

Welsh standards progress

Summary of relevant standards attached as Appendix 1

Standards for correspondence sent and received by a body (1-7)	Yes / No
<p>Royal Voluntary Service corresponds in Welsh when we receive correspondence in Welsh or we receive a specific request. To facilitate timely and robust responses we have identified Welsh speakers across services and central administration able to translate incoming and outgoing correspondence when the expert post holder is not a Welsh speaker.</p> <p>Royal Voluntary Service email footer includes:</p> <div data-bbox="113 898 1278 1738" style="background-color: #e0e0e0; padding: 10px;"><p>We welcome correspondence in Welsh or English / Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg.</p><p>This email is confidential and intended solely for the addressee and others authorised to receive it. If you are not the intended recipient, any disclosure, copying, distribution or action taken in reliance on the contents of this email or any attachments is prohibited. If you have received this e-mail in error please contact the sender immediately and destroy all copies of it. Any opinion expressed in this e-mail or any attachments are those of the individual and not necessarily those of Royal Voluntary Service and Royal Voluntary Service cannot accept liability for statements which are not made on behalf of the Royal Voluntary Service. If you do not think that Royal Voluntary Service should be mailing you, please reply to this email and let us know. Our privacy policy is available at www.royalvoluntaryservice.org.uk</p><p>Mae'r e bost hwn yn gyfrinachol ac at sylw priodol yr unigolyn neu'r sefydliad a enwir uchod. Os nad chi yw'r derbynnydd priodol ond eich bod wedi derbyn y neges e-bost hwn trwy gamgymeriad, gwaherddir ei defnyddio, ei lledaenu, ei hanfon ymlaen, ei hargraffu a'i chopio neu ei defnyddio. Os ydych wedi derbyn y neges ar gam, rhowch gwybod i'r sawl sy wedi anfon yr e bost ar unwaith a dinistrio pob copi heb ei anfon at unrhyw drydydd parti. Bydd unrhyw farn neu sylwadau a fynegir yn yr e bost neu unrhyw ffeiliau atodedig yn perthyn i'r awdur yn unig ac ni chynrychiolant o anghenraid farn Royal Voluntary Service. Nid yw Royal Voluntary Service yn derbyn atebolrwydd am ddatganiadau sydd ddim ar ran Royal Voluntary Service. Os na ddylir Royal Voluntary Service e bostio chi, atebwch yr e bost hwn a rhowch wybod iddyn ni. Mae ein polisi preifatrwydd ar gael at www.royalvoluntaryservice.org.uk</p></div> <p>All roles within Royal Voluntary Service across England, Scotland and Wales have been translated into Welsh and are used by all staff as part of their email signature.</p> <p>However complying with standards 3, 4 and 5 in our view would not be reasonable and proportionate on account of the cost of complying fully with the standards. The expenditure would not promote the interests of the majority of the charity's beneficiaries.</p>	<p>Yes (partial)</p>

Standards relevant to telephone calls made and received by a body (8-22)	Yes / No
<p>Royal Voluntary Service offer a Welsh language option on their main contact line. Records show 533 people opted for the Welsh language option in the most recent 12 month period (1% of all calls)</p> <p>Staff members who are Welsh speakers are requested to include any contact message on mobile phones in Welsh.</p> <p>Main offices in Wales include telephone answer messages in Welsh. When a call is answered and Welsh is requested if a Welsh speaker is not immediately available the caller will be offered a return call as soon as possible with a Welsh speaker or to converse in English.</p> <p>In considering standards 8-11 and 15-22 Royal Voluntary Service need to ensure that the charity's assets are used primarily to promote its interests, it would therefore be unreasonable and disproportionate to provide extra resources to deal with Welsh language calls, together with recording callers' language preference.</p> <p>It should be noted that some calls are transferred to volunteers, and it would not be possible to ensure that volunteers with Welsh language skills would be available on every occasion.</p>	<p>Yes (partial)</p>

