



Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner



# Producing a Welsh language standards annual report

## Good practice advice document

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The Commissioner's good practice advice documents offer practical ideas about how to comply with statutory duties, and promote use of the Welsh language.

The advice documents refer to the requirements of specific statutory duties, but please note:

- Organisations that aren't subject to the specific duties referred to can apply the principles and examples to their own situation
- The advice documents do not legally bind organisations. Organisations must depend on their own legal advice in interpreting and implementing language duties

The advice documents are not standards codes of practice under section 68 of the Welsh Language Measure, so it is not required to refer to the advice documents when considering the interpretation of the Welsh language standards. [The Commissioner's codes of practice](#) for Welsh language standards regulations are on the website (see section 1 of the codes of practice for the legal status of the codes).

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## Part 1

### 1 Background

- 1.1 Under the standards regime, it is important for organisations to be self-regulating, as it is the organisations themselves, not the Welsh Language Commissioner, who have a statutory duty to comply with the relevant standards. The Welsh language standards include specific duties to enable organisations to do this. For example:
- publicising the standards and the way in which they intend to comply with them;
  - record keeping;
  - publishing arrangements for monitoring, promoting and facilitating;
  - publishing and implementing a complaints procedure;
  - producing an annual report on compliance with the standards;
  - providing information to the Commissioner.
- 1.2 There is a separate good practice advice document looking at the way in which organisations can monitor their compliance with the Welsh language standards. This guidance relates specifically to the duty to produce Welsh language standards annual reports.
- 1.3 The annual report is the organisation's own evaluation of how it has promoted and facilitated opportunities to use the Welsh language and ensured that the Welsh language is treated no less favourably than the English language. The Commissioner will use these reports as an additional source to the independent information he collects in order to measure organisations' compliance with their statutory duties.
- 1.4 Having good information about organisations at the right time leads to effective and intelligent regulation. The Commissioner will carefully consider each annual report published and consider how best to respond. He will use the reports in order to identify trends in particular sectors or areas and will ensure that those matters are treated coherently through his annual work programme. The Commissioner no longer provides a written response to every annual report published.
- 1.5 The purpose of this guidance is to provide direction to organisations on how to comply with the standards that requires them to produce a Welsh language standards annual report. The standards are listed at the end of this guidance. All of the standards may not be relevant to your organisation – you can check your compliance notice.
- 1.6 The guidance states what the required duties are, and also those things that you could do to make your report more useful and effective.

## The Commissioner's recent findings

- 1.7 Rights in Use, the Commissioner's assurance report for 2018-19, reported on work to verify the extent to which organisations subject to Welsh language standards regulations nos. 1, 2, 4 and 5 had published documents explaining how they are complying (or will comply) with the standards, including Welsh language standards annual reports. With regards to the subject of this guidance:
- 76% of organisations had published an annual report on how the standards were being implemented, and a further 6% had sent a report to the Commissioner but not published it.
- 1.8 As the report states, organisations are required to publicise the fact that they have published a report, but we found evidence of only 28% of them being publicised. We found the following:
- 97% of organisations had reported on the number of complaints they had received
  - 86% had reported on the number of staff with Welsh language skills
  - 78% had reported on the number of new and vacant posts advertised by language category
  - 33% had reported on the number of staff who had attended specific vocational training (e.g. recruitment, health and safety) in Welsh – many had misunderstood the requirement, reporting instead on attendees of language awareness training or courses to learn Welsh
- 1.9 Many of the annual reports indicated that the organisation would deliver services in accordance with the requirements but did not give any indication of what steps had been taken to achieve this, or what progress had been made during the year.

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## 2 Publication arrangements for Welsh language standards annual report

- 2.1 The standards state that organisations must produce a report, in Welsh, for each financial year. In most cases, a 'financial year' covers the period between 1 April and 31 March the following year, but some organisations will have different arrangements, for example, the financial year of many education institutions finishes at the end of July.
- 2.2 The required reporting dates for each set of regulations are as follows:
- No. 1 Regulations: 30 June following the financial year to which the report relates;
  - No. 2, 4, 5, 6 and 7 Regulations: 6 months following the end of the financial year to which the report relates.
- 2.3 In terms of publicising the report, as well as ensuring that a current copy is available on the website of the organisation in question, a current copy must also be available in each of the organisation's offices that are open to the public. This is not a requirement for No. 7 Regulations.
- 2.4 It is important to allow sufficient time to ensure that the final approved report is published in Welsh by the required date.
- 2.5 Potential ways to publicise the report include:
- press statement / news item on your website
  - placing the report in a prominent position on your website
  - promoting the report on social media, with images or videos to support the publication<sup>1</sup>
  - providing an article for a local newspaper/local news outlet

