



**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 Annual Report
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Alwena Hughes Moakes, Communications Director
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Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

The Welsh Government is committed to strengthening the provision of Welsh language services to the people of Wales. Hywel Dda University Health Board (HDdUHB) received its Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 on 30th November 2018. The compliance notice states which of the Welsh Language Standards (No. 7) 2018 Regulations the Health Board must comply with and by when.

This paper focuses on Standard 120 in particular; the requirement to produce an annual report on how the organisation is progressing towards achieving compliance with the Standards.

Cefndir / Background

The Welsh Language Standards are a set of statutory requirements relevant to public bodies, including Health Boards. They identify HDdUHB's responsibility to operate and provide excellent bilingual services. Under the Standards, Welsh should not be treated less favourably than English. Everyone who works within HDdUHB is responsible for ensuring compliance with the Standards and line managers are responsible for the compliance of their teams. They protect the rights of all individuals - staff as well as patients and our communities.

The introduction of the Standards was viewed as an initial change in culture within an organisation that enables an environment where working through the medium of Welsh becomes the norm, and that the language is given equal status to English. It ensures that our Welsh speaking population can access services in their language of choice. The Standards form part of the Welsh Government's Cymraeg 2050 strategy, launched in July 2017, that defines the Welsh Government's long-term vision to reach a target of a million Welsh speakers by 2050. To fulfil this vision, the strategy aims to increase the use of the Welsh language and create favourable conditions for the language within all aspects of public life, including infrastructure and creating a favourable context for use of the language, which in turn will lead to an increase in the number of Welsh speakers.

Forming part of the overall Compliance Notice, the Welsh Language Commissioner imposed specific Record Keeping Standards and Standards that deal with Supplementary Matters, one of which being the production of a Welsh Language Annual Report.

The Standard reads as follows:

Standard 120 – Standards which deal with Supplementary Matters

(1) You must produce a report (an “annual report”), in Welsh, in relation to each financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year.

(2) The annual report must include the following information (where relevant, to the extent you are under a duty to comply with the standards referred to):

(a) the number of complaints that you received during the year in question which related to compliance with the standards with which you were under a duty to comply (on the basis of the records you kept in accordance with standard 115);

(b) the number of employees who have Welsh language skills at the end of the year in question (on the basis of the records you kept in accordance with standard 116);

(c) the number (on the basis of the records you kept in accordance with standard 117) of new and vacant posts that you advertised during the year which were categorised as posts where—

(i) Welsh language skills were essential;

(ii) Welsh language skills needed to be learnt when appointed to the post;

(iii) Welsh language skills were desirable; or (iv) Welsh language skills were not necessary.

(3) You must publish the annual report no later than 6 months following the end of the financial year to which the report relates.

(4) You must ensure that a current copy of your annual report is available on your website.

Asesiad / Assessment

The Welsh Language Annual Report 2021/22 provides an insight into how the health board has implemented and promoted the Welsh Language Standards over the past year. Also included in the report is information on the various projects and opportunities presented in order to enhance Welsh language provision across the health board and the vision moving forward into the new reporting year.

The report describes the steps taken to comply with the following group of Standards:

- **Service Delivery Standards;** how we deal with correspondence, telephone calls, meetings, events and external communication channels.
- **Policy Making Standards;** indicate what standards should be considered in policy development and ensure that we give full consideration to how developing and / or implementing specific policies will affect the availability and accessibility of Welsh-medium services.
- **Operational Standards;** how we operate internally including working bilingually, the Welsh language service that you can expect to get in the organisation and advice on compliance.

As per the requirements of Standard 120, the report also includes information and statistics covering the number of complaints received, employee Welsh language skill recorded data and categorised language skill criteria of new and vacant posts advertised over the past year. It is

important to note that the data recorded on employee Welsh language skills, in terms of percentage recorded, has improved since 2020/21 and is currently the best in Wales.

