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## Arrangements for complying with Welsh Language Standards: Auditor General for Wales and Wales Audit Office

### Welsh Language Standards

- 1 The Wales Audit Office and the Auditor General are each required to comply with certain specified Welsh Language Standards (the Standards) as set out in Compliance Notices issued by the Welsh Language Commissioner.
- 2 The Standards explain how organisations are expected to use the Welsh language in different situations in order to ensure that the Welsh language is not treated less favourably than the English language.
- 3 The relevant Standards fall into three categories:
  - service delivery standards – as apply, for example, to the production of documents for public use, such as audit reports;
  - operational standards – for example, in respect of the treatment of job applications; and
  - policy making standards – for example, for consideration of the effects of a proposed new policy, such as the Wales Audit Office's social media policy, on opportunities for people to use Welsh.
- 4 We are required to comply with the Welsh Language Standards as of 25 January 2017, although the Welsh Language Commissioner has specified later compliance dates for several Standards within each Compliance Notice. The Wales Audit Office and the Auditor General's Compliance Notices are published on our website.
- 5 As a bilingual organisation, we have long been committed to ensuring that the public and our audited bodies are able to access our services in either language. Prior to the introduction of the Standards, this approach was based on our Welsh Language Scheme – a plan, published in line with the Welsh Language Act 1993, detailing our objectives and means of ensuring we continued to make improvements as a bilingual organisation. Complying with the Standards, which are introduced under the Welsh Language (Wales) Measure 2011, means that we are committed to continue building on our bilingual provision.

## Auditor General for Wales and Wales Audit Office

- 6 As two separate entities, the Auditor General and the Wales Audit Office each have a separate Compliance Notice. As a legal entity, however, the Auditor General consists of a single incorporated office and is occupied by a single person.
- 7 The Wales Audit Office is a statutory Board which has, as its main functions, the functions of advising and monitoring the Auditor General, employing staff, securing services, holding property, holding documents and information acquired or generated in the course of the Auditor General's functions, and keeping records in relation to the Auditor General's functions.
- 8 This legal distinction between both bodies has repercussions for the imposition and implementation of the Standards – for example, given that the Auditor General does not employ any staff, the operational standards are not applicable to him.
- 9 Practically, the Auditor General's arrangements for complying with the Standards applicable to him are to formally adopt the Wales Audit Office's procedures where relevant. For example:
  - any member of the public wishing to contact the Auditor General by telephone will be dealt with via the Wales Audit Office's reception service;
  - a complaint against the Auditor General's implementation of the Standards will be dealt with using the same procedures as the Wales Audit Office; and
  - our annual reports on the implementation of the Standards will be published as joint reports.
- 10 Further information explaining the relationship between the Auditor General and the Wales Audit Office can be found on our website:
  - [A guide to Welsh public audit legislation](#)
  - [Code of practice governing the relationship between the Auditor General for Wales and the Wales Audit Office](#)
- 11 This document has been produced to outline our compliance arrangements and will be updated as necessary. It is published in line with the following Standards:
  - 151 and 153 (supplementary to the service delivery standards, applicable to the Wales Audit Office and the Auditor General);
  - 157 and 159 (supplementary to the policy making standards, applicable to the Wales Audit Office and the Auditor General); and
  - 163 and 165 (supplementary to the operational standards, applicable to the Wales Audit Office).

## General arrangements for compliance

- 12 The Wales Audit Office employs a full-time, permanent Welsh Language Officer who has a specific remit to drive the Wales Audit Office and the Auditor General’s compliance with the Standards. In addition, a member of our Senior Leadership Team has been assigned as our senior lead on the implementation of the Standards. Corporate compliance issues and workforce planning matters are further scrutinised by our Director of Corporate Services and Director of Finance and HR.
- 13 Every quarter, the Wales Audit Office’s Management Committee and Board are updated as to our compliance arrangements. They are alerted to any decline in our performance via an indicator which focuses on the number of complaints we receive with regards to our compliance. We also publish this information biannually as part of our Interim Report and Annual Report & Accounts.
- 14 In order to ensure our outputs are fully bilingual, the Wales Audit Office uses a Wales-wide framework of translation suppliers. The organisation’s translation workflow is coordinated by members of the Communications team, who also undertake short translations that require a quick turnaround, such as social media posts, in-house. This provides further resilience for our organisation to be able to communicate bilingually in line with the Standards.

