



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

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	13 October 2021
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Implementation of the Bilingual Skills Policy – Update on Progress
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Lisa Gostling, Director of Workforce & Organisational Development (OD)
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Annmarie Thomas, Assistant Director of Workforce (Resourcing and Utilisation)

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Sicrwydd/For Assurance

**ADRODDIAD SCAA**

**SBAR REPORT**

**Sefyllfa / Situation**

A purpose of the People, Organisational Development & Culture Committee (PODCC) is to provide assurance to the Board on compliance with legislation, guidance and best practice around the workforce and OD agenda.

This report is presented to update PODCC on the progress of implementing the Bilingual Skills Policy (<https://hduhb.nhs.wales/about-us/governance-arrangements/policies-and-written-control-documents/policies/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 Hywel Dda University Health Board (HDdUHB), 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 HDdUHB are responsible for complying with the standards and managers are responsible for ensuring that their teams comply with the Standards. Under the Standards, organisations are obliged to ensure that they have specific arrangements in place in order 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 for the right of staff to receive services within our internal administrative arrangements through the medium of Welsh, which has clearly shown the staff population that HDdUHB is fully supportive of a bilingual workforce.

The Welsh language is one of the treasures of Wales. It is part of what defines us as both people and as a nation. The Welsh Government's (WG) ambition is to see the number of people able to enjoy speaking and using Welsh reach a million by the year 2050. HDdUHB is committed to delivering a Bilingual Skills Policy (the Policy) as part of the Workforce Planning process. The aim of the Policy is to ensure that HDdUHB is able to deliver a bilingual healthcare service to the public and facilitate staff to use the Welsh language naturally within the workplace.

The Policy will not be delivered instantly, language planning is a long-term endeavour. However, HDdUHB aims to be an exemplar in this area, leading by example by promoting and facilitating increased use of the Welsh language by our own workforce. Whether a fluent speaker, a speaker lacking in confidence who wishes to improve their skills, or a new speaker, the workplace provides opportunities to use, practise and learn Welsh.

The developing and cultivating of 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. HDdUHB 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 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.

HDdUHB is setting its own target to ensure 50% of its workforce have a skill level which 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 at August 2021, 36% of our workforce have a skill level which is foundation level or above.

A new policy was approved in September 2021 following a period of engagement and consultation with key stakeholders, including the Welsh Language Team, Training and Development Team, Recruitment Team, Electronic Staff Record Team and the Senior Diversity and Inclusion Officer. The Policy was formally launched on 1<sup>st</sup> March 2021, with a promotional video (featuring various stakeholders including the Executive Director Lead and Independent Member) and use of other key media tools, ensuring we maximised its importance on St David’s Day.

### Asesiad / Assessment

There are three main aims to the Policy:

- 1) To increase the use of Welsh within the workplace;
- 2) 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;
- 3) To ensure staff are able to enact their right to receive services through the medium of Welsh within our internal administrative systems.

In order to achieve the aims, the policy is structured in three key areas:

- 1) **Bilingual Skills & Workforce Planning** – identifying current skills, skills needs and how to close the gap through creative ways of working, training and recruitment.
- 2) **Learning & Development provision** – provision of Welsh language skills development.
- 3) **Recruitment** - attracting greater numbers of staff with Welsh language skills who are able to work bilingually.

In order to monitor our progress against the aims of the Policy, the following key performance indicators (KPI) have been identified and the summary below provides an update on our progress:

<b>Bilingual Skills</b>			
	<b>Performance as at 31.8.21</b>	<b>Performance as at 31.3.20</b>	<b>Improvement/ Deterioration</b>
Number and % of employees with Welsh Language skills recorded on ESR. (The expectation is that this is 100% over time).	94%	95%	↓
Number and % of departments with Welsh Language skills recorded on ESR. (The expectation is that this is 100% over time).	470 Departments (68%)	528 Departments (80%)	↓
Decrease the % of employees with no Welsh Language skills. (The expectation is that this is 0% over time).	33%	36%	↑
Increase the % of employees with Welsh Language skills recorded at Foundation level and above. (The expectation is that this is 50% over time).	36%	36%	↔

We have benchmarked our performance on the % of Welsh Language skills recorded on ESR within other Health Boards.

