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Hywel Dda University Health Board Welsh Language Annual Report 2022/23



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Preface

This annual report is a backwards look over our activities and performance for 2022/23. Looking forward, and embedded in our strategic planning process, the health board has a clear vision for the development of Welsh language and culture for the year to come is:

Vision for 2023/24

Building on the Welsh language and Culture Discovery process, we will deliver a Welsh Language plan that supports our ambitions to enhance our Welsh language and culture across the health board and engages and inspires our staff, patients, and broader communities. We will also seek to achieve the KPIs outlined within the Bilingual Skills policy, Cymraeg 2050, and More than Just Words whilst also striving to comply with the Welsh Language Standards.

Cover image: Dafydd Iwan with members of Hywel Dda University Health Board's Speech and Language Therapies Team

1. Introduction

This 2022-23 Welsh Language Annual Report reflects on the work undertaken by Hywel Dda University Health Board during the fourth year since the implementation of the Welsh Language Standards.

The health board has strived to achieve the delivery of its goals for developing and enhancing the Welsh Language. As teams across the health board have faced one of the most challenging winters, as pressures across our system continue in the wake of the COVID-19 pandemic, it has been necessary to adjust priorities to reflect the operational challenges. However, our staff have continued to demonstrate their dedication and commitment to ensuring that our patients receive care in their language of choice and that a bilingual service is provided wherever possible.

During the past year, the Executive Director and Independent Member responsible for developing the Welsh language, supported by the Welsh Language Services team have led and secured further progress in the health board's internal work, as well as building on partnerships with other organisations to promote the language across the health board's three counties. As champions for the Welsh language, the Executive Director and independent member are responsible for ensuring the Welsh language is given a prominent status and that the language is interwoven throughout decision making processes at board level.

The People, Organisational, Development & Culture Committee (PODCC) receives regular updates regarding progress made against the Welsh Language Standards, and offers advice, monitoring, and calls for evidence of improvement made by individual departments within the health board.

The All-Wales Welsh Language Officer Forum, led by Welsh Government, which includes representation from all health boards and trusts across Wales, has also continued its role in supporting and developing a programme of promoting the Welsh language across the organisation.

Despite the significant pressures, the Standards have been a set agenda item for discussion for many teams across the health board, with the central team and managers regularly relaying key messages to staff. Welsh Language Services has continued to promote the Standards across the health board using various platforms and media including the creation of new information materials, (including video and animations) shared across internal communication platforms such as Global email, intranet, and staff Facebook group, and the health board's social media channels. Unfortunately, face to face communication with staff has still not returned to pre-pandemic level, but as staff have adapted to more digital and virtual communication, digitally accessible materials have continued to be utilised and are readily available for staff to access.

Being able to engage with staff meaningfully makes a real difference to ability of the organisation to take embed and promote the Welsh Language across the organisation – building confidence in our staff as Welsh speakers, learners, and supporters.

Welsh language awareness sessions, that moved from face-to-face sessions to online during the pandemic, have continued to be offered virtually. These sessions are an opportunity to advise and discuss the delivery of the Standards, and share information about the support available, to ensure all departments operate bilingually.

There has been continued collaboration with colleagues in Workforce & Organisational Development to monitor progress with the implementation of the Standards and to discuss the implementation of the Bilingual Skills Policy. The Workforce & Organisational Development directorate has played a significant role in ensuring workforce related standards are implemented. They continue to update their own Welsh language Readiness Assessment Tool, to RAG score the Standards in terms of competency and delivery. This concept has been used and adapted whilst creating the new Compliance Assessment Tool, which was adopted by all Directorates to measure compliance with the Standards. We continue to meet bi-monthly to monitor progress and discuss opportunities for improvement.

Engaging with our community

We were delighted to host a stand at this year's National Eisteddfod in Tregaron as an opportunity to engage with our community and work alongside colleagues from a diverse range of health board services.

During the week, we were delighted to receive the Welsh in the Workplace Employers' award from Aberystwyth University, for the building confidence course that was piloted during 2021/22. This also recognised the health board's Rho Gynnig Arni campaign that shares a series of resources to assist staff and learners to communicate in the Welsh language while at work.

Further highlights of the week, directly linked to the promotion and contribution to the Welsh language included the launch of a Welsh language and culture discovery process – to understand what matters most to our local population, in terms of Welsh language and culture within our health board. Launched by Beti George, broadcaster and journalist, and representative of the patient voice on the Welsh Government Partnership Board, the health board's Welsh Language and Culture Discovery process, sought the views of staff, patients, partners, exemplar organisations and the local population on ways to make Hywel Dda a model public sector organisation for embracing and celebrating Welsh language and culture.

