



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

DYDDIAD Y CYFARFOD: DATE OF MEETING:	20 June 2022
TEITL YR ADRODDIAD: TITLE OF REPORT:	Welsh language and culture
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Alwena Hughes Moakes, Communications Director
SWYDDOG ADRODD: REPORTING OFFICER:	Enfys Williams, Welsh Language Services Manager

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

Through its strategic planning process, the Board approved a planning objective that sets a clear vision in relation to Welsh Language and Culture. A key focus will be on undertaking a discovery process to understand the Welsh language and cultural needs and aspirations of our communities – of our staff, patients, and service providers - and follow-up with a plan that reflects our findings and delivers upon the board's priorities.

The Welsh language planning objective for 2022/23 is defined as:

During 2022/23, the health board will undertake a Welsh Language and Culture Discovery process that seeks the views of staff, patients, partners, exemplar organisations and the local population regarding ways to make Hywel Dda a model public sector organisation for embracing and celebrating Welsh Language and Culture (in the way we communicate, offer our services and design our estate and facilities for example). The resulting Discovery Report is to be presented for Board approval in Q4 2022/23 and, in light of this, a comprehensive and ambitious Welsh Language and Culture Plan will be presented to Board for approval in March 2023 with implementation starting in April 2023 at the latest. Any elements that can be implemented during 2022/23 should be, subject to appropriate approvals.

This SBAR provides a broad outline of the scope and timeline of the proposed Welsh Language and Culture Discovery process.

Cefndir / Background

Committee members will recall previous discussions and request to produce a Welsh Language and Culture Plan for the health board, that seeks to inspire and engage with our broad communities. While the health board, along with all other health boards in Wales, has a statutory obligation to meet the Welsh Language Commissioner's Welsh Language Standards, Hywel Dda University Health Board wishes to go beyond the remit of the Standards and not only comply, but celebrate the Welsh language and culture of mid and west Wales.

Asesiad / Assessment

To truly understand the aspirations of current and future generations, the Welsh Language Services team will lead a discovery process that will seek to engage with our communities to hear their views about what we can do to further embed the Welsh language and enhance Welsh culture within all aspects of the health board's work.

The Discovery process will follow the three development stages of:

- **Discover:** From August to October 2022, we will work with our internal and external stakeholders to look back at what has been achieved over the years and look forward at the opportunities that exist to further enhance the Welsh language and culture. By engaging with our broad communities, using a variety of methods (focus groups, individual conversations, forum engagements, questionnaires) we will seek to understand what has been good, what has been challenging, and what we could do differently. We will seek innovative ideas that help to shape our future approach.

We will also conduct desk-top research to understand how other organisations in Wales, and further afield, have successfully embraced different languages and embedded their nation's culture into their organisations. We will seek to learn from the experiences of others – including details of what did and didn't work well in implementing their strategy.

The focus of our approach will go beyond seeking strategies in ensuring compliance with language standards and provide an opportunity to explore how we can ensure our Welsh culture is celebrated and enhanced through the fabric of our organisation and all our activities and operations – enhancing the patient and staff experience beyond providing a bilingual service alone.

- **Design:** Building upon the findings of the discover process, we will design our Welsh Language and Culture Plan and share the initial draft at the December meeting of the People, Organisational Development and Culture Committee, for feedback and comment. Depending upon feedback and extent of refinement required, the Plan will be shared with the Board at its March 2023 meeting.
- **Deliver:** Once approved by the Board in early 2023, the Plan will be delivered from April 2023. As detailed in the planning objective, should particular elements of the discovery process be aligned with current ways of working and resourcing, we may seek to implement those elements sooner.

Engaging with our communities of interest

We intend to use the National Eisteddfod at Tregaron as a launchpad for the engagement activity, recognising that it will attract a number of our local and Welsh-speaking communities. Plans for the launch at the Eisteddfod are being developed and will include formal announcement by press release and social media activity (additional launch activities will be shared with the Committee members, once confirmed) – informing communities of our intent and inviting feedback. Members of the Welsh Language Services team will seek to engage with people on the Eisteddfod Maes, asking them to share their views and ideas.

Following the initial launch, we will seek to engage with members of our communities, through various online and offline channels. With the support of the Welsh Language Champion for the Board, we will also engage with members of the Board, our staff (particularly workforce and organisational development, community outreach, engagement team, and diversity and inclusion colleagues), service users, and the general public.

In addition to seeking the views of our communities, we will proactively engage the following organisations as leaders, or partner organisations:

- NHS Wales Welsh Language Officers
- Carmarthenshire Welsh Language Forum and Ceredigion Welsh Language Forum (Fora includes public sector representatives from Carmarthenshire County Council, Ceredigion County Council, Dyfed Powys Police, Fire Service, Dyfed Powys Police and Crime Commissioner, Coleg Sir Gâr, Coleg Ceredigion, Trinity St David's University, and Aberystwyth University). There is no Forum in Pembrokeshire, so individuals with responsibility for Welsh language and culture for Pembrokeshire will be contacted (e.g. within Pembrokeshire County Council).
- Third sector organisations, including:
 - Urdd Gobaith Cymru
 - Mudiad Meithrin
 - Carmarthenshire Young Farmers
 - Ceredigion Young Farmers
 - Mentrau Iaith
 - PAVS
 - PAVO
 - CAVS
 - Cymdeithas yr Iaith
- Political representatives, including our MPs and MSs
- CHC
- Welsh Language Commissioner's Office,

The organisations identified above will be engaged with, and should additional organisations be identified as part of the discovery process, we will expand this list to reflect the broadest audience.

Argymhelliad / Recommendation

The Committee is asked to note the progress and associated timescales with the delivery of the Board-approved planning objective for Welsh language.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference:

Cyfeirnod Cylch Gorchwyl y Pwyllgor:

3.10 Seek assurances that there is the appropriate culture and arrangements to allow HDdUHB to discharge its statutory and mandatory responsibilities with regard to Welsh language provision (workforce & patient related).

Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	3.2 Communicating Effectively 4. Dignified Care 6.2 Peoples Rights 6.3 Listening and Learning from Feedback
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	3N Welsh Language
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 7. Plan and deliver services to enable people to participate in social and green solutions for health 8. Transform our communities through collaboration with people, communities and partners

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:	
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 & W&OD sub-group All Wales Welsh Language Officers

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	HDdUHB staff time to engage with members of our broad community. These costs are currently absolved within the Welsh Language Services Team budget and within directorates themselves.

Ansawdd / Gofal Claf: Quality / Patient Care:	Communication is at the heart of everything HDdUHB do therefore treating service users and staff in the language of need is key to the organisation's culture and engagement. There is evidence that high employee engagement can deliver quality patient care.
Gweithlu: Workforce:	All staff have a role to play in implementing the statutory Welsh Language Standards. However, in developing our Welsh Language and Culture Plan, we hope that it entices colleagues to join our health board, provides learning opportunities for current staff, and assists the health board in further developing its culture and supporting staff retention.
Risg: Risk:	Current compliance assessment highlight risks that may apply to each Welsh Language Standard and our statutory obligation to comply with these. However, these are addressed through the day-to-day management of the Welsh Language Services.
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 – this proposal brings to life this ambition.
Gyfrinachedd: Privacy:	Not applicable
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 is assessed.