Cwm Taf Morgannwg UHB, as detailed in their 2020/21 Welsh Language Report	74%
Betsi Cadwaladr UHB, as detailed in their 2019/20 Welsh Language Report	89%
Swansea Bay UHB, as detailed in their 2019/20 Welsh Language Report	99.8%
Aneurin Bevan UHB, as detailed in their 2019/20 Welsh Language Report	38.5%
<b>HDdUHB as at 31.8.21</b>	<b>94%</b>

We have benchmarked our performance on the % of employees who have Welsh language skills at Foundation level and above recorded on ESR within other Health Boards.

Cwm Taf Morgannwg UHB, as detailed in their 2020/21 Welsh Language Report	7%
Betsi Cadwaladr UHB, as detailed in their 2019/20 Welsh Language Report	34%
Swansea Bay UHB, as detailed in their 2019/20 Welsh Language Report	15%
Aneurin Bevan UHB, as detailed in their 2019/20 Welsh Language Report	2.7%
Cardiff and Vale UHB, as detailed in their 2019/20 Welsh Language Report	15%
<b>HDdUHB as at 31.8.21</b>	<b>36 %</b>

Although performance has deteriorated on the number of departments that have fully completed Welsh language recording, all Directorates, with the exception of one which is 89%, are over 90%. In part, this is due to the pandemic and the pace of recruitment of new staff impacting on accurate recording at the time of appointment. Of the 12 departments with ten or more members of staff awaiting to have their skill levels recorded, five are within COVID-19 cost centres.

<b>Recruitment</b>			
	<b>Performance 01.04.20 – 31.03.21</b>	<b>Performance 01.04.21 – to date (31.8.21) 5 months</b>	<b>Improvement/ Deterioration</b>
Number of Welsh Essential vacancies advertised.	54	36	↑
Number of Welsh Essential vacancies which were filled	Currently unable to report on this KPI, however options are being explored for future reporting.		
Number of Welsh speakers who apply for vacancies	Currently unable to report on this KPI, however options are being explored for future reporting.		

We have benchmarked our performance on the number of Welsh Essential vacancies advertised in other Health Boards.

Cwm Taf Morgannwg UHB, as detailed in their 2020/21 Welsh Language Report	10
Betsi Cadwaladr UHB, as detailed in their 2019/20 Welsh Language Report	200
Swansea Bay UHB, as detailed in their 2019/20 Welsh Language Report	1
Aneurin Bevan UHB, as detailed in their 2019/20 Welsh Language Report	7
Cardiff and Vale UHB, as detailed in their 2019/20 Welsh Language Report	7
<b>HDdUHB for the period 01.04.20 to 31.03.21</b>	<b>54</b>
<b>HDdUHB 01.04.21 – to date (31.8.21) 5 months performance only</b>	<b>36</b>

N.B. Betsi Cadwaladr UHB advertise all front line Admin/Clerical vacancies as Welsh Essential (e.g. Ward Clerks, Switchboard, Reception).

<b>Learning and Development</b>			
	<b>Performance 2019/2020</b>	<b>Performance 2020/21</b>	<b>Improvement/ Deterioration</b>
Number of employees accessing Welsh Language training	133 online courses  118 class based courses	133 courses supported by a tutor  155 other courses	Definite improvement in terms of people accessing Welsh language lessons or Welsh language improvement lessons – this trend is the same in the first half of 2021/22

#### **Positive action taken to date to support delivery of the aims of the Policy:**

##### **Launch of the Policy**

- The Policy was formally launched, with a promotional video (featuring various stakeholders including Executive Director Lead and Independent Member) and use of

other key media tools, on 1<sup>st</sup> March 2021, ensuring we maximised its importance on St David's Day.

### **Bilingual Skills & Workforce Planning**

- Performance by Directorate/Service in relation to the % of staff who have their Welsh language skills recorded on ESR is now reported via the Performance dashboard distributed on a monthly basis.
- Ad hoc requests for reports on language skills recorded on ESR are produced on request.
- The ESR team proactively engage with staff and managers on a regular basis to reduce the number of Welsh language skills which are not recorded on ESR.
- The Workforce Planning team have a regular agenda item at their team meetings to focus on Welsh language skills and how they factor into the advice and guidance they provide to service managers when considering workforce plan requirements.
- Workforce Planning training provision includes the need to consider local population and bilingual skill needs.
- In the Education & Commissioning submission each year, one Welsh Language Speech & Language Therapist training place is included.