A popular event on the stall, that gained significant media interest, saw Dafydd Iwan joining our Speech and Language Therapies team to sing and sign Yma o Hyd with members of the public – making the popular Welsh language song accessible to a

broader audience. The Speech and Language Therapies team had worked with the Eisteddfod to provide a number of accessible and bilingual communication boards across the Maes – not only promoting the language but also supporting individuals who may have communication challenges.



The Recruitment Team were on hand to share the job opportunities available at the health board – seeking to highlight the opportunities available to our Welsh communities. They were also able to launch a bilingual skills video that highlights the benefits of learning Welsh, and the support available to Welsh learners within the health board.



Highlighting our local culture and health history, the health board’s Palliative Care and Arts in Health teams, participated in a session that shared the history of Tregaron’s death socks. The socks, knitted by members of the local community, decorated the Eisteddfod stall for much of the week and was a prompt for discussion on our local traditions.

In addition to the language-focused activities, members of the Pharmacy, Designed to Smile, Community Development and Outreach teams, and many more were able to engage with our local and visiting population during the week.

Establishing our calendar of activities

Beyond the Eisteddfod, we continued to promote Welsh celebrations including St David's Day, Diwrnod Shwmae' Day, Welsh Music Day, and St Dwynwen's Day. An information stand was held at all four acute hospital sites in celebration of Shwmae Day - our first opportunity to engage face to face with staff health board wide, since Autumn 2019. The teams were able to meet with staff at the stall and encourage individuals to use the language – whatever their level of Welsh - and offer support and advice for colleagues seeking to learn or improve their Welsh. A range of Welsh language merchandise and information on learning Welsh was also available to all.

To celebrate St Dwynwen's Day this year, a variety of St Dwywen's Day themed colouring materials were designed for all children's wards and departments across the health board with the intent of promoting the day, whilst also providing some fun activities for children and staff involved. In February we celebrated Welsh Music Day and devised a Welsh playlist with Welsh music being played throughout the day at the local hospital radio stations.

St David's Day commenced with a video clip from our Chief Executive, Mr Steve Moore, introducing our St David's week-long programme of activities. The week included a mass mail out of promotional materials / Welsh merchandise for community staff, including community hospitals and integrated health care centres. The programme of activities also involved the official launch of the new Welsh Language Confidence Building courses, available to staff health board wide. The launch was highlighted in a press release that introduced the new tutor, appointed and funded by the National Centre for Learning Welsh to deliver the series of short confidence building courses for health board staff.

This was followed by several other engaging opportunities for staff including a St David's Day themed quiz and the sharing of traditional Welsh cooking recipes. The overall aim of the week-long St David's Day programme of activities was to raise awareness of the various opportunities available for staff within the workplace, to celebrate our history and culture, whilst also ensuring staff are aware of their obligation to ensure that a Welsh language service is available to our Welsh speaking population.

One of the exciting events of this year was the collaboration between all Wales health boards to establish the first NHS Wales Eisteddfod. The Eisteddfod was established to promote the mental health and wellbeing of staff across the NHS workforce and to celebrate Welsh culture within the health organisations across Wales. Staff were able to compete in a wide range of competitions such as literary work, learning Welsh, photography, and artwork. There was also an opportunity for the children of staff to participate in a collage competition. A significant number of applications were received from staff throughout NHS Wales, with judges praising the standard of competition in many categories, and in addition to the winners, stating that many efforts deserved credit.

We were extremely pleased to announce that there were three winners from Hywel Dda University Health Board. Colleagues scooped the prize for the Welsh written piece, artwork, and a member of our younger population won the children of the staff competition. An online awards ceremony was held on St David's Day to announce and congratulate the winners. Due to the success of this year's competition, the team intend to ensure this becomes an annual NHS Wales Eisteddfod.

Looking forward to the year ahead

Despite the operational challenges, the past year has seen a reinvigoration of the health board's activities to promote the Welsh language and our culture within the health board and our broader community. This provides a firm foundation for our work for 2023-24.

2. Vision for 2023/24

Through its strategic planning process, the health board has a clear vision for the development of Welsh language and culture during the next year. A key focus will be on building upon the discovery process launched in 2022 to understand the Welsh language and cultural needs and aspirations of our communities – of staff, patients, service providers, and supporters. The follow-up plan will reflect our findings and deliver upon the board's priorities.