Standards relating to holding meetings that are both open and closed to the general public (23 – 34)	Yes / No
<p>Royal Voluntary Service does not carry out any meetings in Welsh routinely. The relevant standards are not considered reasonable and proportionate to the strategic and operational activity undertaken.</p> <p>However an interpretation service at meetings sufficiently large to justify the provision, e.g. if 50% or more of those attending had stated that they would like to contribute in Welsh will be considered.</p> <p>It should be noted that it would be more of a challenge to ascertain these numbers in advance of meetings that are open to the public.</p> <p>Notwithstanding this general statement, if meetings are requested in Welsh and staff/ volunteers who are Welsh speaking can be available Royal Voluntary Service make every effort to support this request.</p> <p>At this time approximately 50% of activities in North Wales are carried out in Welsh. This is not reflected in Mid or South Wales where availability of Welsh speaking staff and volunteers is considerably less.</p>	<p>No (progress made)</p>
<p>Standard 30 Displaying written material at a meeting arranged by Royal Voluntary Service which is open to the public is given a high priority. Marketing and information materials including banners and leaflets for services in Wales is available in the Welsh language e.g. Camau Cadarn/Positive Steps programme of activity.</p>	<p>Yes</p>

Standards relating to public events organised or funded in their entirety by a body (35 -36)	Yes / No
<p>Royal Voluntary Service does not routinely deliver public events in Welsh. At this time this is not reasonable or proportionate due to costs associated with providing an interpretation service for all the organisation's events.</p>	No
Standards for a body's publicity and advertising (37)	Yes / No
<p>Royal Voluntary Service has significantly increased availability of posters, leaflets, general information available in Welsh over the last year. This includes all materials relevant to services in Wales for volunteer, community and NHS activity. This also includes staff and volunteer recruitment and promotional activity.</p> <p>However making this standard specifically applicable would not be reasonable or proportionate, due to the lack of resources and identified low demand for Welsh versions of current resources.</p>	Yes (partial)
Standards for displaying material in public (38-39)	Yes / No
<p>As above Royal Voluntary Service has increased availability and variety of Welsh leaflets and banners, but other resources such as pens, water bottles, heritage materials are provided in English only in order to reduce production costs.</p> <p>Making this standard specifically applicable would not be reasonable or proportionate due to the fact that some marketing resources were distributed throughout the UK.</p> <p>Royal Voluntary Service retail sites across Wales include bilingual signage and information.</p>	Yes (partial)
Standards for producing and publishing documents (40-49)	Yes / No
<p>Royal Voluntary Service often produces research but not routinely in Welsh. Documentation relevant specifically to Wales will be produced in Welsh, but other documents are not produced in Welsh.</p> <p>The standards in question are not reasonable or proportionate; Royal Voluntary Service must ensure funding is used in accordance with the interests of the charity.</p> <p>At this time the cost of producing all the organisation's documents would be prohibitive and possibly wasteful.</p> <p>Welsh versions of published documents are not treated less favourably than any English versions.</p>	No

Standards for producing and publishing forms (50-51)	Yes / No
<p>Royal Voluntary Service does not routinely produce or publish forms in Welsh.</p> <p>This standard is not considered reasonable or proportionate as the ongoing cost of translation is prohibitive.</p>	No

Standards for a body's websites and on-line services (52-57)	Yes / No
<p>Royal Voluntary Service includes both services but not through the medium of Welsh.</p> <p>The cost of providing a Welsh language website has been pursued but the cost of providing all pages on the website in Welsh, with an interface and menus in Welsh for every page of the website is very costly and the conclusion is that making the standards in question specifically applicable is not reasonable or proportionate.</p> <p>The site includes a statement that Welsh versions of English pages are available where relevant.</p> <p>Royal Voluntary Service does not publish apps at this time.</p>	No

Standards for signs displayed by a body (58-60)	Yes / No
<p>Royal Voluntary Service display as many signs as possible in Welsh.</p> <p>Bilingual signs are provided for support and retail services in hospitals in Wales. Signage at the head office in Cardiff Gate is bilingual and at community services in North Wales. Services in mid and south Wales will follow during the next 12 months.</p> <p>However, not all related standards are considered reasonable or proportionate. Standard 58 is not practical as an internal translator to translate signs at short notice is not available. In relation to standard 59, a number of existing signs have already been produced which do not show Welsh first. It would be prohibitive in terms of cost to reproduce these signs in order to place Welsh first.</p>	Yes (partial)