Argymhelliad / Recommendation

For Information

The People, Organisational Development and Culture Committee is requested to endorse the report as a reflection of the activity and progress made to enhance and embed the Welsh language and culture at HDdUHB.

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:	Risk reference: 1232, risk score: 12
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	3.2 Communicating Effectively 4. Dignified Care
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

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:	
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 support implementation of the Standards and in some instances to undertake internal training and translation costs. 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.
Risg: Risk:	Compliance assessment will highlight risks which may apply to each Standard. However, these will be mitigated through a high level of awareness of the standards and a compliance assessment action plan which will be maintained as a 'live' document. This will reduce risks to the health board and provide a mechanism of addressing those risks on a priority basis.
Cyfreithiol: Legal:	Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 on 30 th November 2018

Enw Da: Reputational:	<p>HDdUHB has committed not only to comply with the Welsh Language Standards, but to embrace their spirit.</p>
Gyfrinachedd: Privacy:	<p>Not applicable</p>
Cydraddoldeb: Equality:	<p>The focus of language 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 is assessed.</p>



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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Hywel Dda University Health Board Welsh Language Annual Report 2021/22



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Introduction

This 2021-22 Welsh Language Annual Report focuses on the work undertaken by Hywel Dda University Health Board during the third 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. However, against the exceptional circumstances of COVID-19 and the pandemic, it has been necessary to adjust priorities to reflect the challenges of the pandemic. The past year has meant drastic changes for the health board; a significant mass recruitment programme, staff deployment to other roles, increased staff absence due to self-isolation or illness, and the continued shift in the way many of our teams work and the continuation of home working. The COVID-19 pandemic means that the health board is still working through a very difficult period where plans are made, are rapidly implemented, and are reassessed daily. Staff have demonstrated, and are still demonstrating, 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 2021/22, both the Executive Director and Independent Member responsible for developing the Welsh language 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 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 pressures of the pandemic, 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, due to the COVID-19 pandemic, face to face communication with staff has not been possible again during the reporting year; therefore, digitally accessible materials have continued to be utilised and are readily available on the intranet for staff to access. The lack of face-to-face contact with staff has somewhat diminished the momentum that had developed in promoting the Welsh language.

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 have continued to be offered virtually during the pandemic. 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.

Regular meetings have continued 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 department 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.

The health board also supported the Welsh Language Commissioner's Welsh Language Right's Day in December 2021. A member of staff from Bronglais participated in a video that promoted the importance and benefit of learning Welsh to communicate with service users in their language of need.

A successful programme of on-line activities was held to celebrate St David's Day earlier this year. The week of activities commenced with a video clip from our Chief Executive, Mr Steve Moore, followed by several other engaging opportunities for staff including Learn Welsh Day, St David's Day themed Clwb Clonc sessions, St David's Day themed quiz, and continuous promotion of the resources that are available to staff to support them to provide a bilingual service to our population. The overall aim of the St David's Day programme was to raise awareness of the various opportunities available for staff within the workplace, whilst also ensuring staff are aware of their obligation to ensure that a Welsh language service is available to our Welsh speaking population. While focused on 1 March, the materials are evergreen and are available for staff to access at any time – providing an agile solution to the continued challenges and pressures of the pandemic.

The health board approved its [Primary Care & Welsh Language policy](#) (Standard 78) in September 2021. This policy considers how developing and/or implementing specific decisions will affect the availability and accessibility of Welsh language provision in Primary Care services. It seeks to maximise opportunities for use of the Welsh language and ensure that the Welsh language is treated no less favourably than the English language.

The policy further demonstrates the health board's commitment to ensuring that members of the public can express their views and needs in their preferred language and encourages other users and providers to use and promote the Welsh language within the health sector in mid and west Wales. Progress within this area has been slower than anticipated due to the pressures individual contractors have faced due to the ongoing pandemic. However, it will be a key aim for improvement during the next reporting year and the primary care directorate has a draft implementation plan in place for 2022/23.

