

Appendix 1 Examples of standards in the (No. 1) Regulations but not in the (No.7) Regulations.

Welsh Government's policy is to prepare Regulations that are appropriate for a group of bodies or a sector which take into account their work and the types of services they provide to their service users. This results in different standards being prepared for different sectors which take into account the specific circumstances of that sector and the nature of its relationship with the public. Therefore it is not always helpful to compare one set of standards with another as they have been prepared for different sectors.

Below are some examples of standards that are in the (No.1) Regulations made for local authorities, Welsh Ministers and National Parks but not in the proposed (No.7) Regulations for the health sector and the reason for their deletion. More than anything, this shows that the standards have been adapted to suit the bodies that are liable to comply with the standards. Decisions have been based on the bodies' responses to the consultation on draft standards, discussions with health policy colleagues and with officials that work for the health bodies. A policy official has had several meetings with Welsh language officers from the bodies and the Deputy Director had held meetings with senior management from the health boards.

Standards in (No. 1) Regulations but not included in the proposed (No.7) Regulations. The standard numbers are those in the (No.1) Regulations.	Reasons
Service Delivery Standards	
<p>Standard 10 When a person contacts you on your main telephone number (or numbers), or on any helpline numbers or call centre numbers, you must deal with the call in Welsh in its entirety if that is the person's wish (where necessary by transferring the call to a member of staff who is able to deal with the call in Welsh).</p>	<p>We do not consider it reasonable or proportionate for a body to comply with this standard because of the diverse and often specialist nature of the body's work. For example there may only be one specialist in a department. If that person is not able to speak Welsh the body would not be able to comply with the standard. Also, a person may call a hospital ward where there is a shared telephone between several staff members and the body cannot control who answers the</p>

	call.
Standard 18 If a person contacts one of your departments on a direct line telephone number (including on staff numbers' direct line numbers) and that person wishes to receive a service in Welsh, you must provide that service in Welsh in its entirety (if necessary by transferring the call to a member of staff who is able to deal with the call in Welsh)	as above
Standard 23 If you invite one person only ("P") to a meeting, you must offer to conduct the meeting in Welsh; and if P informs you that P wishes for the meeting to be conducted in Welsh, you must conduct the meeting in Welsh (without the assistance of a simultaneous or consecutive translation service).	We do not consider it reasonable or proportionate for a body to comply with this standard because of the diverse and often specialist nature of the body's work. It would not be appropriate for a Welsh speaker to "stand in" in place of a colleague – neither would that be right for the patient. The proposed standard requires the body to provide translation if they are unable to conduct the meeting in Welsh.
Standards 40 – 46 have been deleted which dealt with the production and publication of different types of documents. The (No.7) Regulations rely on one standards that requires the body to assess the need for each document to be produced in Welsh and then produce it in Welsh if that assessment suggests it should be based on the anticipated audience and the subject matter.	Simplification of standards. We have tried to streamline and simplify standards following feedback that they were too numerous and bureaucratic.
Standards 51 If you pre-enter information on a Welsh language version of a form (for example, before sending it to a member of the public in order for him or her to check the content or to fill in the remainder of the form) you must ensure that the information that you pre-enter is in Welsh	The duties for producing forms in Welsh have been limited to those forms that are completed by an individual. This is because members of staff on wards who complete forms that a patient will

	<p>be asked to check and sign maybe happy to speak Welsh but not confident to write in Welsh. We don't want standards to discourage staff from using their Welsh language skills. Also pre-entered information on screening packs are often prepared and processed in laboratories in England which are not under the control of the local health boards and Public Health Wales. It would therefore be unreasonable and disproportionate to place a duty on them to comply with this standard.</p>
<p>Record keeping standards</p>	
<p>Standard 148 You must keep a copy of any written complaint that you receive that relates to your compliance with the standards with which you are under a duty to comply.</p>	<p>Simplification of standards</p>
<p>Standard 149 You must keep a copy of any written complaint that you receive that relates to the Welsh language (whether or not that complaint relates to the standards with which you are under a duty to comply).</p>	<p>Simplification of standards</p>