



Heddlu Police

DYFED-POWYS

Welsh Language Standards



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department

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1. What are the Welsh Language Standards and how do they apply to Dyfed-Powys Police?

Standards explain how organisations are expected to use the Welsh language in different situations.

The Welsh Language (Wales) Measure 2011 establishes a legal framework to impose a duty on some organisations to comply with standards of conduct on the Welsh Language.

On the 30th September 2016, Dyfed-Powys Police were served with a Compliance Notice requiring the Force to comply with a number of Welsh Language Standards relating to Service Delivery, Operational Matters, Policy Making and Record Keeping.

A full list of those Standards, and how we intend complying with the same can be found at **Annex A**.

2. Complaints relating to our Compliance with the Welsh Language Standards

We are committed to providing high-quality Welsh language services to all our customers in a fair and equal way. Whether you are not satisfied with the service you have received or you have received an excellent service, we would like to know about it.

In the first instance, please contact the Public Service Bureau as follows:

Telephone: 01267226044

Email: publicservicebureau@dyfed-powys.pnn.police.uk

Annex A – Standards which the Force are required to comply with

Service Delivery Standards

Ref	Standard	How will we comply?
1	<p>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.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
2	<p>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—</p> <ul style="list-style-type: none"> (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>(b) When a body corresponds with more than one member of the same household.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</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 —</p> <ul style="list-style-type: none"> (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>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</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>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.</p>

		Translation services are available to assist.
5	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English version, then the Welsh version must be treated in the same way).	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.
6	If you produce a Welsh language version and a corresponding English language version of correspondence, you must not treat the Welsh language version less favourably than the English language version (for example, if the English version is signed, or if contact details are provided on the English then the Welsh version must be treated in the same way)	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.
7	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 correspondence in Welsh, and that corresponding in Welsh will not lead to delay.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist. Corporate templates have been adapted to ensure that the relevant wording is included.
8	When a person contacts you on your main telephone number (or numbers), or on any helplines or call centre numbers, you must greet the person in Welsh.	The Force Communication Centre provides an option for callers to choose their language of choice on initial contact.
9	When a person contacts you on your main telephone number (or numbers), or on any helplines or call centre numbers, you must inform the person that a Welsh language service is available.	The Force Communication Centre provides an option for callers to choose their language of choice on initial contact.
11	When a person contacts you on your main telephone number (or numbers), or on any helplines or call centre numbers, you must deal with the call in Welsh if that is the caller's wish until such point as: (a) it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject matter; and (b) no Welsh speaking member of staff is available	The Force Communication Centre provides an option for callers to choose their language of choice on initial contact. If a caller requests a Welsh service, then they are transferred to a Welsh speaker.

	to provide a service on that specific subject matter.	
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.	A comprehensive guidance booklet has been created in order to advise Staff and Officers of the need to comply with this Standard.
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.	A comprehensive guidance booklet has been created in order to advise Staff and Officers of the need to comply with this Standard. In any case, the non-emergency number for the Force is 101 regardless of language choice.
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.	A comprehensive guidance booklet has been created in order to advise Staff and Officers of the need to comply with this Standard.
15	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.	Performance indicators already exist for both English and Welsh calls in relation to average second answering rate and abandonment rate. These are monitored by the Welsh Language Action Group on a quarterly basis
16	Your main telephone call answering service (or services) must inform persons calling, in Welsh, that they can leave a message in Welsh.	The 101 and 999 telephone numbers are 24/7 services and therefore, no answering service is provided.
17	When there is no Welsh language service available on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must inform callers, in Welsh (by way of an automated message or otherwise), when a Welsh language service will be available.	This Standard does not apply as our 101 and 999 telephone services are 24/7 services and therefore, there will never be a time when there is no service available.
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 call in Welsh until such point as- (a) it is necessary to transfer the call to a members of staff who does not speak Welsh who can provide a service on that specific subject matter; and	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard and how we expect them to comply with

	(b) no Welsh speaking member of staff is available to provide a service on that specific subject matter.	the same.
20	When a person contacts you on a direct line number (whether on a department's direct line number or on the direct line number of an individual member of staff), you must ensure that, when greeting the person, the Welsh language is not treated less favourably than the English language.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Welsh language lessons will be offered for staff and officers in order to increase confidence in answering the phone bilingually.
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. You must comply with standard 21 in every circumstance, except: <input type="checkbox"/> where it is necessary for a member of staff who does not speak Welsh to provide a service on a specific subject matter; and <input type="checkbox"/> where no Welsh speaking member of staff is available to provide a service on that specific subject matter.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard and how they are expected to comply with the same.
22	Any automated telephone systems that you have must provide the complete automated service in Welsh.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard and how they are expected to comply with the same.
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.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. The

		Force has identified a Simultaneous Translation provider in order to deliver the service.
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 (unless you conduct the meeting in Welsh without the assistance of a translation service).	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. The Force has identified a Simultaneous Translation provider in order to deliver the service.
25	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.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. The Force has identified a Simultaneous Translation provider in order to deliver the service.
25(a)	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.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. The Force has identified a Simultaneous Translation provider in order to deliver the service.
25(d)	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)	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. The Force has identified a Simultaneous Translation provider in order to deliver the service.

