh lang skills need to be learnt when appointed to the post (c) Welsh language skills are desirable, or (ch) Welsh language skills are not necessary	This is already done in the case of each Commission post advertised; however, it needs to be formally noted. To create Vacancy Checklist, which will require evidence that language requirements assessed, and is to be completed by Senior Management Team in all cases and stored on relevant recruitment folder. Create Vacancy Assessment Form	132A, 133, 133A, 133B, 135, 136, 147, 148	25 January 2017	BSM / SMT
132A	Operational		If you have categorised a post as one where Welsh language skills are essential, desirable, or need to be learned, you must: (a) specify that when advertising the post, and (b) advertise the post in Welsh	ALL POSTS advertised by the Commission are issued bilingually and state whether Welsh needed, irrespective of Welsh language skills required - to be included in the Vacancy Checklist	132	25 January 2017	BSM / SMT	Nov-2016
133	Operational		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	This to be added to future advertisements - could have tick box on Vacancy Checklist - <i>add wording "Croeso i chi cyflwyno eich cais am y swydd yn Gymraeg. Na fydd cais a gyflwynir yn y Gymraeg yn cael ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg / Welsh language applications are welcome. Applications submitted in Welsh will not be treated less favourably than an application submitted in English"</i>	132	25 January 2017	BSM / SMT	Nov-2016

133A	Operational		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; (ch) job descriptions; you must publish them in Welsh and you must ensure that the Welsh language versions of the docs are treated no less favourably than any English language versions of those documents	This is already done in the case of each Commission post advertised; however, it needs to be formally noted. To create Vacancy Checklist, which will require confirmation that Welsh language versions published, and is to be completed by Senior Management Team in all cases	132	25 January 2017	BSM / SMT	Nov-2016
133B	Operational		You must not treat an application for a post made in Welsh less favourably than you treat an application made in English (incl, amongst other matters, in relation to the closing date you set for receiving applications and in relation to any timescale for informing individuals of decisions)	This is already in place.		25 January 2017	N/A	N/A
135	Operational		You must ensure that your application forms for posts (a) provide space for individuals to indicate that they wish to use the Welsh language at 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 required. And, if the individual wishes to use the Welsh language, you must provide a simultaneous translation service at the interview or assessment	We do not, at present, produce application forms		25 January 2017	N/A	N/A
136	Operational		When you inform an individual of your decision in relation to an application for a post, you must do so in Welsh if the application was made in Welsh	This is already in place - but to be added to reminder list as evidence that done	132	25 January 2017	BSM/SMT	Nov-2016
137	Operational	Standards relating to signs displayed in a body's workplace	When you erect a new sign or renew a sign in your workplace (incl temp signs) any text displayed on the sign must be displayed in Welsh (whether on the same sign as the 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	This is already in place		25 January 2017	N/A	N/A
138	Operational		When you erect a new sign or renew a sign in your workplace (including temp 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	This is already in place		25 January 2017	N/A	N/A
139	Operational		You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression	This is already in place		25 January 2017	N/A	N/A
141	Record Keeping	Standards relating to a body keeping records	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with the Standards	To create WLS Compliance Record- Excel table - ensure all staff aware of its existence and complete as appropriate		25 January 2017	BSM	Jan-2017
142	Record Keeping		You must keep a copy of any written complaint that you receive that relates to your compliance with the Standards with which you are under a duty to comply	To create WLS Compliance Record. This already in place. Copies kept of all correspondence as matter of course - ensure Welsh language complaints folder opened on O Drive		25 January 2017	BSM	Jan-2017
143	Record Keeping		You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the Standards with which you are under a duty to comply)	This already in place. Copies kept of all correspondence as matter of course - ensure Welsh language complaints folder opened on O Drive. Add to WLS Compliance Record		25 January 2017	BSM	Jan-2017
144	Record Keeping		You must keep a record of the steps that you have taken in order to ensure compliance with the Policy Making Standards with which you are under a duty to comply	To create WLS Compliance Record- Excel table - ensure all staff aware of its existence and complete as appropriate		25 July 2017	BSM	Jan-2017
145	Record Keeping		You must keep a record (following assessments of your employees' Welsh language skills made in accordance with Standard 123) of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees	Register of Welsh language skills to be prepared	123	25 January 2017	BSM	Jan-2017
147	Record Keeping		You must keep a copy of every assessment that you carry out (in accordance with Standard 132) in respect of the Welsh language skills that may be needed in relation to a new or vacant post	To be added to Vacancy Assessment Form to be created	132	25 January 2017	BSM	Jan-2017
148	Record Keeping		You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with Standard 132) as posts where: (a) Welsh lang skills essential (b) Welsh language skills need to be learned when appointed to the post (c) Welsh language skills desirable, or (ch) Welsh language skills not necessary	To be added to Vacancy Assessment Form	132	25 January 2017	BSM	Jan-2017
149	Service Delivery	A body publicising Service Delivery Standards - Supplementary	You must ensure that a document which records the Service Delivery Standards with which you are under a duty to comply, and the extent to which you are under a duty to comply with those Standards, is available: (a) on your website, and (b) in each of your offices that are open to the public	Part (b) will not apply. A Standards list could be created - alternatively, the final Compliance Notice received from the WLC could be uploaded to the Commission's website. Place copy of this Transition Plan on Website.		25 January 2017	BSM / CEO	Jul-2017
150	Service Delivery	A body publishing a complaints procedure- Supplementary	You must (a) ensure that you have a complaints procedure that deals with the following matters: (i) how you intend to deal with complaints relating to your compliance with the Service Delivery Standards with which you are under a duty to comply; and (ii) how you will provide training for your staff in relation to dealing with those complaints; (b) publish a document that records the 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.	Part (c) will not apply. Welsh Language Standards Policy and Procedure to be created, to include Complaints sections; approved by Commissioners; and, published on website and intranet	151	25 January 2017	BSM / CEO	Jun-2017