### **Learning & Development provision**

- 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 October 2021. Betsi Cadwaladr UHB and WG are leading on this.
- Welsh Language Standards are promoted as part of the Corporate Induction sessions.
- Welsh language speaker and learner lanyards issued to staff.
- Welsh language resources readily available to staff including pocket guides, table talker and poster.

### **Recruitment**

- The Recruitment Team successfully appointed 8 Welsh speakers.
- All recruitment campaigns and social media posts are produced in English and Welsh.
- Swyddi Hywel Dda jobs following Swyddi Cymraeg / Welsh Language Jobs on Facebook.
- Campaigns are proactively advertising Welsh speaking staff to participate in recruitment films, e.g. Health Visitor & Healthcare Apprentice.
- Quotes/Testimonials from Welsh speaking staff to promote Welsh essential jobs in HDdUHB.
- "Lleol" site now being used to advertise HDdUHB Welsh essential jobs. This is a site which promotes Welsh essential vacancies.
- Welsh essential posts also being shared to a specific group on Facebook that only advertises Welsh essential posts
- Introduced change to personal specification within the job description to ensure Welsh language skills can be used in shortlisting for vacancies.
- Careers Wales job seekers event attendance on 16<sup>th</sup> March 2021 where HDdUHB was represented by Welsh speakers from within the recruitment function.
- Statement included in all adverts confirming HDdUHB's commitment to support new employees to develop Welsh language skills following appointment.
- Person Specifications updated to ensure the level of Welsh language skills which are essential or desirable are clearly set out.

## Future areas of positive action

- Bilingual Skills Policy will be reviewed to consider how volunteering services can be incorporated.
- A 'Top 10 Tips' animation is being prepared to support managers in understanding their responsibilities in delivering the aims of the policy. The launch date is planned for 1<sup>st</sup> November 2021.
- Engagement with the W&OD Team and Welsh Language Team in Betsi Cadwaladr UHB to identify any areas of best practice.
- Regular dialogue with our Link Officer in the Welsh Language Commissioner's Office to discuss progress and identify areas of best practice in other sectors which may be transferable to HDdUHB.
- Promoting the existence of the performance data in the dashboard on Welsh language skills recorded on ESR.
- Communication to all staff to encourage them to update Welsh language levels on ESR following access to learning and development provision to enhance skill levels.
- Promotion of the all-Wales online learning package.
- Virtual Inclusive Recruitment Training is being drafted and will include content on Bilingual Skills Policy.
- "Did you know / mythbuster" type animation relating to Welsh language/support.
- Ongoing "reach out" to Welsh speaking staff to provide content for recruitment campaigns.
- Newly appointed Workforce Advisor: Equality, Diversity and Inclusion will commence in post 4<sup>th</sup> October 2021. They will have objectives set to support the implementation of the aims in the Policy.

## How is the policy making a difference demonstrating a positive impact on people, culture and performance?

The Apprenticeship Academy recruitment in nursing in 2021 has resulted in over 50% of offers being made to candidates who are Level 3 or above in their Welsh language skills. This outcome provides a very strong platform looking to the future for the language skills in the nursing profession.

Following a skills assessment audit, the Recruitment Team identified a shortage of Welsh speaking staff. A number of vacancies have recently been advertised as 'Welsh Essential' to close the skills gap. Eight recent appointments are fluent Welsh speakers. This action has ensured that candidates can access advice and guidance during the end-to-end recruitment pathway in Welsh should they choose to do so.

Employee, patient and candidate stories are being captured to monitor impact. Whilst the employee and patient stories highlight some real positive impacts on our staff and performance in the delivery of care, the candidate story clearly demonstrates that we have some way to go in ensuring all our managers are fully conversant with the requirements of the policy and legal rights of individuals to communicate in their language of choice without detriment.

### **Employee Stories**

*"Join the Hywel Dda UHB as an employee and have the right in law as do all public sector workers in Wales to be given time to learn Welsh. Enjoy Welsh lessons and residential courses in places like the beautiful Nant Gwrtheyrn. I have worked with the Welsh Language*

*Commissioner to ensure that the use of the Welsh language is maximized in the health service. As a hospital Pharmacist I understand how vital language is to communicate important information about medicines. Many patients naturally prefer to speak in Welsh. Learning Welsh is rewarding. Join us and make a difference.”*