In light of this, the Welsh language planning objective for the coming year is defined as:

Welsh Language and Culture - Building on the Welsh language and Culture Discovery process, we will deliver a Welsh Language plan that supports our ambitions to enhance our Welsh language and culture across the health board and engages and inspires our staff, patients, and broader communities. We will also seek to achieve the KPIs outlined within the Bilingual Skills policy, Cymraeg 2050, and More than Just Words whilst also striving to comply with the Welsh Language Standards.

We will do this in conjunction with the following service areas during the 2023/24 reporting year:

- Delivering the Welsh Language Standards across the organisation
- Planning the workforce through the implementation of the Bilingual Skills Policy and in light of 2021 Census data
- Implementing the Welsh Government's new Strategic Framework, More Than Just Words, which was launched in the summer of 2022
- Developing and strengthening Welsh Language services within Primary Care in accordance with its action plan and its new Academy
- Continue to provide a comprehensive translation service to the whole organisation
- Ensure a health board presence at the Urdd National Eisteddfod and use it as a platform to engage with the Welsh language community and capture the views of the population served by the health board.

These immediate initiatives draw on the priorities in our annual plan, providing assurance that the health board embraces its legislative requirements, and aims to go beyond statutory requirements in the delivery of bilingual services and enhancing and embracing Welsh culture.

Every effort will be made to ensure that the health board's Welsh language and culture goals will be met during the coming years. However, as the organisation is developing its path out of the pandemic and is building its resilience in dealing with operational pressures, it may be necessary to adjust these priorities as the year progresses. Staff continue to demonstrate dedication and commitment to ensuring

that our patients receive care in their language of choice and that a bilingual service is provided. We are confident that our commitment and renewed focus on the Welsh language through our planning objective will provide a flourishing environment for Welsh language and culture at Hywel Dda University Health Board and look forward to sharing our progress next year.

3. Compliance with the Welsh language Standards

The following pages present further information on the health board's work grouped by the relevant Standard/s.

3.1 Compliance with the Service Delivery Standards

- **Written correspondence** (Standards 1 – 7)
- **Telephone greetings** (Standards 8 – 20)
- **Meetings and events** (Standards 21 – 33)
- **Producing and publishing documents** (Standards 34 – 38)
- **Website, social media, apps** (Standards 39 – 46)
- **Signage** (Standards 47- 49)
- **Reception services** (Standards 50 – 53)
- **Contracts** (Standards 57 – 59)
- **Communications and corporate identity** (Standards 60 – 62)
- **Courses offered by the health board** (Standard 63)
- **Public address systems –** (Standard 64)
- **Primary Care** (Standards 65-68)

Several of the health board's guidelines have been reviewed and continue to be promoted widely to staff - highlighting the compliance requirements for the Standards. The guidance is available on the intranet so that all staff can access them readily. Managers are frequently informed of the guidance available and are asked to advise their teams to familiarise themselves with the information. All new members of staff are directed to the guidance during their induction to the health board.

The Guidelines include:

- protocol for answering the phone bilingually
- a guide for receptionists
- use of Welsh in correspondence
- arranging a meeting open to the public
- writing in Welsh – handy phrases
- templates – signs, forms etc
- rules for the use of social media

The health board has applied a consistent approach in relation to use of headed paper and email signatures and requires all staff to use the health board's bilingual headed paper. This ensures that there is a consistent, bilingual message on all letters. We have also actively encouraged all staff to include a banner on email signatures noting that the individual 'welcomes correspondence in Welsh or English'. This approach has been adopted by many across the health board, encouraging correspondence in the individual's language of choice.

We are pleased that all communication platforms such as social media, press releases, and website information are always prioritised and are available bilingually. All communication work continues to be of priority to ensure that the public and patients have access to information in both Welsh and English. All signage and information leaflets are produced bilingually to the best of our knowledge.

Regular articles are published in the health board's Hywel's Voice newsletter to remind staff about the Standards and refer them to where help and advice can be obtained. The health board continues to promote its Welsh language services by displaying posters, using digital screens at hospital sites, and a banner displayed on the homepage of the intranet site signposting staff to information on the Standards. A quarterly email reminder is also sent, reaching over 10,000 staff, reminding everyone of the requirements of the Welsh language Standards. This is sometimes concentrated on a certain aspect of the Standards if a particular aspect requires greater attention, and it is felt that all staff need to be reminded of how we comply with the Welsh language Standards.