26	<p>If you invite or require a person (“P”) to attend an interview—</p> <p>(a) to assist you with an enquiry (for example as a witness to an event); or</p> <p>(b) if P has been arrested you must ask P whether P wishes to use the Welsh language at the interview, and inform P that you will, if necessary, provide a translation service from Welsh to English for that purpose.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. The Force has identified a Simultaneous Translation provider in order to deliver the service.</p>
27	<p>If you invite or require more than one person to attend an interview—</p> <p>(a) to assist you with an enquiry (for example as a witness to an event); or</p> <p>(b) if one or more of those persons has been arrested you must ask each person whether they wish to use the Welsh language at the interview, and inform them that you will, if necessary, provide a translation service from Welsh to English for that purpose.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. The Force has identified a Simultaneous Translation provider in order to deliver the service.</p>
28	<p>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.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
29	<p>When you send invitations to a meeting that you arrange which is open to the public, you must send the invitations in Welsh.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
30	<p>If you invite persons to speak at a meeting that you arrange which is open to the public you must —</p> <p>(a) ask each person invited to speak whether he or she wishes to use the Welsh language, and</p> <p>(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).</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. The Force has identified a Simultaneous Translation provider in order to deliver the service.</p>

31	<p>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 —</p> <p>(a) that they are welcome to use the Welsh language, and</p> <p>(b) that a simultaneous translation service is available.</p> <p>You must comply with standard 31 in every circumstance, except:</p> <p>- 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.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. The Force has identified a Simultaneous Translation provider in order to deliver the service.</p>
32	<p>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.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
33	<p>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).</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
34	<p>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 (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).</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
35	<p>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 version less favourably than you treat the English language version.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are</p>

	<p>You must comply with standard 35 in every circumstance, except:</p> <p>- when the advertising material is a video provided live through social media</p>	<p>aware of the Standard. Translation services are available to assist.</p>
36	<p>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.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
38	<p>Any documents that you produce for public use must be produced in Welsh.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
46	<p>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.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
47	<p>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.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
48a	<p>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.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>

48b	<p>If you produce a form in Welsh and in English (whether separate versions or not), you must ensure that the Welsh language version is treated no less favourably than the English language version, and you must not differentiate between the Welsh and English versions in relation to any requirements that are relevant to the form (for example in relation to any deadline for submitting the form, or in relation to the time allowed to respond to the content of the form).</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
50	<p>You must ensure that —</p> <ul style="list-style-type: none"> (a) the text of the homepage of your website is available in Welsh, (b) any Welsh language text on your homepage (or, where relevant, your Welsh language homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your website. 	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist. All English pages already have a corresponding Welsh language page.</p>
51	<p>You must ensure that when you publish a new page on your website or amend a page —</p> <ul style="list-style-type: none"> (a) the text of that page is available in Welsh, (b) any Welsh language version of that page is fully functional, and (c) the Welsh language is treated no less favourably than the English language 	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist. All English pages already have a corresponding Welsh language page.</p>
52	<p>If you have a Welsh language web page that corresponds to an English language web page, you must state clearly on the English language web page that the page is also available in Welsh, and you must provide a direct link to the Welsh page on the corresponding English page.</p>	<p>The entry page to Dyfed-Powys Police's website provides the user with the option of either accessing the website in Welsh or in English. All pages on the Dyfed-Powys Police website have a Welsh flag at the right top hand corner which can be clicked on to direct to the Welsh version of that page.</p>
53	<p>You must provide the interface and menus on every page of your website in Welsh.</p>	<p>All interface and menus on every page of our website are available in the medium of Welsh.</p>

55	<p>When you use social media you must not treat the Welsh language less favourably than the English language.</p> <p>You must comply with standard 55 in the following circumstances:</p> <p>when using social media on your main accounts.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
56	<p>If a person contacts you by social media in Welsh, you must reply in Welsh (if an answer is required).</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
58	<p>When you erect a new sign or when you 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 same text is displayed in Welsh and in English, you must not treat the Welsh language text less favourably than the English language text.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
59	<p>When you erect a new sign or when you renew a sign (including temporary signs) which conveys the same information in Welsh and in English, you must position the Welsh language text so that it is likely to be read first.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>
60	<p>You must ensure that the Welsh language text on signs is accurate in terms of meaning and expression.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are available to assist.</p>