The Welsh Language Services Team continue to lead on the More Than just Words Strategic Framework, on behalf of the health board, and ensure that progress is made in the provision of Welsh language services. This plan has been developed to meet the care needs of Welsh speakers, their families, or carers in health. Performance and progress are measured biannually, where we report on the actions implemented to deliver the objectives in the More than Just Words Action Plan. This is reported in the NHS Delivery Framework mid-year update, last submitted to Welsh Government in October 2021 and April 2022 – on the activities of the 2021/22 financial year.

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

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.

All signage and information leaflets relating to COVID-19 have been produced bilingually to the best of our knowledge. We are particularly pleased that all communication platforms such as social media, press releases, and website information have been prioritised during the COVID-19 period 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.

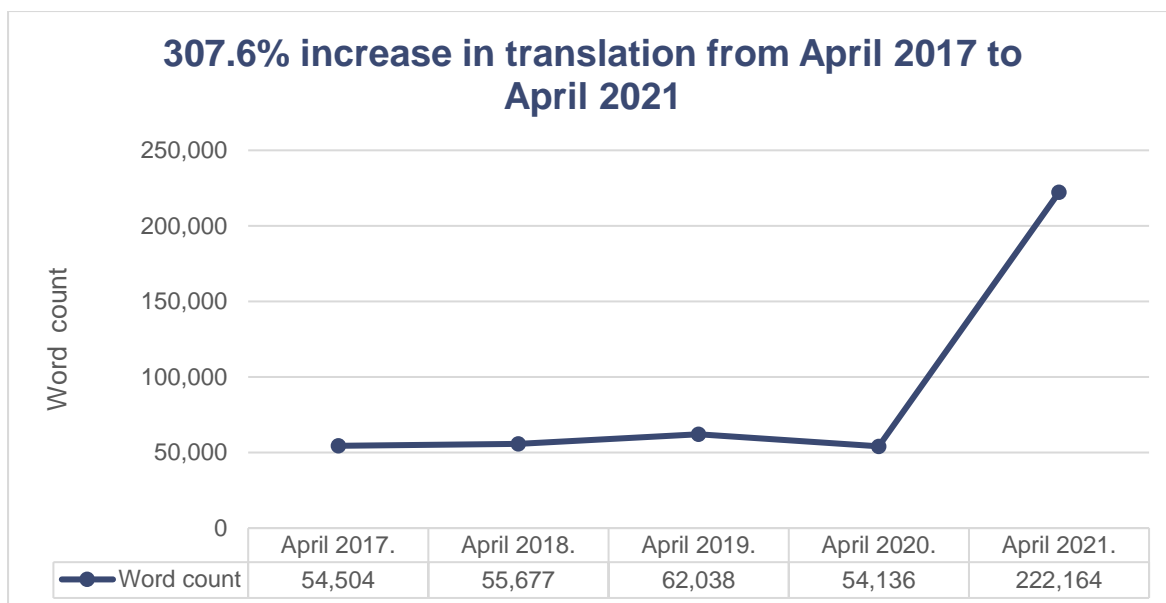
Regular articles are published in the health board's Hywel's Voice newsletter to remind staff about the Standards and refer them to where help and advice can be obtained. The health board continues to promote its Welsh language services by displaying posters, using digital screens at hospital sites, 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.

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 brand. The brand consists of various merchandise from posters, pens, flash cards, table talkers, desk aids and flashcard keyrings; as means to encourage and assist staff to try and use Welsh in a range of circumstances. Despite not being able to access the health board's various sites during the reporting year due to Covid-19 restrictions, the Welsh Language Services Team has continued to promote the resources available to staff and to distribute them widely to both hospital-based staff and community-based staff.



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

Some months have seen up to a 300% increase in translation work compared to previous years. 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, such as 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. The use of a platform such as MS Teams has been essential to conducting meetings during the pandemic; meetings between internal staff, with other organisations, and for the use of patient consultations.

