

SCHEDULE 5

Standards which deal with Supplementary Matters

PART 3

OPERATIONAL STANDARDS

13	A body publicising operational standards
Standard 175:	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.
14	A body publishing a complaints procedure
Standard 176:	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.
15	A body publishing oversight arrangements, promotion etc.
Standard 177:	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 on your intranet.
16	A body producing an annual report regarding operational standards
Standard 178:	(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. (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)—

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- (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 158);
- (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 159);
- (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 159);
- (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 160);
- (d) the number of new and vacant posts that you advertised during the year which were categorised as posts where—
 - (i) Welsh language skills were essential,
 - (ii) Welsh language skills needed to be learnt when appointed to the post,
 - (iii) Welsh language skills were desirable, or
 - (iv) Welsh language skills were not necessary,

(on the basis of the records you kept in accordance with standard 162);

- (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.

(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.

(4) You must publicise the fact that you have published an annual report.

(5) You must ensure that a current copy of your annual report is available—

- (a) on your website, and
- (b) in each of your offices that are open to the public.

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A body publicising the way it intends to comply with operational standards

Standard 179:

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.

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A body providing information to the Welsh Language Commissioner

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Standard 180:

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.