## Specific arrangements

Standard type	Activity	Arrangements	Oversight
Service delivery	Correspondence	<p>Every three years, we undertake a language preference survey of all our audited bodies, asking in which language they would prefer to be sent formal and informal correspondence. This information is available to all staff on our intranet. Staff are advised to issue bilingual correspondence when an individual’s language preference is unknown.</p> <p>Wales Audit Office and Auditor General letterhead templates have been amended to include statements such as ‘Corresponding in Welsh will not lead to a delay’. This information is also included within text which is automatically appended to all outgoing emails.</p>	Director of Corporate Services

Standard type	Activity	Arrangements	Oversight
		In addition, staff have been provided with a logo and wording for their email signatures which indicate that they are happy to be contacted in either Welsh or English.	
	Telephone calls	Welsh language meet and greet training is on offer for all staff. All members of staff who work on reception have attended this training.	Head of Business Services, Head of HR
	Meetings	<p>Our triennial language preference survey of all audited bodies asks in which language they would prefer to conduct meetings with us. This information is available to all staff on our intranet.</p> <p>For the majority of meetings held, therefore, the language preferences of all parties are known. All outgoing emails also include an appended statement inviting any meeting attendees to inform us of their language preferences, both for the meeting itself and the reception service, if the meeting is at our offices.</p> <p>Work is ongoing to ensure that all staff are aware of the need to fulfil any such requests from meeting attendees.</p>	Director of Corporate Services
	Events	Wales Audit Office and Auditor General events are generally not open to the public – our conferences and seminars are mostly attended by officers from other Welsh public sector bodies. Despite this, however, all our events are bilingual. Materials are always issued bilingually – prior, during and after an event – and a language choice is offered to all attendees. Our events checklists have recently been updated to prompt organisers to also extend the offer of language choice to	Head of Communications

Standard type	Activity	Arrangements	Oversight
		anyone contributing to an event as a speaker.	
	Published documents	<p>All published Auditor General and Wales Audit Office documents are bilingual. Most reports contain references to our contact details. The Publications Co-ordinator has therefore updated the necessary templates so that documents that are published, or already published but bear relevance to a period falling after the relevant imposition date, include the necessary statements to inform readers that the document is also available in Welsh, that they can contact us in either Welsh or English and can expect the same level of service in either language.</p> <p>In addition, our surveys team has been made aware of the need to inform recipients that they are welcome to complete any of our surveys in either Welsh or English.</p>	Head of Communications
	Website and social media	The Wales Audit Office's website and online social media accounts are fully bilingual. Our Digital Communications Officer, who manages our website and social media channels, is fully aware of the requirements under the Standards.	Head of Communications
<b>Policy making</b>	Considering the effects of policy decision on the Welsh language	<p>Our arrangements to comply with the policy making standards include aligning Welsh language impact assessments with similar duties as those required under the Equality Act 2010. The relevant checklists have been updated to ensure that these assessments are undertaken when necessary.</p> <p>Furthermore, the policy making standards will inform a Welsh language section within the Wales Audit Office's Policy Making Policy</p>	Head of Law and Ethics

Standard type	Activity	Arrangements	Oversight
		– a guidance document for staff that is currently being produced.	
<b>Operational</b>	Internal usage of the Welsh language	The Wales Audit Office has a policy on the usage of the Welsh language internally. It contains references to the rights that staff have under other operational standards, such as the right to use the Welsh language as part of any grievance or disciplinary procedures. This draft policy is currently available to staff upon request, but will be subject to scrutiny by trade union representatives and our Remuneration and HR Committee prior to being published on our intranet.	Head of HR
	Complaints and disciplinary procedures	The Wales Audit Office's Grievance Policy and Disciplinary Policy have been amended and re-published on our intranet to reflect the new requirements under the operational standards.	Head of HR
	IT Welsh language software	Staff are aware, via the intranet and new staff inductions, of the availability of IT Welsh language aids, including the To Bach software, the Cysgliad package, and Microsoft Office in Welsh.	Head of ICT
	Developing staff language skills	Staff are aware, via the intranet and new staff inductions, of the availability of the Welsh language training on offer. The Wales Audit Office's Management Committee has approved a procedure by which basic language training, awareness training, and further training opportunities are on offer to all staff. Training courses are regularly advertised on our intranet and in staff newsletters.	Head of HR
	Signage displayed internally	The Wales Audit Office's internal designers and Business Services team are fully aware of the need for signage displayed internally to be	Head of Business Services

Standard type	Activity	Arrangements	Oversight
		<p>bilingual, with Welsh text positioned so as to be read first. This includes short term 'signs' such as posters advertising events. Our Bilingual Publishers are also aware of the need to translate such texts for our designers.</p>	