

SCHEDULE 1

Service delivery standards

PART 3

INTERPRETING THE STANDARDS

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- 23 The standards specified in Part 1 of this Schedule must be interpreted as follows.
- 24 The standards only apply to the extent that a body—
- (a) delivers services to a person, or
 - (b) deals with any other person in connection with delivering services—
 - (i) to that other person, or
 - (ii) to a third person.
- 25 A body is not required to produce to display or to send material in Welsh to the extent that another enactment has specified the wording of a document, a sign or a form which would run contrary to that requirement.
- 26 For the purposes of the standards—
- (a) a requirement to produce, to send, to publish, to display, to make available or to issue any written material in Welsh does not mean that the material should be produced, sent, published, displayed, made available or issued in Welsh only, nor does it mean that the material should be produced in Welsh first (unless that is specifically stated in the standard);
 - (b) a requirement to provide a service in Welsh does not mean that that service should only be provided in Welsh (unless that is specifically stated in the standard).
- 27 For the purposes of standards 2, 3 and 21, a body corresponds with an individual or makes a telephone call to an individual for the first time when it corresponds or makes a telephone call for the first time after the date on which a compliance notice has required the body to comply with the standard.
- 28 In standard 22 an “automated” telephone system means a system that answers telephone calls and guides persons through a set procedure with a recorded message which, for example, asks a person to press different numbers in order to choose different options.
- 29 Where a standard refers to material that is to be produced in Welsh (with the exception of standards 52 to 57 (websites and apps), 58 and 59 (social media) and 76 (invitations to tender)), references to treating the Welsh language no less favourably than the English language, or to treating a Welsh language version no less favourably than an English language version, include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—
- (a) the visual presentation of material (for example in relation to the colour or font of any text);
 - (b) the size of the material;
 - (c) the position and prominence of the material in any public place;

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- (ch) when and how the material is published, provided or exhibited;
- (d) the publication format of material.

30 For the purposes of standards 40, 41, 44, 47 and 50, references to documents or other materials being available to the public or being produced for public use do not include documents or materials that are only available to the public by virtue of the Freedom of Information Act 2000 (c. 36).

31 (1) Standards 50, 50A and 50B do not apply to the forms listed in sub-paragraph (3).

(2) For the purposes of standard 2, a body is not required to send a Welsh language version of the forms listed in sub-paragraph (3).

(3) The forms are—

- (a) forms used by a body to recruit employees (see standards 137A, 138 and 139 in relation to recruitment);
- (b) forms used when applying for grant assistance from a body (see standards 71 to 75 in relation to applications for grants);
- (c) forms used when submitting a tender to enter into a contract with a body (see standards 76 to 80 in relation to tendering for a contract).

32 Standards 40, 47, 48 and 49 do not apply to an enactment made by a body or to a draft enactment prepared by a body.

33 Standard 45 does not apply to rules specified in an enactment or in a draft enactment prepared by a body.

34 Standards 52 to 56 (websites) do not apply to—

- (a) documents to which a link is provided on a website, advertising material on a website, or to video and audio clips on a website (see standards 40 to 49 for specific provision in relation to documents, and standard 37 in relation to advertising material produced by a body);
- (b) information presented by persons (other than the body) on an interactive page published on a body's website (for example on a section for comments or on a discussion forum).

35 (1) For the purpose of standard 57 an 'app' is a software application designed to undertake a specific task on an electronic device.

(2) Standard 57 does not apply to any advertising material on an app (see standard 37 in relation to advertising material produced by a body).

36 For the purpose of standards 52 to 57 (websites and apps) and standards 58 and 59 (social media), references to treating the Welsh language no less favourably than the English language include, amongst other matters (and in addition to specific matters referred to in any individual standard), treating the Welsh language no less favourably as regards—

- (a) the visual presentation of the material (for example in relation to the colour, size, font and format of any text), or
- (b) when material is published on the website, app or social media;

but it does not mean that Welsh language material must appear on the same page as English language material, or on a page that a person is likely to find before the English language page when searching.

37 (1) Standards 1 to 7 (correspondence) do not apply to correspondence sent by social media (see standards 58 and 59 in relation to social media).

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(2) Standards 52 to 57 (websites and apps) do not apply to social media (see standards 58 and 59 in relation to social media).

38 Standards 58 and 59 (social media) do not apply to—

- (a) documents to which a link is provided through social media, or to video and audio clips provided through social media (see standards 40 to 49 for specific provision in relation to documents, and standard 37 in relation to advertising material produced by a body);
- (b) information presented by persons (other than the body) on a body’s social media account (for example on a section for comments).

39 For the purpose of standard 60 (self service machines) reference to treating the Welsh language no less favourably than the English language include, amongst other matters, treating the Welsh language no less favourably as regards the visual presentation of the material (for example in relation to the colour, size, font and format of any text), but it does not mean that Welsh language material must appear on screen at the same time as English language material.

40 For the purposes of standards 64 to 68 (receiving visitors)—

- (a) “reception” means an area in a body’s offices and service locations where staff are made available for the purpose of welcoming persons;
- (b) “reception service” means a service for welcoming persons to the body’s offices or service locations by staff who are made available for that purpose;
- (c) “service locations” include libraries, leisure centres, arts centres, advice centres and drop in centres.

41 For the purposes of standards 7, 69 and 70 an “official notice” means any notice that a body publishes to inform persons about service delivery activities or changes to service delivery activities, but it does not include official notices prescribed by an enactment.

42 For the purposes of standard 76 (invitation to tender)—

(1) A body is not required to publish an invitation to tender in Welsh in the Official Journal of the European Union.

(2) A reference to treating a Welsh language version no less favourably than an English language version includes, amongst other matters, treating the Welsh language no less favourably as regards—

- (a) the visual presentation of material (for example in relation to the colour or font of any text);
- (b) the size of the material;
- (c) the position and prominence of the material in any public place;
- (ch) when and how the material is published, provided or exhibited;
- (d) the publication format of material;

but a body will not be treating the Welsh language less favourably than the English language by not publishing an invitation to tender in Welsh in the Official Journal of the European Union.

43 (1) For the purposes of standard 83, the reference to a body presenting its “corporate identity” includes, amongst other things, the way a body presents itself by means of visual statements, the name or names used by a body, and

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a body's branding and slogans (for example, branding and slogans printed on its stationery).

(2) Standard 83 does not apply to the extent that an enactment requires a body to use a legal name.

44 For the purposes of standards 84, 85 and 86 (courses), an "education course" means any seminar, training, workshop or similar provision which is provided in order to educate or to improve the skills of members of the public; but does not include activities or courses provided as part of the curriculum in accordance with any enactment.

45 For the purposes of the standards "enactment" means an enactment (whenever enacted or made) comprised in, or in an instrument made under—
(a) an Act of Parliament; or
(b) a Measure or an Act of the National Assembly for Wales.
