

Wales Council for Voluntary Action's (WCVA) Compliance with the Welsh Language Standards January 2017

Produced in line with the requirements of The Welsh Language Standards Regulations (No 2) 2016

Standards	Information
149, 155, 161, 166	WCVA's Compliance Notice (that details the Service Delivery, Policy Making, Operational and Record Keeping Standards that WCVA must comply with) has been published on WCVA's staff intranet as well as on WCVA's website.
141, 150, 156, 162	WCVA's Complaints Policy sets out the procedure for making complaints including the complaints process, and the procedure that WCVA will follow in considering complaints.
145, 147, 148, 151, 152, 153, 157, 159, 163, 164	<p>We are ensuring compliance with the Standards that WCVA comply with in the following ways:</p> <ul style="list-style-type: none"> • There is a monthly progress report prepared for WCVA's Senior Management Team, and a quarterly report to the Audit and Risk Committee of the Board. We are developing a Welsh language impact assessment framework to ensure compliance with the Policy Making Standards. • The Audit and Risk Committee receives an annual report on the number of complaints received in relation to the Welsh language and our compliance to the Standards. • We will publish an annual report for the Welsh Language Commissioner at the end of every financial year. • A Welsh Language Champion has been appointed to WCVA's Board to support the implementation of the Standards at Board level, and each team is encouraged to have a (voluntary) Welsh Language Champion to support the implementation of the Standards across the organisation. • All staff undertake Welsh Language Awareness training when they join WCVA, with refresher sessions held every two years. • A guidance document has been developed to help staff understand what they need to do to comply with the Welsh Language Standards, with particular regard to service delivery standards, eg, when inviting individuals to meetings/events, answering the phone etc. • A set of specific guidelines are available for staff to facilitate understanding of the expectations and procedures to comply with operational standards. • We keep a record of staff that have Welsh language skills including the level of skills. A Welsh Language Skills Audit is conducted annually. • A policy is in place to assess and record every assessment of the Welsh language skills needed in relation to new or vacant posts, where Welsh language skills are essential - Welsh language skills need to be learnt when appointed to the post - Welsh language skills are desirable or - Welsh language skills are not necessary. • We are developing a framework to record the number of staff that attend training courses that are offered in Welsh and the percentage of the total number of staff attending the course who attended that version.
154, 158, 160, 166	WCVA will provide any information requested by the Welsh Language Commissioner which relates to WCVA's compliance with the Standards with which we are under a duty to comply.