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<sup>1</sup> In 2017, South Wales Police published a [video on social media](#) to coincide with the publication of the Welsh Language Standards Annual Report

### 3 Suggested structure for a Welsh language standards annual report

3.1 Below is a standard structure template for producing the annual report:

1. Title and date
2. Contents
3. Introduction
4. Executive Summary (no more than 1-2 pages) including the main findings
5. Background and the current situation
6. Matters arising during the reporting period
7. Conclusions and recommendations/actions
8. Appendices

3.2 The remainder of this guidance follows the structure suggested above and offers ideas for the possible content and order in the various sections. You do not have to follow this structure, but all the required information must be included.

## Part 2

### 4 Title, author and date

- 4.1 The standards refer to the requirement for an organisation to produce an annual report regarding the Welsh language standards. To ensure clarity, the report can be entitled **[Name of organisation] Welsh Language Standards Annual Report for [year in question]**.
- 4.2 If your organisation has a duty to comply with one or more of the relevant standards relating to annual reports, you may comply by including all the necessary information in a single report.

### 5 Introduction

- 5.1 An introduction serves many functions.
- 5.2 Its main function is to clarify the purpose and scope of the report (this is sometimes referred to as the Terms of Reference). It also familiarises readers with the contents of the report and provides a framework for developing an understanding of the document.
- 5.3 An organisation may wish to emphasise its commitment to implementing the Welsh language standards by including a foreword from the head or chief executive of the organisation, to set a positive tone from the outset.

#### **Case study: Foreword by the Chief Executive and Leader of Ceredigion County Council**

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on Ceredigion County Council, among other public institutions, to comply with the Standards relating to the Welsh language. Ceredigion County Council has responded positively to the Welsh Language Standards as it provides an opportunity to reinforce the requirements and to improve the quality and availability of services through the medium of Welsh.

During 2018/19, the Council continued with its efforts to implement the requirements of the Welsh Language Standards, working closely with services to ensure they all conform. We have been working hard to raise awareness of the requirements of the Standards by holding numerous Language and Standards Awareness sessions and by including the requirements for Welsh in Corporate Training sessions and Staff Induction sessions. A large amount of work has been undertaken with the Leisure and Registration services with the aim of improving the quality and availability of their services through the medium of Welsh.

Following the publication of our Policy on Promoting and Facilitating the Use of the Welsh Language Internally (December 2017), a key focus of our work has been to support the workforce to use Welsh in their day-to-day work. The aim is to increase the opportunities available to learn the language and also to build confidence in using it in the workplace. By working in partnership with the Canolfan Dysgu Cymraeg Cenedlaethol (National Centre for Learning Welsh) we have been able to appoint a

Work Welsh Tutor and we are proud to report on the success of the work that has resulted from the appointment.

As well as implementing the requirements of the Standards, the main focus of the Council during this period has been to develop and publish the Ceredigion Language Strategy and action plan for the next five years. The Strategy explains how we, along with partner organisations, will go about promoting the Welsh language and facilitating its use more widely in the County. The membership of the language partnership was reviewed, recognising and identifying the relevant partners. Ceredigion's Bilingual Future Forum was established and the members' input was key in identifying the strategic objectives and in drawing up the relevant action points in partnership. This Strategy also demonstrates our commitment to playing our part in the national effort to increase the number of Welsh speakers in Wales to a million by 2050.

This report sets out our compliance with the Standards and submits the necessary data for the 2018-19 financial year. We recognise that we have made progress but there are improvements still to be made in enhancing the Welsh-medium provision of our services.