Standards for a body receiving visitors to its premises (61-66)	Yes / No
<p>Royal Voluntary Service receives visitors at the Head Office in Cardiff and regional offices but not routinely in Welsh.</p> <p>The reception area at the main office provides bilingual signage and bilingual visitor passes, but a Welsh speaker cannot be available to receive visitors each day.</p> <p>In North Wales staff are available to receive visitors when the office is open, although this cannot be guaranteed in Mid and South Wales.</p> <p>Although Royal Voluntary Service has made progress the standards in question are not considered reasonable and proportionate, as a Welsh speaker cannot be available to receive visitors on every occasion. It would be prohibitive in terms of cost to use an interpreter to receive visitors in Welsh.</p> <p>Staff and volunteers have been made aware that a badge and lanyard are available if they wish to indicate they are able to speak Welsh.</p>	Yes (partial)

Standards for official notices made by a body (67-68)	Yes / No
<p>Royal Voluntary Service does not carry out the activity in question.</p> <p>This standard is not considered reasonable or proportionate, because Royal Voluntary Service does not carry out the activity.</p>	No

Standards for awarding grants (69-73)	Yes / No
<p>Royal Voluntary Service does not carry out the activity in question.</p> <p>This standard is not considered reasonable or proportionate, because Royal Voluntary Service does not carry out the activity.</p>	No

Standards for awarding contracts (74-78)	Yes / No
<p>Royal Voluntary Service does not carry out this activity in Welsh.</p> <p>The majority of tendered for services are across the UK, and this cannot be carried out in Welsh (including any translation requirements) for reasons of cost and lack of staff resources.</p> <p>The standard in question is not reasonable or proportionate.</p>	No

Standards for raising awareness about Welsh language services provided by a body (79-80)	Yes / No
<p>Although section 12 (2)(b) of the Welsh Language Act 1993 notes that Welsh language schemes must specify the ways in which organizations will ensure that the scheme is publicised. The Commissioner has emphasised that this measure is not an optional element within the legislation.</p> <p>Royal Voluntary Service has Welsh services available and can state this when applications are made for the relevant services. However the standards in question are not reasonable and proportionate, because all the related documents and forms would not be available in Welsh, including material on the website pages that is relevant to the whole of the UK.</p> <p>Within retail services a list of Welsh speaking staff and volunteers is held at the till point in case a Welsh speaker is requested and the individual on duty is not Welsh speaking.</p> <p>Royal Voluntary Service does not operate a policy on the use of Welsh internally to promote or facilitate the use of Welsh. Although the % of employees located in Wales has risen from 12% to 16% across the last 18 months it is not considered reasonable or proportionate to translate all documents for this proportion of staff.</p>	Yes (partial)

Standards for a body's corporate identity (81)	Yes / No
Royal Voluntary Service identity is not translated into Welsh as it is a brand identity. It would therefore not be possible to consider making this standard applicable; it would not be reasonable or proportionate.	No

Standards for courses provided by a body (82-84)	Yes / No
Royal Voluntary Service does not carry out this activity.	No

Standards for public address systems used by a body (85)	Yes / No
Royal Voluntary Service does not carry out this activity.	No

Standards for Policy Making (86-95)	Yes / No
<p>Royal Voluntary Service policies are internal documents used throughout the charity. Welsh language taken into account where relevant (in marketing materials for example), but decisions on any such provision would be dependent on availability of funding rather than on policy.</p> <p>In assessing new or revised policies, consideration of any impact on the Welsh language is not considered in a formal manner.</p> <p>Formal opinion is not sought generally concerning policies, although volunteers and employees are given opportunities to make comments on proposed ways of working and communicating.</p> <p>Royal Voluntary Service does not consider the policy making standards reasonable and proportionate.</p>	No

Standards for use of the Welsh language within a body's internal administration (96-109)	Yes / No
Royal Voluntary Service does not operate a policy on the use of Welsh internally, fewer than 19% of employees are currently located in Wales and that it would be unreasonable and disproportionate to translate all documents in question for this proportion of staff.	No

Standards for complaints made by members of a body's staff (110-113)	Yes / No
Royal Voluntary Service has a complaints and grievance policy and procedure, but this is not offered in Welsh. Any resulting investigation or support process would need to be consistently applied across the Charity which would involve staff from across the UK.	No