Promoting the Welsh language to our staff

As part of the marketing approach to promote Welsh language services within the health board, the team has produced its own Give it a Go campaign. The campaign consists of a range of merchandise that shares useful phrases in Welsh – displayed on posters, pens, flash cards, table talkers, desk aids and flashcard keyrings. These act as means to encourage and support staff to try and use Welsh in a range of circumstances – with one another and with our patients.



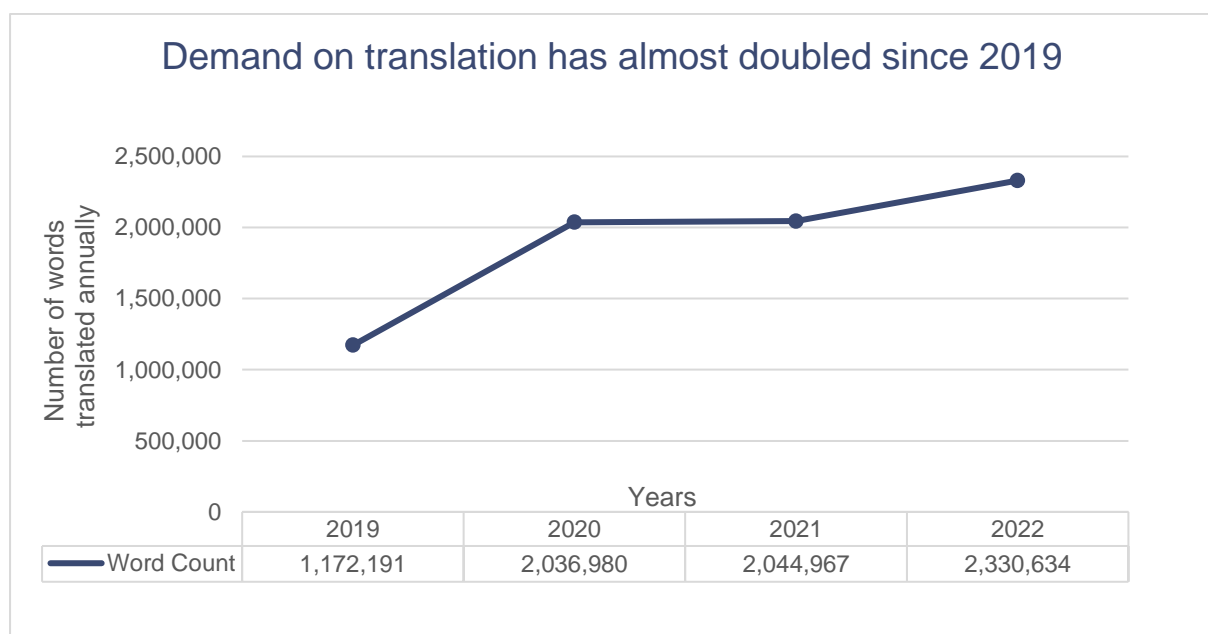
As part of this year's St David's day celebrations, the Welsh Language Services Team focused on community services, which included distributing Give it a Go merchandise to all community hospitals, clinics and integrated health care centres. This also included up-to-date information about opportunities to learn Welsh.

A Welsh language roadshow was also arranged, which included a site visit at each acute hospital site with an information stand held for staff to access information as well as Welsh language merchandise; a great opportunity to engage with staff from various departments and support with any queries.

Demand on translation services

Since the implementation of the Welsh language Standards, the health board's internal Translation Service has experienced a drastic increase in the number and volume of requests for translation of literature.

Translation is consistently up 35-50% month-on-month compared to previous years. The increase in translation work can be seen as clear evidence of the continuous work to promote and comply with the Standards across the health board, ensuring that all staff are aware of bilingual requirements. An email reminder is sent to all health board staff on a quarterly basis as a reminder that a translation service is available and that all material is to be produced bilingually.



A number of Primary Care providers, GP surgeries in particular, continue to use the Translation Service to obtain translations of signs, notices, and websites. Various Work Welsh merchandise, including lanyards and badges, have been sent to Primary Care Providers and are also available upon request, along with any other learning materials and Give it a Go merchandise.

During the past year, most meetings and events have continued to take place virtually via MS Teams. Guidance on how to conduct bilingual meetings, the requirements of the Standards, and handy meeting phrase sheets are readily available on the health board's intranet site for all staff to access.

