

The way in which the Corporate Joint Committee, known as Ambition North Wales, intends to comply with the Welsh Language Standards – February 2025

Produced in line with the requirements of The Welsh Language (Wales) Measure 2011

This document notes the way Ambition North Wales intends to comply with the Service Delivery Standards, the Policy Making Standards, the Operational Standards and the Record Keeping Standards.

Our Welsh Language Officer will be responsible for overseeing the way we comply with the Welsh Language Standards with which we are under a duty to comply, they will promote the services that we offer and facilitate the use of those services,

Service Delivery Standards

- We have provided communication to staff around responding to correspondence, arranging meetings, telephone answering, social media, recruitment, e-mail messages, signs, and internal communication.
- We have ensured that staff offer people the opportunity to be transferred to a Welsh speaker when contacting Ambition North Wales (if they aren't Welsh speakers themselves).
- We have provided wording for staff to include in letter templates, offering an opportunity to receive correspondence in Welsh in future.
- We have notified staff arranging public meetings that all invites to the meeting should be bilingual, that simultaneous translators should be arranged for public meetings and that organisers of public meetings should remind people at the start of meetings that they can contribute in Welsh.
- All documents produced for public use will be bilingual, including promotional materials and exhibition documentation.
- The interface, menus and text on every page of our website are bilingual.
- All signage is checked for compliance with the Standards.
- Signs have been placed in main reception areas to state that people may communicate through the medium of Welsh.
- All public notices and adverts are bilingual.
- All grant forms received in Welsh will be responded to in Welsh and any interviews needed will be conducted through the medium of Welsh.
- Any education courses we offer to the public will be offered in Welsh.

Policy Making Standards

- We will inform managers to consider the effects of any new policy (or amendments to policy) on opportunities for people to use the Welsh Language and ensure that the Welsh language is treated no less favourably than the English language.
- When a new policy is formulated, we will ensure that all managers are aware of the need to consider the effects of policy decisions on the Welsh Language.
- If research is commissioned that is intended to assist with policy making, we will ensure that the research considers how the policy decision could be made so that it does not have a negative impact on the Welsh Language.
- We will inform managers to ensure that any consultation on policies offers the opportunity for people to comment on the effects of any new policies on the Welsh Language use.
- We will publish a policy on awarding grants.

Operational Standards

How Ambition North Wales is going to comply with operational standards with which we are under a duty to comply:

- We have produced a policy on using Welsh internally for the purpose of promoting and facilitating the use of the language and this document has been published on our intranet.
- We have introduced a HR process where all staff will be asked whether they wish to receive their contract of employment in Welsh.
- We have asked all staff whether they wish to receive paper correspondence relating to his or her employment and which is addressed to him/ her personally (in Welsh).
- We have asked all staff whether they wish to receive paper correspondence relating to his or her training needs or requirement in Welsh.
- We have asked all staff whether they wish to receive documents that outline their performance objectives in Welsh and we will provide documents in Welsh if that is their wish.
- We have asked all staff whether they wish to receive documents that outlines their career plan in Welsh and we will provide documents in Welsh if that is their wish.
- We have asked all staff whether they wish to receive forms that record and authorise annual leave, absences from work and flexible working hours in Welsh.
- All of our policies are produced in Welsh and English.
- Staff are able to make complaints in Welsh through our complaints' procedure, and this has been publicised to staff.
- Ambition North Wales's Complaints Procedure states that staff may make a complaint in Welsh and has the right to respond to a complaint made about him or her in Welsh. Staff have been made aware of that right.

- All staff will be offered an opportunity to host any meetings regarding complaints made against them in Welsh.
- Any record of decision relating to a complaint against a member of staff will be issued in Welsh (and any subsequent meeting will be conducted in Welsh).
- Our HR policies state that staff can respond in Welsh to any allegations made against them.
- Computer software for checking spelling and grammar has been provided to all staff who speak or learn Welsh and Welsh Language interfaces for software (such as Microsoft Word) is provided in Welsh when staff wish to make use of this interface.
- The text of our intranet homepage is available in Welsh.
- All pages on our intranet are available in Welsh.
- The interface and menus on the intranet are available in Welsh.
- Ambition North Wales has carried out an assessment of the Welsh language skills of employees through a self-assessment.
- Ambition North Wales actively promotes opportunities during working hours for employees to receive basic Welsh Language courses
- Ambition North Wales provides opportunities for staff wanting to further their basic Welsh training through offering further training.
- Ambition North Wales has developed an e-learning module, to raise staff's awareness of the Welsh Language.
- Information to raise their awareness of the Welsh language is provided to all new staff.
- We have provided wording for staff to use on their e-mail signature, to inform people if they are fluent Welsh speakers or are learners.

Record Keeping

- We will keep a record of the number of complaints we receive relating to our compliance with the Standards and will report back to the Welsh Language Commissioner on an annual basis.
- We will keep a copy of written complaints that we receive.
- We will keep a record of the number of employees who have Welsh Language skills.
- We will carry out an annual audit of the number of posts where Welsh language skills are essential, need to be learnt when appointed to the post, where they are desirable and where Welsh Language skills are not necessary.
- We will keep a record of (a) the number of members of staff who attended training courses in Welsh (in accordance with standard 128), and (b) if a Welsh version of a course was offered in accordance with standard 128, the percentage of the total number of staff attending the course who attended that version.

Complaints Procedure

- A link on the Welsh Language Standards page of Ambition North Wales's website informs members of the public how they can make a complaint relating to compliance with the standards or a failure to receive Welsh medium services.
- Service users are able to present their concerns in Welsh or English in accordance with their language of choice.
- Complaints can be made about the level or standard of provision of Ambition North Wales services provided through the medium of Welsh, or in relation to implementation and compliance with the Welsh Language Standards.
- If the complainant is dissatisfied with the response from Ambition North Wales, Ambition North Wales will inform the complainant that they may seek further advice from the Welsh Language Commissioner.
- Ambition North Wales records and monitors all complaints received.
- As part of Ambition North Wales's Complaints Procedure, the Welsh Language Officer is notified of all complaints relating to the Welsh language in order to advise officers and consider further action.
- As part of Ambition North Wales's complaints training programme, officers are informed of the procedure for dealing with complaints relating to Welsh language matters.