

SCHEDULE 9

(introduced by section 42)

ACTIVITIES IN RELATION TO WHICH SERVICE  
DELIVERY STANDARDS MUST BE SPECIFIED

**Commencement Information**

**II** Sch. 9 in force at 1.4.2012 by [S.I. 2012/969](#), [art. 2\(j\)](#)

These are the activities referred to in section 42(2)—

- correspondence;
- telephone calls;
- help-lines and call-centres;
- personal meetings;
- public meetings;
- publicity and advertising;
- public exhibitions;
- publications;
- forms;
- websites and online services;
- signage;
- reception of visitors;
- official notices;
- awarding grants;
- awarding contracts;
- raising awareness of Welsh language services that are available.

**Changes to legislation:**

There are currently no known outstanding effects for the Welsh Language (Wales) Measure 2011, SCHEDULE 9.