Standards for a body disciplining staff (114-117)	Yes / No
Royal Voluntary Service does not fully comply with the requirements of standards 114-117. Although staff can respond in Welsh to allegations made against them via an internal disciplinary process, this is not publicised. A meeting can be conducted in Welsh if requested by using an interpretation service, and that managers could in some cases conduct meetings in Welsh themselves. However the disciplinary process is time sensitive and any delay in the availability of a suitable interpreter would mean the meeting being carried out in English.	Yes (partial)

Standards for information technology and support material provided by a body, and the intranet (118-124)	Yes / No
Royal Voluntary Service provide staff with computer software for checking Welsh spelling and grammar, and a Welsh interface for software where an interface already existed. The intranet is not provided in Welsh, on account of cost and lack of staff resources.	Yes (partial)

Standards for developing Welsh language skills through workforce planning and development (125-133)	Yes / No
Royal Voluntary Service does not fully comply with the requirements of standards 125-133. Signs within the head office and North Wales as well as retail sites in Wales are bilingual but not general sites in mid and south Wales.	Yes (partial)

Standards for audio announcements and messages in a body's workplace (142)	Yes / No
Royal Voluntary Service does not make announcements using sound equipment in the workplace.	No

Promotion standards (143-144)	Yes / No
As a national charity Royal Voluntary Service cannot make the promotion standards applicable due to cost.	No

Record keeping standards (145-157) (see the self regulation table below)	Yes / No
<p>In considering the record keeping standards, Royal Voluntary Service record the number of volunteers who can speak Welsh, the details of complaints received in Welsh, together with the responses to them.</p> <p>With regard to the standards related to recruitment, a Welsh speaker would be present at interviews for any post where Welsh is an essential requirement in order to assess the applicants' Welsh language skills. At this time no such post exists in the Charity.</p> <p>Whilst every effort is being made to develop the record keeping standards recording all the information in question would not be an effective use of resources and is therefore not considered reasonable or proportionate.</p>	<p>Yes (partial)</p>

Standards that deal with supplementary matters in relation to record keeping standards (178-179)	Yes / No
<p>Royal Voluntary Service does not consider the supplementary matters in relation to the record keeping standards reasonable or proportionate. Relevant records relating to Welsh language are not kept routinely and it would be a challenge to do so considering the need to use the resources of the charity effectively.</p>	<p>No</p>

Self-regulation checklist

Record keeping	Yes / No
<p>The organisation:</p> <ul style="list-style-type: none"> Keeps a record of the number of complaints it receives relating to its compliance with the standards; None received Keeps a copy of every written complaint that it receives relating to its compliance with the standards; None received Keeps a copy of every written complaint that it receives that relates to the Welsh Language: <ul style="list-style-type: none"> 1 complaint re a volunteer meeting being held in N Wales that could not be offered in Welsh – measures now in place to rectify this 1 complaint re a service offer poster that was not bilingual – now rectified. <p>Royal Voluntary Service ensures that any complaints are responded to thoroughly. A process has been agreed to ensure that an identified Welsh speaker will translate any correspondence received in Welsh and translate a response from any non Welsh speaking respondent.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p>
<p>The organisation keeps a record of the steps that it has taken to ensure compliance with the policy making standards:</p> <ul style="list-style-type: none"> Royal Voluntary Service does not consider the specific policy making standards applicable to them reasonable and proportionate. <p>Policies are internal documents that apply throughout the charity. Where relevant the Welsh language will be taken into account (in marketing materials for example or service delivery), but decisions must be dependent on the availability of funding rather than on policy.</p> <ul style="list-style-type: none"> In assessing new or revised policies an impact on the Welsh language is not carried out formally. Royal Voluntary Service does not routinely seek broad opinions concerning policies, although volunteers and staff are able to comment on proposed ways of working and communicating. 	<p>No</p>
<p>The organisation:</p> <p>Keeps a record of the number of employees who have Welsh language skills where it has that information;</p> <ul style="list-style-type: none"> In North Wales 46% of staff and 32% of volunteers speak Welsh In South Wales 17% of staff and 6% of volunteers speak Welsh 19% of all staff work in Wales <p>Keeps a record of every assessment in respect of the Welsh language skills that are required for new and vacant posts;</p> <ul style="list-style-type: none"> All posts that are Wales specific are advertised in Welsh RVS actively highlights Welsh language skills as ‘desirable’ for staff and volunteers across Wales 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>

The organisation:

Keeps a record of the number of new and vacant posts which were categorised as posts where Welsh language skills are essential, desirable, not necessary, or need to be learnt.