A new mandatory All Wales Welsh Language Awareness competency has been assigned to all health board staff, and an e-learning module is available to complete. The course is accessible via the Electronic Staff Record (ESR) and is mandatory for all NHS staff (including staff who have limited or no direct contact with patients / service users). The course will need to be retaken every three years. The training

aims to improve awareness of bilingual services, as a need as well as a legal requirement, and shares the experience of patients and why it matters to them.

We want to ensure that our staff are supported to offer services in Welsh, and a crucial element to that is building the necessary knowledge and awareness of why we need to do so and how staff can be supported. Our Health Board is committed to supporting our staff to use Welsh and we are proud of the progress we've made so far in building a bilingual organisation, of which this brief training will be a big part. The course was launched in January 2023 and on 31 March 2023 49% of the health board's workforce had completed the course. Further work will be done to promote and remind individuals of the need to complete the course and ensure compliance.

3.2 Compliance with the Policy Making Standards (Standards 69-78)

All new policies and initiatives produced by the health board are subject to an Equality Impact Assessment, which includes a language impact assessment. This is an opportunity for specific assessment of the Welsh language, where the policy would influence the use of the Welsh language as part of the organisation's service delivery. The Welsh language is embedded in the decision-making processes and is considered in all our work.

The health board's Written Control Document on Policy, as well as the Equality Impact Assessment form were reviewed in June 2021. More criteria relating to the Welsh language have been included with a view to ensuring that the Welsh language is implicit in all decision-making processes and policy amendments.

3.3 Compliance with the Operational Standards (Standards 79-114)

- **Internal Administration** (Standards 79 – 82)
- **Complaints** (Standards 83 – 85)
- **Disciplinary Cases** (Standards 86 – 88)
- **Information Technology and the Corporate Staff App** (Standards 89 – 95)
- **Developing Welsh language skills** (Standards 96 – 105)
- **Recruiting and appointing** (Standards 106 – 109)
- **Clinical Consultations** (Standards 110-110A)
- **Signage and notices in the workplace** (Standards 111 – 113)

Internal use

Designated pages on the health board's intranet site provide guidance and support on how staff can use the Welsh language for internal communications within the health board. In addition to providing information about the Welsh Language Services team, translation support, and Welsh language Standards, the information

encourages staff to learn how the health board supports them to use Welsh in their working lives.

During 2022/23, the health board has continued to actively promote the online resources that help our staff to make greater use of the Welsh language at work. Following a shift to more digital working, our Welsh Language Services Team has produced various information sheets, handy phrase sheets and further developed the 'learn Welsh' pages on the health board's intranet site. The Welsh language spell-check package, Cysgliad, is available on all laptops and PCs and staff are encouraged to make use of this tool wherever possible.

In December 2022, we introduced 'Word of the Week', which is shared via our global email and closed staff Facebook group and spells out useful words and phrases phonetically and as an audio clip. In addition, the team has also actively promoted the range of audio clips available, which help staff to deal with Welsh queries on the phone, together with the guidance on how to chair meetings bilingually. The feedback received on these products shows that these were useful for Welsh learners and Welsh speakers who need additional support to boost their confidence. The templates, which help staff in many areas including responding to Welsh medium e-mail queries, keeping bilingual records, and organising bilingual meetings, are also popular. We hope that these will encourage staff to try to produce their own bilingual emails instead of immediately sending an email for translation. These resources have been promoted in newsletters for staff and on the Global staff emails, but there are further opportunities to ensure wider engagement and use.

All documentation relating to staff employment, as well as documentation such as performance objectives and career plan documents, are available bilingually. All Wales policies such as Behaviour in the Workplace, Absence from Work, and Health and Well-being at Work are available in both Welsh and English and are published online. As a result of the internal campaigns by Welsh Language Services, staff have an increased awareness of their rights to receive Welsh language services, such as complaints procedures, documentation or meetings relating to disciplinary procedures, and any general correspondence. Complaint procedures have also been adapted; the policies for Raising Concerns, Dignity at Work, Grievance and Disciplinary now have provision within the Policy for staff to be informed of their rights to make a complaint in Welsh or respond to a complaint made about them in Welsh. During the recruitment process, individuals are actively offered their interview in their language of choice and arrangements are made accordingly. On occasions where Welsh speaking recruiting managers are not available, simultaneous translation is organised as an alternative method.

All documents are reviewed annually to ensure that they are up to date and relevant.