*“I’ve put a vacancy on trac this week. I had a standard email today telling me I needed to set a closing date etc so I replied please see info below....Diolch xxxx (As I do). I got an email back explaining the next stage of things and it was all in Welsh – and I mean word perfect Welsh. I think that xxx did this through total instinct. The email brought a massive smile to my face after what was a difficult morning and made me feel quite proud. Just wanted to give positive feedback because I know I appreciate it when someone does for my team (it can get lost in the busyness) but also that having a work email in the medium of Welsh has made a difference to my day.”*

*“Sad to see that when someone suggests speaking/learning some welsh....some people seem to think it is a personal attack...for many in Wales their first language is Welsh and where possible may prefer to communicate in Welsh....as an incomer many years ago I have a level of Welsh that helps me in practice and I have always been greeted with praise for making an effort”*

*“It’s a great place to live and work but for the sake of the whole population in Hywel Dda it is worthwhile learning Welsh”*

*“So that people are aware that Cymraeg is a living breathing language in this part of Wales and it’s wise for anyone thinking of making a permanent move here to consider it to respect patient language choice”*

### **Patient Stories**

*“A Farmer in his late 70’s was admitted to A&E with stomach pains and confusion. The patient lacked ability and confidence in speaking in English when trying to articulate symptoms as his first language is Welsh. Fortunately, the Emergency Nurse Practitioner was a fluent Welsh speaker and was able to complete the triage assessment in the patient’s language of choice leading to successful and prompt diagnosis as well as a providing an improvement in patient experience”*

*“When I worked in Reading I was told by a fellow healthcare professional of one elderly lady who was very confused after a TIA and was talking a load of rubbish. It turned out to be Welsh and all she was asking for was a cup of tea. It was very fortunate that my first language was Welsh and it came in handy. Now I’m home and working in Hywel Dda there are many who prefer to hold a consultation in their 1<sup>st</sup> language, so it is nice to see non-Welsh speaking staff trying a few words”*

### **Candidate Story**

*“I am writing to express my disappointment in the way that I have received feedback from Hywel Dda Health Board. I didn’t get the job. The feedback was that I didn’t score enough against the criteria and the choice was to do with a number of applicants and ‘where you were on the register and scoring’. I received no clear guidance on how to improve the form although I asked three times for this. Just an “oh you have to see where you score next time”, which is like winning the lottery!*

*In fact how to improve a bilingual application form is still a mystery - certainly not by writing in Welsh. Please apply again they said in the email but I will not be able to improve my application without clear instructions and clearly in English.*

*The biggest disappointment was that I was thanked for the English part of my application 'because it made it easier for me to score because I only have conversational Welsh'. So, the application would have been successful had I written it in the correct language or the application would have been successful because of the lack of understanding of NHS officials, or it was disregarded because of the same lack of understanding.*

*Also when I phoned to discuss the emails I had to speak to 3 people before having a Welsh speaker.”*

### **Argymhelliad / Recommendation**

The People, Organisational Development & Culture Committee is asked to take assurance from the report on the progress of implementing the HDdUHB's Bilingual Skills Policy.

<b>Amcanion: (rhaid cwblhau) Objectives: (must be completed)</b>	
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:	Not applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	3.2 Communicating Effectively 7.1 Workforce
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
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report</a>	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS

### **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 Termau:	Contained within the body of the report.



<b>Glossary of Terms:</b>	
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Diwylliant, Pobl a Datblygu Sefydliadol: Parties / Committees consulted prior to People, Organisational Development & Culture Committee:	Teams within the W&OD Directorate Welsh Language Team

<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	Financial impact of staff released to attend training and the direct cost of learning and development provision for the Welsh Language.
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	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.
<b>Gweithlu: Workforce:</b>	All staff have a role to play in implementing the statutory Welsh Language Standards.
<b>Risg: Risk:</b>	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.
<b>Cyfreithiol: Legal:</b>	Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 on 30 <sup>th</sup> November 2018
<b>Enw Da: Reputational:</b>	HDdUHB has committed not only to comply with the Welsh Language Standards, but to embrace their spirit.
<b>Gyfrinachedd: Privacy:</b>	Not Applicable.
<b>Cydraddoldeb: Equality:</b>	<p>The focus of equality between the Welsh and English languages runs throughout the compliance notice.</p> <p>HDdUHB's Equality Impact Assessment processes will ensure that compliance with the standards are assessed.</p> <p>An Equality Impact Assessment was undertaken on the Bilingual Skills Policy.</p>