## 6 Executive summary

- 6.1 An executive summary targets specific type of readers.
- 6.2 They are usually key decision-makers who do not have time to consider the details of the report but who do need to be aware of the general picture

### How to write a successful executive summary?

- 6.3 You can:
  - read your finished document from start to finish;
  - write the main purpose of the document immediately in a short paragraph if possible;
  - summarise the main points in a few words. Do not copy large sections of text from the document;
  - comment on any conclusions and recommendations made;
  - write the first draft of your summary from your notes without referring to the main document;
  - as with any other document, review for mechanics and flow before proofreading the document

#### Case study: Carmarthenshire County Council's executive summary

The County Forum, which continues to be led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language officers, has also continued with its role of developing a program of promotion. The Welsh language has contributed greatly to joint planning for the implementation of the Carmarthenshire Promotion Strategy Action Plan, in accordance with the Promotion Standard.

A great deal of internal communication work was undertaken within the Council again during 2018-19. We continued to convey messages to staff when attending road



shows across the county in various buildings in order to meet face to face with staff and discuss any issues arising. We took the opportunity to promote the audio clips, glossaries, videos and new templates as well as promoting the range of courses available to learn or improve Welsh language skills. There have also been consistent messages in the Authority's main newsletters and in some departmental newsletters. The work of the Learning and Development Advisor (Welsh language) has embedded well and the awareness of the National Centre for Learning Welsh provision has increased significantly. During the year, there have been numerous opportunities to collaborate with the Centre on a range of opportunities, including residential opportunities in order to improve skills.

Feedback from those opportunities has been very positive, with staff noting the change of use of Language in the workplace in elements such as holding meetings with colleagues, taking minutes and conducting assessments.

Mentor training has been held across the council in order to support the Council's learners and the procedure of agreeing and setting Learning Agreements for new officers has been established. Learning Agreements are developed in partnership with line managers, Learning and Development and Human Resources for new members of staff who do not meet the linguistic level of a post when appointed. The on-line module 'Croeso Cymraeg Gwaith' has been key to us as a council in supporting staff who are at the beginning of their journey to learn Welsh and to date 328 staff have registered to follow the module. We support the staff to complete the ten-hour module online and are keen to see the completion rate increase during the next financial year. Everyone who completes receives a congratulations pack from the Centre and the HR training record is being updated.

Development work was undertaken during 2018-19 with the Council's Language Leaders. Around 45 Language Leaders are now working to ensure that our services are conducted in Welsh and that the Language is promoted within the workplace. Arrangements are in place to train and establish more Language Leaders from various departments. There is considerable potential to develop the work of these groups, and to co-ordinate collaboration between them. Consideration will need to be given to how to build on the work by offering suitable support from the Policy team during the next year.

Similarly, regular meetings have continued with Human Resources colleagues in order to ensure progress in accordance with the Standards and in order to receive regular feedback in terms of implementing the Language Skills Strategy. The People Management division monitors the recruitment processes and supports managers in undertaking language assessments for individual posts and are also responsible for the provision of training and employment support for all council staff. We will continue to meet regularly during 2019-20.

## 7 The report's background/context

- 7.1 In this section, it would be useful to provide a brief explanation of the basis of the report, the Welsh Language (Wales) Measure 2011 and the Welsh language standards. Specifically, the organisation could remind readers of the requirements which have been imposed on it by including a link to the compliance notice or a document on its website which identifies the standards which have been imposed on it.
- 7.2 As producing an annual report forms part of an organisation's self-regulation work, you could also include a link to any document(s) on your website which detail your organisation's arrangements for:
- complying with the standards;
  - monitoring compliance with the standards; and
  - promoting and facilitating the use of Welsh language services.
- 7.3 This will enable you to avoid duplicating the content of those documents in the annual report.

### **Accountability**

- 7.4 Producing an annual report is a public display of accountability; therefore you could inform readers who is responsible for the Welsh language within the organisation. For example:
- who is responsible for the Welsh language on a political / board level;
  - who is responsible for the Welsh language on a strategic leadership level;
  - who is responsible for implementing the standards from day to day and acts as the point of contact for discussing the report.
- 7.5 You could outline the arrangements for approving the report, e.g. whether it is approved by the management team or cabinet, or outline the internal / external scrutiny arrangements for the report.
- 7.6 You could include a link to the complaints procedure on your website, which sets out the process for dealing with complaints about compliance with the Welsh language standards, and training staff to deal with those complaints.