151	Service Delivery	A body publishing arrangements for oversight, promotion etc. - Supplementary	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 copy of that document is available in each of your offices that are open to the public	Part (c) will not apply. Welsh Language Standards Policy and Procedure to be created and published	150	25 January 2017	BSM /CEO	Jun-2017
152	Service Delivery	A body producing an annual report regarding Service Delivery Standards - Supplementary	(1) You must produce a report (annual report), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the Service Delivery Standards with which you were under a duty to comply during that year. (2) The annual report must include the number of complaints that you received during that year which related to your compliance with the Service Delivery Standards with which you were under a duty to comply. (3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates (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	Annual Report to be compiled within 6 months of the end of financial year; to be approved by Commissioners; to be published on website; publication of annual report to be announced on social media		Annually - by end September	BSM / CEO	
153	Service Delivery	A body publicising the way it intends to comply with Service Delivery Standards - Supplementary	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	To publish finalised version of Transition Plan on website		25 January 2017	BSM / CEO	Jul-17
154	Service Delivery	A body providing information to the Welsh Language Commissioner - Supplementary	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	Information to be provided as necessary		25 January 2017	CEO	
155	Policy Making	A body publicising policy making Standards	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	Part (b) will not apply. To publish finalised version of Transition Plan on website		25 January 2017	BSM / CEO	Jul-17
156	Policy Making	A body publishing a complaints procedure	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	Part (c) will not apply. Welsh Language Standards Policy and Procedure to be created, to include Complaints sections; approved by Commissioners; and, published on website and intranet		25 July 2017	BSM / CEO	Jan-17
157	Policy Making	A body publishing arrangements for oversight	You must (a) ensure that you have arrangements for (i) overseeing the way you comply with the Policy Making Standards with which you are under a duty to comply; (ii) publish a document that records those arrangements on your website; and (b) ensure that a copy of that document is available in each of your offices that are open to the public	Part (b) will not apply. Welsh Language Standards Policy & Procedure to be created and published on website		25 July 2017	BSM / CEO	Jan-17
158	Policy Making	A body producing an annual report regarding Policy Making Standards	(1) You must produce a report (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	Annual Report to be compiled within 6 months of the end of financial year; to be approved by Commissioners; to be published on website; publication of annual report to be announced on social media		25 July 2017	BSM / CEO	

159	Policy Making	A body publicising the way it intends to comply with Policy Making Standards	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	To publish finalised version of Transition Plan on website		25 July 2017	BSM/CEO	Jul-17
160	Policy Making	A body providing information to the Welsh Language Commissioner	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	Information to be provided as necessary		25 July 2017	CEO	
161	Operational	A body publicising Operational Standards - Supplementary	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: (a) on your website, and (b) in each of your offices that are open to the public	Part (b) will not apply. To publish finalised version of Transition Plan on website.		25 January 2017	BSM / CEO	Jul-17
162	Operational	A body publishing a complaints procedure - Supplementary	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 Operational 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, and publish a document that records that procedure on your intranet	Welsh Language Standards Policy and Procedure to be created, to include Complaints sections; approved by Commissioners.		25 January 2017	BSM / CEO	
163	Operational	A body publishing oversight arrangements, promotion etc - Supplementary	You must (a) ensure that you have arrangements for (i) overseeing the way you comply with the Operational Standards with which you are under a duty to comply; (ii) promoting the services that you offer in accordance with those Standards; and facilitating the use of those services, and (b) publish a document that records that procedure on your intranet	Welsh Language Standards Policy and Procedure to be created and published on website and intranet		25 January 2017	BSM / CEO	
164	Operational	A body producing an annual report regarding Operational Standards - Supplementary	(1) You must produce a report (annual report), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the Operational Standards with which you were under a duty to comply during that year. (2) The annual report must include the following information (where relevant, to the extent that you are under a duty to comply with the Standards referred to): (a) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with Standard 145); (b) the number of members of staff who attended training courses you offered in Welsh during the year (on the basis of the records you kept in accordance with Standard 146); (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 146); (ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where: (i) Welsh lang skills were essential, (ii) Welsh language skills needed to be learned 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 148); (d) the number of complaints that you received during that year which related to our 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	Annual Report to be compiled within 6 months of the end of financial year; to be approved by Commissioners; to be published on website; publication of annual report to be announced on social media		25 January 2017	BSM / CEO	
165	Operational	A body publicising the way it intends to comply with Operational Standards - Supplementary	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	To publish finalised version of <i>Transition Plan</i> on website		25 January 2017	BSM / CEO	
166	Operational	A body providing information to the Welsh Language Commissioner - Supplementary	You must provide any information requested by the Welsh Language Commissioner which relates to your compliance with the Operational Standards with which you are under a duty to comply	Information to be provided as necessary		25 January 2017	CEO	
167	Record Keeping	A body publicising Record Keeping Standards - Supplementary	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	Part (b) will not apply. To publish finalised version of Transition Plan on website..		25 January 2017	BSM / CEO	Jul-17
168	Record Keeping	A body providing information to the Welsh Language Commissioner - Supplementary	You must provide any records you kept in accordance with the Record Keeping Standards with which you are under a duty to comply to the Welsh Language Commission, if the Commissioner asks for those records	Records to be provided as necessary		25 January 2017	CEO	