



# Welsh Language (Wales) Measure 2011

## 2011 nawm 1

### PART 4

#### STANDARDS

#### CHAPTER 2

#### STANDARDS AND THEIR SPECIFICATION

##### *Service delivery standards*

#### **28 Service delivery standards**

- (1) In this Measure “service delivery standard” means a standard that—
- (a) relates to a service delivery activity, and
  - (b) is intended to promote or facilitate the use of the Welsh language, or to work towards ensuring that the Welsh language is treated no less favourably than the English language, when that activity is carried out.
- (2) In this section “service delivery activity” means a person—
- (a) delivering services to another person, or
  - (b) dealing with any other person in connection with delivering services—
    - (i) to that other person, or
    - (ii) to a third person.