Increasing the Welsh language skills of our staff

All staff language skills are recorded on ESR (Electronic Staff Record). Staff are asked to discuss Welsh language learning opportunities during their annual Performance Appraisal Development Review (PADR) meetings, and this is noted on their employee record. If a wish, or need, to learn or improve an individual's Welsh skills is noted on their PADR, the Welsh Language Services team support and identify a suitable course for the individual. Welsh language courses are advertised widely across the health board and places on courses are prioritised for patient facing staff. All courses are advertised on the newly developed Learn Welsh page on the intranet, and within the Global email sent to all health board staff. The latest information from the language skills audit is available on page 17.

Welsh language course providers have continued to adapt their way of delivering training since the pandemic. Face-to-face classroom-based learning is now being offered as well as online virtual learning. Online learning has proven to be a popular means of learning with health board staff as it gives staff greater flexibility, especially while not needing to leave the workplace to attend a class. Many courses offered by the National Centre for Learning Welsh offer both face-to-face and online options, meaning that our staff are more likely to be able to join depending on their workplace circumstances.

Following the previous success of a pilot project with the National Centre for Learning Welsh in 2021/2022, a new exciting opportunity was presented to Hywel Dda University Health Board towards the later part of 2022 - the financial support to appoint a new Confidence Building Officer.

The Confidence Building Officer has been provided as part of the Work Welsh scheme by the National Centre for Learning Welsh, to provide a series of short confidence building courses for staff. The aim of the Work Welsh scheme is to assist employers to upskill the workforce to use more Welsh at work.

The full-time Confidence Building Officer is employed by one of the Learn Welsh providers, Aberystwyth University, for a period of 12 months. The aim is to offer short confidence building courses and work with individuals to change the use they make of the Welsh language with patients. The series of Confidence Building courses will be open to all health board staff as well as targeting specific groups of staff such as Receptionists, Apprentices and Nurses - staff who have direct contact with patients

The purpose of the confidence building courses is to change linguistic habits and improve confidence, so that staff are more likely to use their Welsh to communicate with others and complete tasks in the workplace through the medium of Welsh. These courses offer a unique opportunity to practise all elements of the Welsh language – speaking, reading, listening, and writing, but with particular emphasis on developing confidence to speak the language.

The Confidence Building Officer commenced post in February 2023 and will be with the health board until the end of February 2024. More information and data regarding the courses provided be found on pages 19-20.

As part of the Confidence Building programme, sessions such as ‘Paned a Chlonc’ are held at lunch times for staff to join for an informal, relaxed chat through the medium of Welsh.

Feedback from participants includes:

“I’m so pleased I joined the Cwrs Codi Hyder to give me the confidence to try my Welsh with other people. The course offers plenty of opportunity to speak Welsh with different people, in different sessions, incorporating many elements of the language. The tutor is very supportive and encouraging and makes everyone feel at ease during the sessions. I would highly recommend this course to anyone wanting to improve their confidence in speaking the Welsh language”.

Camilla Templey, Research & Development

“I would recommend this course to other learners and Welsh speakers. We have an excellent tutor – Richard. He provides a safe learning environment; we’ve also had a lot of fun. He’s given me a lot more confidence. It’s also important to have time to practice with others. I was chuffed to be able to join the course – Thank you.”

Peter Davies, Radiology

Welsh language awareness training sessions continue to be offered virtually over MS Teams and departmental managers are encouraged to organise a session for their staff. Welsh language awareness sessions are advertised via Global email; however, the take up is limited due to service pressures. New staff continue to be encouraged by their line managers to contact Welsh Language Services for advice and support in their new roles. Iaith Gwaith lanyards and badges are given to Welsh speaking staff, and learner lanyards and badges are given to staff who are actively learning.

The Welsh Language Services team have been working on an ongoing project with the Learning & Development department to provide new ‘Welsh language taster sessions’ for staff. Preparations are underway to provide monthly one-hour face-to-face sessions that will include a short Welsh language awareness session, patient focused case studies, video clips, information on learn Welsh courses and mainly an opportunity to practise useful terminology and greetings. The sessions will be booked via the ESR system and be available to new and existing staff.

Another exciting project to be noted is the commitment of the health board’s Switchboard department to increase the Welsh language skills level within their teams. The Switchboard team have committed to a series of courses, from Entry level to more advanced in order to upskill their staff. The Switchboard staff are responsible for answering all generic calls, from patients as well as staff, and

therefore the ability to provide a bilingual greeting as a minimum is paramount. One course was held during March 2023 with the remainder of the courses to be held in the new reporting year. They will be reviewed, and if the project has been successful, we will look to roll out the course to other departments.