61	<p>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.</p> <p>You must comply with standard 61 in relation to the following by 30 March 2017:</p> <p><input type="checkbox"/> offices located in Carmarthenshire <input type="checkbox"/> offices located in Ceredigion.</p> <p>You must comply with standard 61 in relation to the following by 30 March 2018:</p> <p><input type="checkbox"/> offices located in Pembrokeshire <input type="checkbox"/> offices located in Powys.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard and how they are expected to comply with the same. Non-Welsh speaking Receptionists and Public Enquiry Officers are offered the opportunity to attend lessons in order to learn the language.</p>
64	<p>You must display a sign in your reception which states (in Welsh) that persons are welcome to use the Welsh language at the reception.</p> <p>You must comply with standard 64 in relation to the following by 30 March 2017:</p> <p><input type="checkbox"/> offices located in Carmarthenshire <input type="checkbox"/> offices located in Ceredigion.</p> <p>You must comply with standard 64 in relation to the following by 30 March 2018:</p> <p><input type="checkbox"/> offices located in Pembrokeshire <input type="checkbox"/> offices located in Powys</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. A standard template has been created for use in all reception areas.</p>
65	<p>You must ensure that staff at the reception who are able to provide a Welsh language reception service wear a badge to convey that.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.</p>
66	<p>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.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.</p>
67	<p>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.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.</p>

73	<p>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.</p> <p>You must comply with standard 73 in the following circumstances:</p> <p>(a) If the subject matter of the tender for a contract suggests that it should be produced in Welsh, or</p> <p>(b) If the anticipated audience, and their expectations, suggests that the invitation should be produced in Welsh.</p>	<p>A comprehensive guidance booklet has been created in order to advise Staff and Officers of the need to comply with this Standard. The procurement department have been briefed on the requirements and tender notices will be translated.</p>
74	<p>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.</p>	<p>A comprehensive guidance booklet has been created in order to advise Staff and Officers of the need to comply with this Standard. The procurement department have been briefed on the requirements.</p>
74a	<p>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 relation to the timescale for informing tenderers of decisions).</p>	<p>A comprehensive guidance booklet has been created in order to advise Staff and Officers of the need to comply with this Standard. The procurement department have been briefed on the requirements.</p>
76	<p>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 —</p> <p>(a) offer to provide a translation service from Welsh to English to enable the tenderer to use the Welsh language at the interview, and</p> <p>(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).</p>	<p>A comprehensive guidance booklet has been created in order to advise Staff and Officers of the need to comply with this Standard. The procurement department have been briefed on the requirements. A simultaneous translation service is available to assist with such interviews if necessary.</p>
77	<p>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.</p>	<p>A comprehensive guidance booklet has been created in order to advise Staff and Officers of the need to comply with this Standard. The procurement department have been briefed on the requirements.</p>

78	You must promote any service that you provide in Welsh, and advertise that service in Welsh.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.
79	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.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.
80	When you form, revise or present your corporate identity, you must not treat the Welsh language less favourably than the English language.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Our Corporate Communications team are fully sighted on the requirement and are incorporating the requirement into the current re-branding of the Force.
81	If you offer an education course that is open to the public, you must offer it in Welsh.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.
84	When you announce a message over a public address system, that announcement must be made in Welsh and, if the announcement is made in Welsh and in English, the announcement must be made in Welsh first.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.
152	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.	A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.

153	<p>You must—</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters—</p> <p>(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</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	<p>A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.</p>
154	<p>You must—</p> <p>(a) ensure that you have arrangements for—</p> <p>(i) overseeing the way you comply with the service delivery standards with which you are under a duty to comply,</p> <p>(ii) promoting the services that you offer in accordance with those standards, and</p> <p>(iii) facilitating the use of those services,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	<p>A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.</p>
155	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the service delivery standards with which you were under a duty to comply during that year.</p> <p>(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.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	<p>An annual report will be prepared and published annually by the Equality, Diversity and Welsh Language department.</p>
156	<p>You must publish a document on your website which explains how you intend to comply with the service delivery with which you are under a duty to comply.</p>	<p>A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.</p>

157	You must provide any information requested by the Commissioner which relates to your compliance with the service delivery standards with which you are required to comply.	Information will be produced as and when requested.
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Policy Making Standards