## 8 Matters arising during the reporting period

### How did the organisation comply with the standards?

- 8.1 In any annual report, it is important that the organisation highlights significant matters that arose during the reporting year. Including such a section in a report gives users assurance about how the organisation goes about complying with the standards imposed upon it. It can also be an effective means for the organisation to provide a clear picture of the current situation, including the way in which it intends to rectify any deficiencies.
- 8.2 In general, this section can focus on new aspects or developments during the reporting year.

### General arrangements

- 8.3 As a starting point, the organisation could include information on what it does in general to **promote and facilitate the use of the Welsh language**. For example::
- staff training;
  - monitoring / verifying arrangements;
  - arrangements for user feedback / complaining;
  - relevant notable events during the year.
- 8.4 Then, the organisation can report on each class of standards. The standards require organisations to explain how they complied with all of the service delivery standards, the policy making standards and the operational standards with which they were under a duty to comply during that year.
- 8.5 Although the standards themselves provide no further guidance on the level or detail of information required, it would be beneficial for organisations to provide sufficient evidence to explain how they complied with all of the standards in the three required classes. One option would be to provide information on each activity, for example:

Standards Group	Action taken during the year in question	Action to be taken in the coming year
Standards 8-17 relating to telephone calls made and received by an organisation	The number of bilingual staff in the contact Centre increased from 21%-23%	Training plans in place to increase the range of enquiries that bilingual staff can resolve at the first point of contact

## Service delivery standards

- 8.6 The Welsh Language Measure states that 'a "service delivery standard" means a standard that relates to a service delivery activity, and is intended to promote or facilitate the use of the Welsh language, or to work towards ensuring that the Welsh language is treated no less favourably than the English language, when that activity is carried out. It continues to note that 'a "service delivery activity" means a person (a) delivering services to another person, or (b) dealing with any other person in connection with delivering services, either to that other person, or to a third person.'
- 8.7 Some examples are suggested below of the matters that an organisation could decide to include when reporting on specific activities, in order to give further assurance that arrangements and procedures have been established and incorporated to ensure compliance.
- 8.8 **Staffing arrangements** – has the organisation implemented any specific staffing arrangements or changes to ensure compliance with the service delivery standards?
- 8.9 **Technical systems** – has the organisation decided to procure (or develop) any new systems during the year in order to facilitate delivery of Welsh medium services?
- 8.10 The organisation may decide to provide a self-assessment of the quality of the Welsh language services delivered by the organisation in line with the service delivery standards. This may also include services provided by a third party on behalf of the organisation.
- 8.11 The assessment may be based on the findings of work to monitor the experience of individuals who come into contact with the organisation or use the services delivered, including information about the active offer to use Welsh language services.

## Policy making standards

- 8.12 The policy making standards deal with the way in which an organisation considers the effects of its policy decisions on the Welsh language.
- 8.13 The requirements of the policy making standards mean that an organisation must keep a record of the steps that it has taken to comply with the policy making standards.
- 8.14 For the purposes of the annual report, an organisation may decide to include a general overview of the steps that it has taken to comply with the policy making standards.
- 8.15 Then, using the information collated in accordance with the requirements of the relevant record keeping standard, the organisation could include details about the following issues:

After considering the effects of an organisation's policy decisions on the Welsh language, the number and percentage of those revised in the following contexts:

- new policies and reviewed or revised policies;
- consultation documents on policy decisions;
- research undertaken or commissioned to support an organisation in its policy decisions;
- decisions in relation to grant awards.

8.16 Information may be included about how the organisation's arrangements:

- provide a basis for making decisions which give appropriate and sufficient consideration to the factors affecting the viability of the Welsh language;
- ensure consistent assessment;
- ensure objective conclusions;
- identify mitigating measures when an assessment indicates an adverse effect on opportunities for persons to use the Welsh language and to treat the Welsh language no less favourably than the English language;
- identify opportunities to ensure positive effects or promote opportunities for persons to use the Welsh language and to treat the Welsh language no less favourably than the English language.

8.17 The organisation could provide a self-assessment of the quality of the consideration given to the effect of policy decisions on the Welsh language.

8.18 A statement may be provided outlining when the organisation adopted a grant award policy and how the policy supports compliance with the standards with which the organisation is under a duty to comply.