The Welsh Language Services team has been working on an ongoing project with the Primary Care Services Academy team; the introduction of a brand new Academy to allow primary care staff to access educational and training courses under one umbrella. This work is ongoing, however the aim is to provide ample Welsh language training opportunities and course information specifically for primary care staff.

A great deal of work continues to be carried out by the Workforce team in supporting the recruitment of new employees. Recruitment managers are advised to assess the need for Welsh language skills and categorise accordingly. New guidelines and a clear process has been shared with all recruitment managers to ensure the Welsh language is considered throughout the recruitment process. All new posts are advertised bilingually, and applicants can state their language preference on application forms.

Standard 107a(ch) continues to be an area of focus for our Workforce team. This Standard refers to the translation of all job descriptions for advertising new and existing posts. Some progress has been made to assess priority job descriptions where greatest impact can be had. The health board is striving for full compliance with this Standard and has a work plan in place that demonstrates how it will achieve full compliance in the future. In the meantime, assessing priority job descriptions for translation has been a focus area, with the following actions being progressed and prioritised:

- Posts that are deemed Welsh essential are translated and advertised in Welsh.
- Posts that have the most frequent contact with patients/service users.
- Those where services are delivered locally and in our communities.
- Posts that tend to be the most frequently advertised e.g., Band 5 Staff Nurse, Health Care Support Worker (Band 2, 3 and 4), Community Nurse, Nurse Manager (Band 6 and 7), Receptionist and Porter.
- 166 job descriptions are available in the NHS Wales Collaborative Library (approved for sharing across Wales) and 34 generic job descriptions are agreed and already translated. These 34 job descriptions are core job descriptions as identified within the health board.

3.4 Record Keeping Standards (115-117)

- **Complaints** (Standard 115)
- **Record of employee Welsh language Skills** (Standard 116)

- **Record of the new or vacant posts which were categorised** (Standard 117)

Complaints received during 2020/21

(Standard 115) *You must keep a record, in relation to each financial year, of the number of complaints received relating to your compliance with Standards.*

All complaints received during the reporting period were dealt with in accordance with the health board's Complaints Procedure.

Two Welsh language service complaints were received by the health board during 2021/22, directly from the Welsh Language Commissioner's office. Both of these complaints were investigated by the Welsh Language Commissioner within the reporting year.

Complaint 1: A complaint from a member of the public on 06/05/2022 about the complainant's mothers' experience in Llwynhelyg Hospital on 14 March 2022. The complaint is in relation to an alleged lack of understanding and awareness of the Welsh Language from the Health Board's staff.

Complaint 2: The second complaint was one from a member of the public on 3 May 2022 about correspondence sent by Hywel Dda University Health Board to the complainant in the form of text messages and emails. The correspondence was in English only. The complainant provided examples of the correspondence in question.

3.5 Welsh Language Skills Audit

(Standard 116) *You must keep a record (following assessments of your employees' Welsh language skills made in accordance with standard 96), of the number of employees who have Welsh language skills at the end of each financial year and, where you have that information, you must keep a record of the skill level of those employees.*

The language skills of health board staff are captured and recorded on the Electronic Staff Record (ESR) system. The data below was captured on the system at the end of March 2023. The data below shows that 97.42% of staff have now recorded their Welsh language skills in ESR.

The Welsh language skills questionnaire form continues to be used to capture the data required and is available for download via the intranet. Staff language skill data is also discussed with managers at performance review meetings. Staff language data is also now transferred from NHS Jobs to ESR on appointment to post.

The breakdown of Welsh Language recording as of 31 March 2023 was:

Welsh skill level	Number of employees	%
0 - No Skills / Dim Sgiliau	4,439	38.27%
1 - Entry/ Mynediad	2,711	23.37%
2 - Foundation / Sylfaen	1,056	9.10%
3 - Intermediate / Canolradd	869	7.49%
4 - Higher / Uwch	909	7.84%
5 - Proficiency / Hyfedredd	1,317	11.35%
Not yet recorded on ESR	299	2.58%
Total	11,600	100%

The areas of improvement, and steps we intend to take during the coming months to improve the recording and development of Welsh language skills include:

1. Encouraging staff and managers to review ESR levels where improvement in language ability has been made.
2. Further encouraging those on level 0 to move to level 1. We aim to encourage more staff to complete the 10-hour online taster courses
3. Implementing our strategy to encourage those on level 1 to move to level 2. This is in line with our Bilingual Skills Policy; a commitment to get to 50% at level foundation in 10 years.
4. Reviewing Bilingual Skills policy targets in light of the 2021 Census data

