



PWYLLGOR DIWYLLIANT, POBL A DATBLYGU SEFYDLIADOL
PEOPLE, ORGANISATIONAL DEVELOPMENT & CULTURE COMMITTEE

DYDDIAD Y CYFARFOD: DATE OF MEETING:	17 August 2023
TEITL YR ADRODDIAD: TITLE OF REPORT:	Bilingual Skills Policy Compliance
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lisa Gostling, Executive Director of Workforce and Organisational Development
SWYDDOG ADRODD: REPORTING OFFICER:	Sally Owen, Head of Recruitment and Workforce Equality, Diversity and Inclusion

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA
SBAR REPORT

Sefyllfa / Situation

This report is presented to update the Committee on the progress of implementing the Bilingual Skills Policy, which was approved in September 2021.

The Policy ensures compliance with certain requirements of the Welsh Language Standards (No.7) 2018 Regulations. The Welsh Language Standards (the Standards) are a set of statutory requirements relevant to the Health Board, which clearly identify our responsibilities to provide excellent bilingual services.

Cefndir / Background

Under the Welsh Language Standards, Welsh should not be treated less favourably than English. All employees of the Hywel Dda University Health Board (HDdUHB) are responsible for complying with the standards and managers are responsible for ensuring that their teams comply with the Standards. The Standards set out how organisations are obliged to ensure that they have specific arrangements in place to allow staff to use the Welsh language within the workplace. Certain requirements of the Standards are similar to the previous Welsh Language Scheme. However, there is a significant increase in the expectation that staff can receive services within our internal administrative arrangements through the medium of Welsh.

The Welsh Government's ambition is to see the number of people able to enjoy speaking and using Welsh reach a million by 2050. The Health Board is committed to delivering a Bilingual Skills Policy (the Policy) as part of the Health Board's Workforce Planning process. The aim of the Policy is to ensure that the Health Board can deliver a bilingual healthcare service to the public and facilitate staff to use the Welsh language naturally within the workplace.

The Language planning is a long-term endeavour, and the ambitions set out by the policy will take some years to deliver. However, the Health Board aims to be an exemplar in this area, leading by example by promoting and facilitating increased use of Welsh by our own workforce. Whether a confident speaker, a speaker who wishes to improve their skills and confidence, or a new speaker, the workplace provides opportunities to use, practice and learn Welsh.

Developing and cultivating our workforce to have a range of Welsh-medium skills to provide excellent bilingual services internally and to the public is a long-term process. The Health Board

is committed to improving the way we plan our bilingual workforce and to identify posts where Welsh language skills are desirable or essential.

The Policy is not only published to ensure compliance with legislation, but to ensure a culture shift towards a recognition of the benefits that an increasingly bilingual workforce can contribute to the delivery of excellent healthcare services. Services and teams are required to make the best use of existing linguistic skills and to develop bilingual skills in order to provide a quality bilingual service. The Policy will lead to the full identification of the language skills of the Health Board's current workforce. It provides managers with practical support and advice to enable them to create a workforce who can deliver a service to patients in their language of need.

The Health Board is setting its own target to ensure 50% of its workforce have a skill level that is at foundation level or above within the next 10 years. This target is aligned to the 47% of the Hywel Dda population who confirmed that they were able to speak Welsh in the "Welsh Language Use Survey 2018". As of July 2020, 35% of our workforce had a skill level which is foundation level or above.

Asesiad / Assessment

There are three main aims to the Policy:

- To increase the use of Welsh within the workplace;
- To enable everyone who receives or uses our services to do so through the medium of Welsh or English, according to personal choice, and to encourage other users and providers to use and promote the Welsh Language within the health sector;
- To ensure staff are able to enact their right to receive services through the medium of Welsh within our internal administrative systems.

To achieve the aims, the policy is structured in three key areas. In order to monitor our progress against the aims of the policy, the following key performance indicators have been identified, with progress against target explained.