It is important to note that a simultaneous translation service has not been actively offered during the past year due to restrictions with the online virtual platform MS Teams, which meant that this was not possible. This is an All-Wales health board problem and work is ongoing to provide an alternative solution to enable a simultaneous service to be available virtually. However, we understand that there may be progress on this during the summer of 2022.

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.

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 2021/22, 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 audio clips, which help staff to deal with Welsh queries on the phone, together with the guidance on how to chair meetings bilingually, have been actively promoted. 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.

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. Various Welsh audio clips are also available on the intranet site to encourage staff to use their Welsh with patients and others.

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 record. If a wish, or need, to learn or improve an individual's Welsh skills is noted on their PADR, Welsh Language Services 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 11 of this report.

Welsh language course providers have continued to adapt their way of delivering training during the pandemic. Face-to-face classroom-based learning stopped in March 2020 due to the pandemic and on-line learning has continued throughout this reporting year. It 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.

During the early part of 2020, the health board committed to delivering a new Increasing Confidence course. Aimed at staff that have Welsh language skills but lack the confidence to use it within their work, the course has proven to be very popular with staff with course attendees reporting that they now use the Welsh Language at work. Staff who have completed the course include a bereavement officer, Covid-19 vaccine nurse, and a switchboard supervisor. Work Welsh has continued to offer all levels of classes virtually and fully funded. 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 Work Welsh programme offers a fantastic opportunity for staff to learn and progress their Welsh language skills with many committing to the various courses – see page 14 for further details.

The Virtual Clwb Clonc continues to take place, and this is now offered across the health board. The main aim of Clwb Clonc is to build staff member's confidence to use the language in the work environment and with Welsh speaking patients.

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 due to the ongoing pandemic. 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.

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.

The Apprenticeship Academy is designed to provide opportunities to our local population who want to work in healthcare but may not have the appropriate qualifications or have an opportunity to gain qualifications. We're pleased to share that 33 of the 61 apprentices chosen are level 3-5 Welsh language speakers. Having so many Welsh speaking apprentices on board will be of great benefit to other health board staff, as well as our Welsh speaking patients. The programme covers a range of areas, from clinical roles such as Nursing, to non-clinical roles such as patient experience, digital services, corporate governance, with several more apprenticeships being developed.

A comparison table of Apprentice Welsh Language skills since the start of the Apprentice Academy can be found on the next page. The table shows the Welsh language skills of staff whose role/job title includes the word "apprentice". The data was taken on 31 January 2022.

Apprentice Welsh Language skills 2018-2021

Start date in	Welsh language level							Total
	0 No skills	1 Entry	2 Foundation	3 Intermediate	4 Higher	5 Proficiency	Not yet recorded	
2018	-	2	-	-	-	-	-	2
%	-	100%	-	-	-	-	-	
2019	2	8	9	8	5	4	-	36
%	6%	22%	25%	22%	14%	11%	-	
2020	-	2	-	1	-	-	-	3
%	-	67%	-	33%	-	-	-	
2021	14	9	5	5	8	16	4	61
%	23%	15%	8%	8%	13%	26%	7%	
Total	16	21	14	14	13	20	4	102
%	16%	21%	14%	14%	13%	20%	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. Some actions are outstanding and need to be completed during the next reporting year.

Complaint 1: A complainant telephoned the health board's COVID-19 enquiries helpline (0300 303 8322) on various occasions over a period of six weeks and was unhappy with the lack of Welsh language services received. The complaint has resulted in the Welsh Language Commissioner holding an investigation into the situation and the health board reported on a series of action points to the Welsh Language Commissioner in March 2022.

Complaint 2: The second complaint related to one of the health board's mass vaccination centres. The complainant reported that after registering at the desk, and receiving a leaflet about the vaccine, they were directed to another desk to provide their personal details. Following this, the complainant was given a form containing these details, which they allege was in English only. The complaint resulted in the Welsh Language Commissioner holding

an investigation into the matter. The health board is required to report on four action points from the Welsh Language Commissioner.