3.6 Recruitment

(Standard 117) You must keep a record, in relation to each financial year, of the number of new and vacant posts which were categorised (in accordance with standard 106) as posts where— (a) Welsh language skills are essential; (b) Welsh language skills need to be learnt when appointed to the post; (c) Welsh language skills are desirable; or (ch) Welsh language skills are not necessary

The number of new and vacant posts over the past year are as follows:

	Level of Welsh required for each post				Total number of new / vacant posts
	Welsh essential	Welsh desirable	Welsh needs to be learnt	Welsh not necessary	
Hywel Dda UHB	41	4467	0	26	4508

The Workforce & Organisational Development Team has added a Welsh language skills requirements assessment to the recruiting process. This assists managers to

determine whether posts should be advertised as Welsh Essential or Welsh Desirable. The tool ensures that managers follow a set formula that considers the language needs of the population and the current skill mix, and skill gap, within the team. This allows services to recruit individuals with the required level of Welsh language ability to ensure a comprehensive Welsh language service is available. A Top 10 Tips animation continues to be used widely to support recruiting managers in understanding their responsibilities in delivering the aims of the bilingual skills policy.

We continue to make use of Lleol website, a jobs website that promotes roles where Welsh is noted as essential, to advertise the health board's Welsh essential jobs. Welsh essential posts are also shared to a specific group on Facebook that only advertises Welsh essential posts.

3.7 Learning opportunities provided during 2022-23

The shift to more online learning has continued to be a positive move for health board staff in terms of accessing learning. As a health board we are fortunate to be offered various learning opportunities through the Welsh Government funded initiative Work Welsh - an opportunity for employees to learn Welsh from little or no knowledge, or to further develop their existing language skills. The Welsh Language Services Team between our staff and course providers making the process of finding the best course for our staff as easy as possible.

Confidence Building Courses – Work Welsh programme

The full-time Confidence Building Officer is employed by one of the Learn Welsh providers, Aberystwyth University, for a period of 12 months. The aim is to offer short confidence building courses and work with individuals to change the use they make of the Welsh language with patients. The series of Confidence Building courses will be open to all health board staff as well as targeting specific groups of staff such as Receptionists, Apprentices and Nurses; staff who have direct contact with patients.

Who the course is aimed at:

Staff with Welsh speaking skills who lack confidence, or are reluctant to use their Welsh, to complete work-based tasks / communicate with others through the medium of Welsh.

Aim:

The purpose of these sessions is to change linguistic habits and improve the confidence of reluctant speakers, so that they use Welsh when they would normally use English.

Course details:

Held via virtual classroom, including an opportunity for one-to-one sessions with a tutor for further support, the course supports individuals by providing general guidance or, if staff have specific areas of work they wish to concentrate on e.g.

practise a telephone script, or how to write a formal email. The courses are run for two hours per week over 12 weeks (Total of 24 hours of learning).

There has been great interest in the courses thus far from a range of different staff across the three counties from Pharmacy Technicians, Health Care Support Workers, Radiographer, and Occupational Therapists.

At the end of the reporting year (31 March 2023) 38 members of staff had signed up to the courses. This is a fantastic start and great to see that so many staff wish to improve their Welsh skills. Three members of staff have since needed to withdraw from the course, due to current work pressures. However, there will be an opportunity for these staff to re-join later in the year.

The courses will continue to be promoted to reach as many staff as possible. The initial target set was to engage 100 members of staff across the health board in the confidence building courses. We will be working with the course provider in the new reporting year, to see what initiatives can be put in place to support staff that have completed the course, to ensure that they continue to use their Welsh language.

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 table shows the number of participants enrolled on the various courses offered at the health board during 2022/23.

Course	Level	Location	Number of participants enrolled
Confidence Building Courses	Level 3 and above	Online virtual classroom & 1:1 sessions	68
Welcome to Work Welsh	Entry	Online 10-hour taster courses	57
6-week taster course (Switchboard staff)	Entry – Level 0	Online virtual classroom	7
6-week taster course (Switchboard staff)	Entry – Level 0 & 1	Online virtual classroom	6
Online Self Study course	Entry	Online	5
'Use' course Nantgwrtheyrn	Higher	Online	1
'Use' course Nantgwrtheyrn	Intermediate	Online virtual classroom	3

4. Further information

For further information about the health board's Welsh Language Services, please contact:

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