Number and % of employees with Welsh Language skills recorded on ESR. The expectation is that this is 100% over time	97.2% (11,401 out of 11,729 recorded)	0.1 percentage point decline
Number and % of departments with Welsh Language skills recorded on ESR. The expectation is that this is 100% over time.	82.9% (595 out of 718 departments at 100%)	2.7 percentage points decline
Decrease the % of employees with no Welsh Language skills. The expectation is that this is 0% over time.	38.5%	1.3 percentage points decline
Increase the % of employees with Welsh Language skills recorded at Foundation level and above. The expectation is that this is 50% over time.	35.5%	0.8 percentage points decline

Learning & Development provision

- In 2021/2022, 32% of fluent Welsh speakers were supported to complete all or a portion of their assessments through the medium of Welsh. (22/23 data pending as College Staff on leave);

- Any non-Welsh speaking apprentices complete the Prentis-laith module;
- Welsh speaking apprentices are linked with Welsh speaking mentors also to support their technical language and development;
- One apprentice Sian Thomas Davies was a finalist for the Welsh Language Award at the B-wbl event and the same apprentice went on to win the Welsh Language Learner Award in Pembrokeshire College;
- Advice & Support available digitally from Welsh Language team.
- An All-Wales online mandatory Welsh language learning package was launched via ESR in January 2023 – to date 63% of staff have completed the course
- The Health Board secured circa. £46K funding from the National Centre for Learning Welsh – this is utilised through a dedicated tutor for Building Confidence Courses for staff with Level 3 and above Welsh Language Skills
- Short Courses for Switchboard staff: As part of a new training passport for switchboard staff, a 6-week Welsh language course is being held for the staff at various levels across the three counties. It is hoped to run the same course for medical records staff during the second part of 2023/34
- 1 day taster course: 3 x One day taster courses will be held during the summer for staff who are keen to learn Welsh – currently being advertised
- The Welsh Language Services Team continues to be proactive in promoting all Welsh Language learning opportunities to staff, as well as supporting them to choose the most appropriate course for their level of ability

The following eLearning modules are now available bilingually:

- Fire Safety
- Infection Prevention Control Level 1
- Safeguarding People
- Health and Safety
- Violence and Aggression A
- Violence and Aggression B
- Manual Handling
- Information Governance, Records Management and Cyber Security
- Infection Prevention and Control level 2
- Safeguarding Adults level 2
- Safeguarding Children level 2

The following eLearning modules are being updated to include bilingual options:

- Violence against Women, Domestic Abuse
- Dementia
- Social Services and Wellbeing
- Mental Capacity Act 1 and 2
- Anaphylaxis
- Treat Me Fairly

Additional training support:

- A new monthly Welsh Language awareness course started on 14 July – this will be available to all new and existing staff
- Training sessions advertised through Global email on a monthly basis.
- Advice and support available digitally from Welsh Language team.

- An All-Wales online learning package is being developed and will be available for all staff by September 2022 – this is being led by Betsi Cadwaladr and Welsh Government.
- Welsh Language Standards are promoted in Corporate Induction sessions.
- Welsh language speaker and learner lanyards issued to staff.
- The Welsh Language Services Team continues to promote all learning Welsh/improving Welsh opportunities to staff.

Recruitment

- New All Wales A4C Job Description/Personal Specification template agreed to support with the delivery of translation services;
- Recruitment Campaigns team 100% Welsh speaking;
- Wider recruitment function: 45% Welsh Language skills at foundation level or above; All recruitment campaigns and social media posts are produced in English and Welsh.
- Swyddi Hywel Dda jobs following Swyddi Cymraeg / Welsh Language Jobs on various social media platforms;
- Campaigns are proactively working with others to source Welsh speaking staff to participate in recruitment films e.g. Welsh language learner film, Continued Professional Development (CPD), Deputy Director of Finance;
- Quotes/Testimonials from Welsh speaking staff actively continuously sought to promote Welsh essential jobs in HDdUHB;
- Recruitment and Future Workforce teams had daily attendance at Llandoverly and Tregaron Eisteddfod to promote opportunities and the use of the Welsh Language – ensuring Welsh speaking and/or Welsh learning staff are in attendance each day;
- A 'Top 10 Tips' animation created to support managers in understanding their responsibilities in delivering the aims of the policy;
- 'Lleol' and 'Swyddle' sites continue to be used to advertise HDdUHB Welsh essential jobs. This is a site which promotes Welsh Essential vacancies.
- Personal Specification within the Job Description ensures Welsh Language skills can be used in shortlisting for vacancies;
- Person Specifications ensure the level of Welsh language skills which are essential or desirable are clearly set out and an explanation to detail what the level means.
- In a bid to ensure market testing, introduced process that if no suitable/appointable applicants apply for a Welsh essential vacancy we will re-advertise as Welsh essential before re-evaluating (rather than automatically re-advertising as Welsh desirable).