- **All Wales specific roles are categorised with Welsh language skills as desirable. Please note as a national charity we are keen to ensure equality across our service offers.**

Royal Voluntary Service welcomes Welsh speakers, but Welsh language skills are not essential for any current posts within the charity. Employees are recruited on the basis of their ability to perform specific roles. Welsh language skills checks are not part of the current recruitment process.

The organisation keeps a record of the number (and percentage, if relevant) of staff members who attended specific training that must be provided in Welsh if it is available in English (namely training on recruitment and interviewing, performance management, complaints and disciplinary procedures, induction, dealing with the public and health and safety)

- Royal Voluntary Service training materials are largely produced for online support/activity for all staff and volunteers nationally. Although we have reviewed the materials for translation into the Welsh Language, at this time the cost is prohibitive.
- **Some training materials can also be made available in hard copy. If a specific manager/support member of staff can speak Welsh it would be possible for them to conduct training and induction in Welsh, but the material would be available in English only.**
- **Royal Voluntary Service aims to develop and grow training materials in the Welsh language. Handbooks produced for all staff and volunteers entitled 'Safe and Legal' are summary guides related to health and safety for all services which are produced in Welsh.**

Yes

No

Promoting arrangements	Yes / No
<p>The organisation has published a document on its website recording all the standards with which it is under a duty to comply (e.g. by publishing a copy of its compliance notice).</p> <ul style="list-style-type: none"> • A copy of compliance with identified standards and the self regulation checklist is available on the website. • Royal Voluntary Service aims to support the Welsh language and the website states ‘any content on this website that relates to Welsh Language or to Wales will be available in both English and Welsh language. Bydd unrhyw beth ar y wefan hon sy’n ymwneud â’r laith Gymraeg neu Gymru ar gael yn Gymraeg a Saesneg. <p>The organisation has published a complaints procedure on its website.</p> <ul style="list-style-type: none"> • Royal Voluntary Service adheres to a complaints procedure that is relevant to all activity. No activity within the complaints procedure is specifically highlighted which includes Welsh Language compliance. 	<p>Yes</p> <p>Yes</p>
<p>The complaints procedure notes how the organisation will:</p> <ul style="list-style-type: none"> • Overseeing its compliance with the standards with which it is under a duty to comply. • Promoting the Welsh language services that it offers in accordance with the standards. • Facilitating the use of the Welsh language services that it offers in accordance with the standards. • Royal Voluntary Service provides multiple services across communities and within the NHS. This includes volunteering, employment and research. The complaints procedure relates to all activity and is considered proportionate at this time. <p>The organisation has published a document on its website which explains how it intends to comply with the standards with which it is under a duty to comply.</p>	<p>No</p>

Annual report	Yes / No
<p>The organisation has published a Welsh language standards annual report on its website either by 30 June (regulations no. 1) or no later than 6 months following the end of the relevant financial year (other regulations).</p> <p>The Welsh Language Standards and Self Regulation checklist 2017/18 and supporting summary is available on Royal Voluntary Service website.</p>	Yes
<p>The organisation has published the annual report.</p>	Yes
<p>The annual report:</p> <ul style="list-style-type: none"> • Deals with the way in which the organisation has complied with the different classes of standards imposed upon it; • Includes the number of employees who have Welsh language skills; • Includes the number (and percentage, if relevant) of staff members who attended specific training that must be provided in Welsh if it is available in English (namely training on recruitment and interviewing, performance management, complaints and disciplinary procedures, induction, dealing with the public and health and safety); • Includes the number of new and vacant post categorised as ones where Welsh language skills are essential, desirable, not necessary, or need to be learnt. • Includes the number of complaints the organisation received about each class of standards. 	Yes