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 2022. The data below shows that 96% 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 2022 was:

Welsh skill level	Number of employees	%
0 - No Skills / Dim Sgiliau	3,935	35.8%
1 - Entry/ Mynediad	2,632	23.94%
2 - Foundation / Sylfaen	992	9.02%
3 - Intermediate / Canolradd	857	7.8%
4 - Higher / Uwch	873	7.94%
5 - Proficiency / Hyfedredd	1,273	11.58%
Not yet recorded on ESR	430	3.91%
Total	10,992	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 (when published)

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	76	2855	0	26	2957

Whilst the Health Board recognises that there is more work to be done in terms of the number of posts advertised as Welsh Language essential, it is reassuring to note that the number of Welsh essential posts advertised has increased during the last three reporting years and has more than doubled since the last reporting year.

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 has been prepared to support managers in understanding their responsibilities in delivering the aims of the bilingual skills policy. Other recruitment developments include the 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.

Learning opportunities provided during 2021-22

As in the previous reporting year, Learn Welsh course provision has run somewhat differently, due the COVID-19 pandemic seeing a continued shift to online learning. However, this 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.

Canolfan Dysgu Cymraeg Cenedlaethol – Work Welsh programme

The Work Welsh programme offered a new online self-study course with tutor support during the reporting year. The course, suitable for beginners, involved approximately 60 hours of independent learning, tutor Support throughout through virtual revision sessions, Q&A, and additional tailoring as well as support via email. Another new course, specifically for Hywel Dda Health Board, is the Building your Confidence course. This course is offered to staff who already have Welsh Language skills but lack the confidence to use it within the workplace.

Staff who attended the Building your Confidence course told us:

“I work as Switchboard Supervisor in Bronglais hospital. I learned basic Welsh in school but have always been too shy to really use it properly. Since doing this course, I have gained more confidence. When working as a telephonist, if a caller asked if I speak Welsh I used to answer, “a little” and the caller would invariably turn to English. Now I have the courage to answer a straight, “yes”, and the caller continues in Welsh. Even though I make numerous mistakes, they are generally happy that I’m making an effort.

The course itself has been set up very well. Laura is aware that we are all working and not always available to attend every session, she just encourages us to join as and when we can, so there is no embarrassment returning if we haven’t been for a couple of weeks. To be honest, I wish that I could continue on the course indefinitely”.

Suzanne Biddulph, Switchboard Supervisor

“The course is excellent. I’m much more confident in using my Welsh with patients – I believe it makes them feel more at ease in a situation that can be difficult for them”.

Jane Westlake, Covid-19 Immunisation Nurse

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 2020-21:

Course	Level	Location	Number of participants enrolled
Online self-study with tutor support	Entry	Online self-study	109
Welcome to Work Welsh	Entry	Online 10-hour taster courses	126
Online self-study with tutor support	Entry – Level 2	Online self-study	9
Online self-study with tutor support	Entry – Level 1 & 2	Online self-study	57
Intensive Course	Intermediate	Online self-study	15
Intensive Course	Higher	Online self-study	9
Building your Confidence	Intermediate & Higher	Online self-study & Tutor support	13

Vision for 2022/23

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 undertaking a discovery process to understand the Welsh language and cultural needs and aspirations of our communities – of staff, patients, service providers, and supporters - and follow-up with a plan that reflects our findings and delivers upon the board's priorities. The Welsh language planning objective for the coming year 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.

The discovery process will be delivered in conjunction with the following service areas during the 2022/23 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, due to be launched summer 2022
- Developing and strengthening Welsh Language services within Primary Care in accordance with its action plan
- Continue to provide a comprehensive translation service to the whole organisation
- Ensure a health board presence at the National Eisteddfod Tregaron 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 three-year plan, providing assurance that the health board embraces its legislative requirements, and aims to go beyond statutory requirements in 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 recovery from COVID-19, 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 discovery process, 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.

Further information

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

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