Bilingual Skills & Workforce Planning

- All advertising for Workforce Planning training courses are written in Welsh and English.
- Within the housekeeping section at the beginning of each training session the slides are offered in Welsh, and participants are encouraged to ask questions in either Welsh or English and they will be answered.
- A facilitator with Welsh Speaking skills is always present at each of the training sessions in preparedness for first language Welsh speaking attendees.
- Consideration of requirements on Welsh language programmes discussed through education commissioning process.
- Welsh language provision discussed as part of role design advice and support provided.

Staff Story

"I learnt Welsh in school as a second language but since then I haven't spoken much at all. I joined the course so that I could feel more confident using the Welsh I had and feel more connected with the people and the culture here, after living out of Wales for a few years. I was a little nervous to start speaking at the beginning of the course but it was so relaxed and taught at my own pace, I really looked forward to the sessions. There was a lot of flexibility so I felt I could fit it around my work nicely, and the sessions were fun and friendly. I found it really useful and reassuring chatting to other learners. I feel much more confident to speak Welsh both in the workplace and socially now, and my understanding when other people are speaking, has really improved. Now I've completed the sessions I'm looking forward to starting another course in September! I would definitely recommend the course to others."

Bethan Landeg – Clinical Research

Argymhelliad / Recommendation

The People, Organisational Development & Culture Committee is asked to:

- Take assurance from the report on the progress of implementing the Health Board's Bilingual Skills Policy.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	2.1 To provide assurance to the Board on compliance with legislation, guidance and best practice around the workforce and OD agenda, learning from work undertaken nationally and internationally, ensuring Hywel Dda University Health Board (HDdUHB) is recognised as a leader in this field.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	N/A
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	Choose an item. 6. Person-Centred Choose an item. Choose an item.
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	2. Culture and valuing people Choose an item. Choose an item. Choose an item.
Amcanion Strategol y BIP: UHB Strategic Objectives:	1. Putting people at the heart of everything we do 3. Striving to deliver and develop excellent services 4. The best health and wellbeing for our individuals, families and communities Choose an item.

Amcanion Cynllunio Planning Objectives	8d Welsh Language and Culture Choose an item. Choose an item. Choose an item.
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS Choose an item. Choose an item. Choose an item.

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Welsh Language Standards (No. 7) Regulations 2018 Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011
Rhestr Termiau: Glossary of Terms:	Contained within the body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Diwylliant, Pobl a Datblygu Sefydliadol: Parties / Committees consulted prior to People, Organisational Development & Culture Committee:	Welsh Language Team Workforce and OD Team

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Financial impact of staff release to attend training and the direct cost of learning and development provision for the Welsh Language.
Ansawdd / Gofal Claf: Quality / Patient Care:	Communication is at the heart of everything HDdUHB do therefore treating staff and patients in the language of need at a time is key to the organisation's culture and employee engagement. There is evidence that higher levels of employee engagement can deliver quality patient care.
Gweithlu: Workforce:	All staff have a role to play in implementing the statutory Welsh Language Standards.
Risg: Risk:	There may be a risk that non-Welsh speaking candidates for vacancies will be anxious about their suitability for a post when they see the prominence of the Welsh Language in HDdUHB recruitment literature.
Cyfreithiol: Legal:	Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 on 30 th November 2018
Enw Da: Reputational:	HDdUHB has committed not only to comply with the Welsh Language Standards, but to embrace their spirit.
Gyfrinachedd: Privacy:	N/A

**Cydraddoldeb:
Equality:**

The focus of equality between the Welsh and English languages runs throughout the compliance notice.

HDdUHB's Equality Impact Assessment processes will ensure that compliance with the standards are assessed.

An Equality Impact Assessment was undertaken on the Bilingual Skills Policy.