8.19 The organisation's self-assessment of the quality of the consideration given to the effect of policy decisions on the Welsh language in accordance with its grant award policy may be included.

8.20 A separate advice document is available addressing the requirements of the policy making standards.

### **Operational standards**

8.21 In general, the operational standards relate to how an organisation goes about developing its own use of the Welsh language, and also how it enables and facilitates its staff's use of the Welsh language.

8.22 Amongst other requirements that have been imposed upon the organisation, it may be required to develop a policy on using Welsh internally. For the purposes of the annual report, a statement could be included stating when the organisation adopted the policy on using Welsh internally, with the aim of promoting and facilitating use of Welsh.

8.23 The organisation could include an overview of the policy, detailing its main aims and activities, as part of the report. Also, it could decide to include a self-assessment of its progress in implementing the policy.

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8.24 Within the self-assessment, information could be provided, for example, about the number of employees wishing to receive information regarding their employment in Welsh. In addition, information could be provided about any published policies relating to any aspect of employees' employment.

## Specific data which organisations are required to include in the report

### Complaints

Standards group	Complaints received directly
Service delivery standards	
Policy making standards	
Operational standards	

8.25 It should be noted that it is the number of complaints received directly by the organisation that needs to be reported upon, rather than the number of complaints received by the Commissioner.

8.26 A description could be provided of the outcome of complaints – i.e. how have complaints led to restoring compliance?

Complaint	Details	Action taken

8.27 A statement could be included outlining where and when the organisation's complaints procedure was published, explaining how it:

- intends to comply with the service delivery standards, the policy making standards and the operational standards with which it is under a duty to comply;
- provide training for staff in relation to dealing with those complaints

8.28 The organisation's self-assessment of the effectiveness of the complaints procedure which has been established and its implementation may be included.

## Employees' Welsh language skills<sup>2</sup>

8.29 The Commissioner's Code of Practice for the Welsh Language Standards (No. 1) Regulations 2015 notes that 'usually, Welsh language skills are recorded in accordance with a recognised framework. The Commissioner wishes to see greater consistency in terms of recording employees' Welsh language skills, in order to facilitate the collection of data on the bilingual workforce. In order to ensure consistency on a national level in terms of the way in which bodies assess the Welsh language skills of employees, bodies may choose to conduct the assessment based on the Common European Framework of Reference for Languages (CEFR) in future.'

8.30 Accurate totals which are current as of the end of the year in question (based on CEFR levels).

Department	Number of staff with Welsh language skills	Number of staff without Welsh language skills	Percentage of staff with Welsh language skills
The whole organisation	Total: # A1: # A2: # B1: # B2: # C1: # C2: #	#	Total: # A1: # A2: # B1: # B2: # C1: # C2: #
Education Department	Total: # A1: # A2: # B1: # B2: # C1: # C2: #	#	Total: # A1: # A2: # B1: # B2: # C1: # C2: #
HR Department	Total: # A1: # A2: #	#	Total: # A1: # A2: #

<sup>2</sup> The [Commissioner's Code of Practice for the Welsh Language Standards \(No. 1\) Regulations 2015](#) details the method for collecting information about skills. This section only provides information on how to report.



	B1: #		B1: #
	B2: #		B2: #
	C1: #		C1: #
	C2: #		C2: #

- 8.31 As well as reporting on departments, an organisation may decide to provide details on skills by team / grade / location.
- 8.32 The organisation could also comment on its workforce Welsh language skills capacity to ensure compliance.
- 8.33 A statement could be included on the action taken by the organisation to plan a bilingual workforce to ensure compliance with the standards with which it is under a duty to comply. Information may be provided about action taken to:
- analyse and measure the organisation's Welsh language skills requirement;
  - analyse the Welsh language skills of current employees;
  - compare the Welsh language skills capacity of current employees with the organisation's requirements;
  - set specific aims and targets for making progress towards meeting the organisation's Welsh language skills needs;
  - describe the action that the organisation will take to make progress towards the aim

