



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

DYDDIAD Y CYFARFOD: DATE OF MEETING:	18 August 2020
TEITL YR ADRODDIAD: TITLE OF REPORT:	Bilingual Skills Policy – Update on progress
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lisa Gostling, Director of Workforce and Organisational Development (OD)
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

A purpose of the People, Organisational Development & Culture Committee 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 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 Health Board 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 the Health Board 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 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 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, 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 fluent speaker, a speaker lacking in confidence who wishes to improve their skills, or a new speaker, the workplace provides opportunities to use, practice 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. 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 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 of July 2020, 35% of our workforce had 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, such as 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, with a promotional video (featuring various stakeholders including Executive Director Lead and Independent Member) and use of other key media tools, on 1st March 2021 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 have been identified. The following summary provides an update on our progress.

Bilingual Skills			
	Performance as at 31.8.21	Performance as at 31.3.22	Improvement/ Deterioration
Number and % of employees with Welsh Language skills recorded on ESR. The expectation is that this is 100% over time	93.5% (10,118 out of 10,823 recorded)	97.3% (10,813 out of 11,109 recorded)	3.8 percentage points improvement
Number and % of departments with Welsh Language skills recorded on ESR. The expectation is that this is 100% over time.	68.4 (473 out of 692 at 100%)	85.6% (620 out of 724 at 100%)	17.2 percentage points improvement
Decrease the % of employees with no Welsh Language skills. The expectation is that this is 0% over time.	33.4%	37.2%	3.8 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.	36.2%	36.3%	0.1 percentage point improvement

Recruitment			
	Performance 01.04.21 – 31.08.21	Performance 01.09.21 – to date (31.3.22)	Improvement/ Deterioration
Number of Welsh Essential vacancies advertised.	32	51	Improvement 19
Number of Welsh Speakers (L3-5) appointed to Welsh Essential vacancies which were filled	37	69	Improvement 32
Number of L3-L5 Welsh speakers who apply for vacancies	Not available	3,222 (10.9%)	XX

Learning and Development			
	Performance as at 31.8.21	Performance as at 31.3.22	Improvement/ Deterioration
Number of employees accessing Welsh Language training	288	338	Improvement 50

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 1st March 2021 ensuring we maximised its importance on St David's Day.

Bilingual Skills & Workforce Planning

- Welsh Language forms part of the assessment in the training/role design for workforce modernisation/planning;

Learning & Development provision

- Training sessions advertised through Global email on a monthly basis.
- Advice & 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

- 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 advertising Welsh speaking staff to participate in recruitment films e.g. Gender Pay Gap, Gender stereo typing, Welsh language learner film;
- 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 Eisteddfod to promote opportunities and the use of the Welsh Language – ensuring Welsh speaking and/or Welsh learning staff are in attendance each day;
- Launch of Welsh Learners film [Workforce bilingual skills video - YouTube](#) at the National Eisteddfod in Tregaron which was viewed by Eluned Morgan prior to release;
- A 'Top 10 Tips' animation created to support managers in understanding their responsibilities in delivering the aims of the policy;
- "Lleol" site continues to be used to advertise HB Welsh essential jobs. This is a site which promotes Welsh Essential vacancies.
- Introduced change to Personal Specification within the Job Description to ensure Welsh Language skills can be used in shortlisting for vacancies;
- Person Specifications updated to 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.

Future areas of positive action

- Review of Future Workforce database to ensure collection of Welsh Language data for volunteers to support future volunteer planning, recruitment, services and reporting;
- Bilingual Service Policy review as per HR Disrupted approach;
- Continued engagement with the W&OD team and Welsh language team in Betsi Cadwaladr University Health Board 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 the Health Board;
- Promoting the existence of the performance data in the dashboard on Welsh language skills recorded on ESR;
- Continued 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;

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

The Health Board recently received the 'Welsh in the Workplace Employers Award' by Aberystwyth University during the National Eisteddfod in Tregaron. The Health Board was awarded the best employer for teaching the language in the workplace. Steve Moore, Chief Executive said: "The Health Board is extremely proud to receive this award today. Supporting our learners is one of the goals within our Bilingual Skills Policy, as we try to increase the number of staff who can use Welsh with our service users and at the same time, contribute to the Welsh Government's strategic goal of reaching one million Welsh speakers by 2050. Congratulations to all our learners"

The Apprenticeship Academy recruitment into Health Care Apprenticeships in 2022 has resulted in 40% of offers being made to candidates who are above foundation level in their Welsh language skills. This outcome provides a very strong platform looking to the future for the language skills in the nursing profession.

The Future Workforce team have recruited, and the team is now 83% Welsh speaking which will support them within their work within schools and partner organisations. The Future Workforce team are also developing a new database which will help capture Welsh Language skills for volunteers and therefore aid planning and reporting. Currently 24% (35 out of 144) of the Health Boards volunteers are Welsh speakers.

Employee and patient stories are being captured to monitor impact:

Employee Story

Rwyf wedi mynychu Cwrs Codi Hyder – Bwrdd Iechyd Hywel Dda yn 2021/22.

Mae'r Bwrdd Iechyd wedi bod yn ardderchog i rhoi'r cyfle i'r gweithwyr i neud cwrsiau fel Codi Hyder. Mae 'na lot o Gymraeg yng Nghorllewin Cymru ac maen pwysig i'r staff a'r cleifion i gallu sgwrsio yn y Gymraeg, iddyn nhw teimlo'n cyfforddus mewn sefyllfaoedd anarferol. Maen pwysig hefyd fod y cwrs yn rhad ac am ddim am pawb i gynnydd i fod yn rhugl.

Rydw i'n teimlo'n lot mwy hyderus yn siarad gyda unrhywun. Pan dwi'n gweithio yn y Canolfan Breichiau mae'r cleifion'n dod i mewn i adeilad anarferol ac maen nhw'n ofnus achos COVID.

Maen well i mi siarad iddyn nhw'n ei iaith cyntaf i trio amlacio nhw a gwneud nhw teimlo'n diogel. Mae'r cwrs wedi bod yn fantastic.

"I have attended the Confidence Building Course with Hywel Dda Health Board in 2021/22. The Health Board has been excellent in giving employees the opportunity to do courses such as Confidence Building. There is a lot of Welsh in West Wales and it's important for the staff and the patients to be able to converse in Welsh, for them to feel comfortable in unusual situations. It is also important that the course is free for everyone in order to progress to become fluent. I feel a lot more confident talking to anyone. When I work at the Arms Centre the patients come into an unusual building and they are scared because of COVID. I prefer to speak to them in their first language to try to relax them and make them feel safe. The course has been fantastic."

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:	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 Cynllunio Planning Objectives	3N Welsh Language 2B Strategic Equality Plan and Objectives establishment
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019	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: 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 Patient Liaison Team Welsh Language 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:	Not Applicable
Cydraddoldeb: Equality:	<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>