

Appendix 2

Variations to Standards agreed with Welsh Language Commissioner

Standard number	Standard	Variation agreed
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.	This Standard only applies to Housing Social Services Benefits Streetscene Contact Centres Implementation date deferred until 01.05.2017
27	If you invite more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), you must ask each person whether they wish to use the Welsh language at the meeting.	Implementation date deferred until 01.05.2017
27A	If you have invited more than one person to a meeting (which does not relate to the well-being of one or more of the individuals invited), 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.	Implementation date deferred until 1.05.2017
27D	If you have invited more than one person to a meeting (which does not relate to	Implementation date

	the well-being of one or more of the individuals invited), and all of the persons invited have informed you that they wish to use the Welsh language at the meeting, you must arrange for a simultaneous translation service from Welsh to English to be available at the meeting (unless you conduct the meeting in Welsh without the assistance of a translation service).	deferred until 01.05.2017
41	If you produce the following documents you must produce them in Welsh - (a) agendas, minutes and other papers that are available to the public, which relate to management board or cabinet meetings; (b) agendas, minutes and other papers for meetings, conferences or seminars that are open to the public.	Implementation date deferred. Agreed that agendas and minutes for Committee meetings need to be translated
62	When you erect a new sign or renew a sign (including temporary signs) which conveys the same information in Welsh and in English, the Welsh language text must be positioned so that it is likely to be read first.	Implementation date deferred. Agreed does not apply to signs in an emergency
122	You must ensure that - (a) the text of the homepage of your intranet is available in Welsh, (b) any Welsh language text on your intranet's homepage (or, where relevant, your Welsh language intranet homepage) is fully functional, and (c) the Welsh language is treated no less favourably than the English language in relation to the homepage of your intranet	Implementation date deferred until 01.04.2017
124	If you have a Welsh language page on your intranet that corresponds to an English language page, you must state clearly on the English language page that the page is also available in Welsh, and must provide a direct link to the Welsh language page on the	Implementation date deferred until 01.04.2017
126	You must provide the interface and menus on your intranet pages in Welsh.	Implementation date deferred until 01.04.2017
142	When you erect a new sign or renew a sign in your workplace (including	Agreed deferred

	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	implementation date and does not apply in the case of an emergency
144	When you make announcements in the workplace using audio equipment, 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.	Agreed deferred implementation date and English to be announced first in the case of an emergency.
145	You must produce, and publish on your website, a 5-year strategy that sets out how you propose to promote the Welsh language and to facilitate the use of the Welsh language more widely in your area; and the strategy must include (amongst other matters) - (a) a target (in terms of the percentage of speakers in your area) for increasing or maintaining the number of Welsh speakers in your area by the end of the 5 year period concerned, and (b) a statement setting out how you intend to reach that target; and you must review the strategy and publish a revised version on your website within 5 years of publishing a strategy (or of publishing a revised strategy).	Agreed to defer implementation date