Ref	Standard	How will we comply?
85	<p>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 —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than</p>	<p>The Force's Equality Impact Assessment has been amended to make specific provision for this Standard. Comprehensive guidance has also been produced in order to support staff in complying.</p>
86	<p>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 have positive effects, or increased positive effects, on —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<p>The Force's Equality Impact Assessment has been amended to make specific provision for this Standard. Comprehensive guidance has also been produced in order to support staff in complying.</p>
87	<p>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 —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<p>The Force's Equality Impact Assessment has been amended to make specific provision for this Standard. Comprehensive guidance has also been produced in order to support staff in complying.</p>
88	<p>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 —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.</p>
89	<p>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 —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.</p>

90	<p>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 —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.</p>
92	<p>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 —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.</p>
93	<p>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 have a positive effects, or so that it would have increased positive effects, on —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably than the English language.</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.</p>
94	<p>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 —</p> <p>(a) opportunities for persons to use the Welsh language, and</p> <p>(b) treating the Welsh language no less favourably</p>	<p>A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.</p>
158	<p>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—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public</p>	<p>A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.</p>

159	<p>You must—</p> <p>(a) ensure that you have a complaints procedure that deals with the following matters—</p> <p>(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</p> <p>(ii) how you will provide training for your staff in relation to dealing with those complaints,</p> <p>(b) publish a document that records that procedure on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	<p>A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.</p>
160	<p>You must—</p> <p>(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,</p> <p>(b) publish a document that records those arrangements on your website, and</p> <p>(c) ensure that a copy of that document is available in each of your offices that are open to the public.</p>	<p>A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.</p>
161	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the policy making standards with which you were under a duty to comply during that year.</p> <p>(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.</p> <p>(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.</p> <p>(4) You must publicise the fact that you have published an annual report.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p> <p>(b) in each of your offices that are open to the public.</p>	<p>An annual report will be prepared and published annually by the Equality, Diversity and Welsh Language department.</p>
162	<p>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.</p>	<p>A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.</p>
163	<p>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.</p>	<p>Information will be produced as and when requested.</p>

Operational Standards

Ref	Standard	How will we comply?
95	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.	A policy has been drafted and published on the Force intranet page
96	When you offer a new post to a person, you must ask that person whether he or she wishes for his or her contract of employment or contract for services to be provided in Welsh; and if that is the person's wish you must provide the contract in Welsh.	Amendments to practices are being made to ensure that this question is asked from the outset to ensure that contracts are provided in language of choice.
109	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.	Amendments to practices are being made to ensure that this option is available to all staff and officers.
109(a)	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 also inform each member of staff of that right.	Amendments to practices are being made to ensure that this option is available to all staff and officers.
111	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).	Amendments to practices are being made to ensure that this option is available to all staff and officers. Simultaneous translation is available where necessary to assist with such a meeting.
112	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 to a complaint about him or about her in Welsh, (c) asked for a meeting about the complaint to be conducted in Welsh, or (d) asked to speak Welsh at a meeting about the	Amendments to practices are being made to ensure that this option is available to all staff and officers. Simultaneous translation is available where necessary to assist with such a meeting.

	complaint.	
113	You must allow all members of staff to respond in Welsh to allegations made against them as part of any internal disciplinary process.	Amendments to practices are being made to ensure that this option is available to all staff and officers.
113A	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.	Amendments to practices are being made to ensure that this option is available to all staff and officers.
115	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).	Amendments to practices are being made to ensure that this option is available to all staff and officers. Simultaneous translation is available where necessary to assist with such a meeting.
116	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.	Amendments to practices are being made to ensure that this option is available to all staff and officers.
117	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).	A Force-wide Cybill licence has been purchased and is available for all staff and officers. A Welsh version of Microsoft Office is also available for Staff and Officers.
121	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.	A Welsh language flag will be utilised wherever this Standard applies to ensure that Staff and Officers are aware that a Welsh version exists.