### Training

- 8.34 The standards do not require organisations to report on the number of staff who have received Welsh language lessons (although this may be mentioned).
- 8.35 Some standards require specific information about courses offered by you in Welsh under the following categories:
- recruitment and interviewing;
  - performance management;
  - complaints and disciplinary procedures;
  - induction;
  - dealing with the public; and
  - health and safety
- 8.36 If a Welsh version of the courses mentioned above was offered, the percentage of the total number of staff who attended any course and who attended the Welsh version must be provided. An annual report could provide information on training as follows:

Type of training	Number who attended the Welsh version	Number who attended the English version	Percentage that attended the Welsh version
Recruitment and interviewing	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #
Performance management	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #
Complaints and disciplinary procedures	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #
Induction	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #
Dealing with the public	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #
Health and safety	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #

## New and vacant posts

8.37 When referring to new and vacant posts advertised by you during the year, you must refer to the following categories: essential, desirable, need to learn, and not necessary. Please note that reporting in another way would not comply with the requirements of the standards.

Category	Number of posts categorised	Percentage of posts categorised
Essential		
Desirable		
Need to learn Welsh		
No Welsh skills required		

## 9 Conclusions and recommendations/actions

- 9.1 In general, when producing a report, recommendations are included with the report's findings, even though they serve different purposes. In the context of a Welsh language standards annual report, whilst a conclusion allows you to summarise or review the main points of the report, recommendations suggest action to be taken in response to evaluating the year's work and performance.
- 9.2 Given that a Welsh language standards annual report is likely to identify some areas/groups of standards which require more detailed attention during the next reporting period, it would be sensible to use this section to propose ways of addressing any shortcomings.

### **Enforcement investigations and enforcement actions**

- 9.3 In addition, it is possible that an organisation will have been subject to an enforcement investigation during the year in question. As a result, this section could include information about those enforcement actions which have been imposed on the organisation during the year and an explanation of how it is/will be actively seeking to achieve those actions.

## Part 3

### 10 Appendix 1: relevant standards

Standard number (regulations)	Wording of the standard
158 (1); 152 (2); 152 (4); 155 (5); 166 (6);  120 (7)	<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 (30 June No. 1 Regulations) (6 months No. 2, 4, 5 and 6 Regulations) following 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> <ul style="list-style-type: none"><li>(a) on your website, and</li><li>(b) in each of your offices that are open to the public</li></ul> <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 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> <ul style="list-style-type: none"><li>(a) the number of complaints that you received during the year in question which related to your compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115);</li><li>(b) 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 116);</li></ul>

	<p>(c) the number (on the basis of the records you kept in accordance with standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where –</p> <ul style="list-style-type: none"> <li>(i) Welsh language skills were essential;</li> <li>(ii) Welsh language skills needed to be learnt when appointed to the post;</li> <li>(iii) Welsh language skills were desirable; or</li> <li>(iv) Welsh language skills were not necessary.</li> </ul>
<p>164 (1); 158 (2); 158 (4); 161 (5); 172 (6);</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 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 (30 June No. 1 Regulations) (6 months No. 2, 4, 5 and 6 Regulations) following 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> <ul style="list-style-type: none"> <li>(a) on your website, and</li> <li>(b) in each of your offices that are open to the public.</li> </ul> <p>o</p>
<p>170 (1); 164 (2); 164 (4); 167 (5); 178 (6); ### (7)</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> <ul style="list-style-type: none"> <li>(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 151[1]; 145[2]; 144[4]; 147[5]; 158[6]);</li> </ul>

	<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 152[1]; 146[2]; 145[4]; 148[5]; 159[6]);</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 152[1]; 146[2]; 145[4]; 148[5]; 159[6]);</p> <p>(ch) the number of new and vacant posts that you advertised during the year which were categorised as posts where –</p> <ul style="list-style-type: none"> <li>(i) Welsh language skills were essential,</li> <li>(ii) Welsh language skills needed to be learnt when appointed to the post,</li> <li>(iii) Welsh language skills were desirable, or</li> <li>(iv) Welsh language skills were not necessary, (on the basis of the records you kept in accordance with standard 154[1]; 148[2]; 147[4]; 150[5]; 161[6]);</li> </ul> <p>(d) 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 (30 June No. 1 Regulations) (6 months No. 2, 4, 5 and 6 Regulations) following 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> <ul style="list-style-type: none"> <li>(a) on your website, and</li> <li>(b) in each of your offices that are open to the public.</li> </ul>
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