122	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.	A page has been created and will be maintained by the Equality, Diversity and Welsh Language department.
124	You must assess the Welsh language skills of your employees.	All staff and officers are encouraged to provide their Welsh language ability on our internal HR system. Guidance is provided as to how Welsh language skills are assessed.
127	<p>You must provide opportunities during working hours—</p> <p>(a) for your employees to receive basic Welsh language lessons, and</p> <p>(b) for employees who manage others to receive training on using the Welsh language in their role as managers.</p> <p>You must comply with standard 127 in relation to the following by 30 March 2017:</p> <p>(a) for your employees to receive basic Welsh language lessons.</p> <p>You must comply with standard 127 in relation to the following by 30 September 2017:</p> <p>(b) for employees who manage others to receive training on using the Welsh language in their role as managers.</p>	<p>A Welsh Language Skills strategy has been devised for the delivery of Welsh Language lessons throughout the Force. This information has been communicated to staff and officers.</p>
128	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.	<p>A Welsh Language Skills strategy has been devised for the delivery of Welsh Language lessons throughout the Force. This information has been communicated to staff and officers.</p>
129	<p>You must provide training courses so that your staff can develop—</p> <p>(a) awareness of the Welsh language (including awareness of its history and its role in Welsh culture);</p> <p>(b) an understanding of the duty to operate in accordance with the Welsh language standards;</p> <p>(c) an understanding of how the Welsh language can be used in the workplace.</p>	<p>A course has been devised to meet this standard and is being delivered to all new staff and officers during training, and is being offered to all staff and officers on a voluntary basis.</p>
130	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.	<p>A course has been devised to meet this standard and is being delivered to all new staff and officers during training.</p>

131	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.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Templates are included within the guidance.
132	You must provide wording for your employees who 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.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Templates are included within the guidance.
133	You must make available to members of staff who are able to speak Welsh a badge for them to wear to convey that.	Badges are available to all staff and officers through the uniform stores or the Equality, Diversity and Welsh language department.
133(a)	You must promote to members of staff the wearing of a badge that conveys that a member of staff is able to speak Welsh.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.
134	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 language skills are essential; (b) Welsh language 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 information is sought as part of the Vacancy Request Form
134(a)	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.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.
138	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.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.

139	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 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.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.
140	When you erect a new sign or renew a sign in your workplace (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.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard.
141	You must ensure that the Welsh language text on signs displayed in your workplace is accurate in terms of meaning and expression.	A quick-guide has been produced for staff and officers in the form of a desktop flipchart, as well as comprehensive guidance booklet to ensure that they are aware of the Standard. Translation services are made available in order to assist with complying with this standard.
164	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.	A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.
165	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 (b) publish a document that records that procedure on your intranet.	Processes already in place for dealing with complaints will be utilised.
166	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 (iii) facilitating the use of those services, and (b) publish a document that records that procedure	Processes already in place for dealing with complaints will be utilised.

	<p>on your intranet.</p>	
<p>167</p>	<p>(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the operational standards with which you were under a duty to comply during that year.</p> <p>(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to)—</p> <p>(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 147);</p> <p>(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 148);</p> <p>(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 148);</p> <p>(ch) the number of members of staff who wear a badge at the end of the financial year (on the basis of records you kept in accordance with standard 149);</p> <p>(d) the number of new and vacant posts that you advertised during the year which were categorised as posts where—</p> <p style="padding-left: 40px;">(i) Welsh language skills were essential,</p> <p style="padding-left: 40px;">(ii) Welsh language skills needed to be learnt when appointed to the post,</p> <p style="padding-left: 40px;">(iii) Welsh language skills were desirable, or</p> <p style="padding-left: 40px;">(iv) Welsh language skills were not necessary,</p> <p>(on the basis of the records you kept in accordance with standard 151);</p> <p>(dd) the number of complaints that you received during that year which related to your compliance with the operational standards with which you were under a duty to comply.</p> <p>(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.</p> <p>(5) You must ensure that a current copy of your annual report is available—</p> <p>(a) on your website, and</p>	<p>An annual report will be prepared and published annually by the Equality, Diversity and Welsh Language department.</p>

	(b) in each of your offices that are open to the public.	
168	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.	A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.
169	You must provide any information requested by the Welsh Language Commissioner which relates to compliance with the operational standards with which you are under a duty to comply.	Information will be produced as and when requested.

Record Keeping Standards

Ref	Standard	How will we comply?
143	You must keep a record, in relation to each financial year, of the number of complaints you receive relating to your compliance with standards.	A process has been put in place to ensure that data regarding all complaints are collated.
144	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.	A process has been put in place to ensure that data regarding all complaints are collated.
145	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).	A process has been put in place to ensure that data regarding all complaints are collated.
146	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.	A record will be kept in accordance with this Standard.
147	You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 124), 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.	A process is in place for collating and reporting this data.
150	You must keep a copy of every assessment that you carry out (in accordance with standard 134) in respect of the Welsh language skills that may be needed in relation to a new or vacant post.	A process is in place for collating and reporting this data.
151	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 134) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary.	A process is in place for collating and reporting this data.
170	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.	A document detailing this information will be published online and reviewed annually. A copy of the document will also be sent to all reception areas within the Force.

171	You must provide any records you have kept in accordance with the record keeping standards with which you are under a duty to comply to the Welsh Language Commissioner, if the Commissioner asks for those records.	Information will be produced as and when requested.
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