



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

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	17 August 2023
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Welsh language and culture
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Alwena Hughes Moakes, Communications Director
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Enfys Williams, Welsh Language Services Manager

**Pwrpas yr Adroddiad (dewiswch fel yn addas)  
Purpose of the Report (select as appropriate)**

Er Gwybodaeth/For Information

**ADRODDIAD SCAA  
SBAR REPORT**

Sefyllfa / Situation

*More than just words* is the Welsh Government’s strategic framework to strengthen Welsh language provision in health and social care. Its aim is to support Welsh-speakers who access health and care services to be able to receive services in their first language.

In Wales, almost 200,000 staff deliver health and social care. The sector is by far the largest employer in Wales. The Welsh Government believe that there is a huge opportunity for health and social care to become exemplars in providing Welsh language services, and to contribute to the Welsh Government’s ambition to increase language use and the number of Welsh speakers by 2050.

Cefndir / Background

The strategy was first launched in 2002, and it is now in its third phase – this third phase launched last year at the National Eisteddfod in Tregaron. The framework for the Welsh Language in health and social care aims to support Welsh speakers to receive services in their first language. Since its formation, its main focus has been the promotion and delivery of the Active Offer.

What is the ‘Active offer’?

A key element of more than just words is the Active Offer. This means a service is provided in Welsh without someone having to ask for it. It is the responsibility of everyone who provides care services for people and their families across Wales to deliver the ‘Active offer’.

This doesn’t mean everyone has to be fluent in Welsh. Being able to say a few words in Welsh ‘dipyn bach yn y Gymraeg [a little bit in Welsh]’ can go a long way – they can include words of comfort or offering a “paned [cuppa]”. It doesn’t matter how many words of Welsh staff have – what matters is that colleagues use it. Even if individuals don’t speak Welsh; a little bit of understanding about the needs of Welsh speakers can go a long way.

In developing this third phase of the Strategy, Welsh Government has identified an urgent need to mainstream the Welsh language and to strengthen system leadership and accountability at all levels. Workforce planning, commissioning, and training demand increased focus so that capacity to deliver can be identified and developed. Digital systems, data capture and processes must embed the principles of bilingualism in both design and development.

The framework sets out how together we will drive forward progress under the overarching theme of culture and leadership and the following three themes:

**Theme 1:** Welsh language planning and policies including data.

**Theme 2:** Supporting and developing the Welsh Language skills of the current and future workforce.

**Theme 3:** Sharing best practice and an enabling approach.

### Asesiad / Assessment

This report, the first report on the third phase of the strategic framework reports on the Health Board's progress between August 2022 and March 2023.

The Health Board is making good progress against the actions within the plan with notable successes including one of the highest percentage rates of Welsh language skills collected across the whole of Wales and the percentage of staff that have completed the new mandatory Welsh language course on ESR.

Areas for improvement include using the data the organisation has on Welsh language skills in order to advertise jobs as Welsh essential or to a specific level according to the skills already available within the team.

### Argymhelliad / Recommendation

The Committee is asked to:

- Note the report and progress being made against the 'More than just words' strategic framework and associated action plan.

### **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
Parthau Ansawdd:	6. Person-Centred

Domains of Quality <a href="#">Quality and Engagement Act (sharepoint.com)</a>	Choose an item. Choose an item. Choose an item.
Galluogwyr Ansawdd: Enablers of Quality: <a href="#">Quality and Engagement Act (sharepoint.com)</a>	6. All Apply Choose an item. Choose an item. Choose an item.
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable Choose an item. Choose an item. Choose an item.
Amcanion Cynllunio Planning Objectives	8d Welsh Language and Culture Choose an item. Choose an item. Choose an item.
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022</a>	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS Choose an item. Choose an item. Choose an item.

<b>Gwybodaeth Ychwanegol: Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	More than just words 5 year plan – Welsh Government August 2022
Rhestr Termiau: Glossary of Terms:	Not applicable
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Diwylliant, Pobl a Datblygu Sefydliadol: Parties / Committees consulted prior to People, Organisational Development & Culture Committee:	All Wales Welsh Language Officers Welsh Language County Forums x 3 Independent Members Executive Directors

<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	Any costs are currently absolved within the Welsh Language Services Team budget.
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	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.
<b>Gweithlu: Workforce:</b>	All staff have a role to play in implementing the strategic Framework More than just words.

<b>Risg: Risk:</b>	Any risks are addressed through the day-to-day management of the Welsh Language Services.
<b>Cyfreithiol: Legal:</b>	Not applicable
<b>Enw Da: Reputational:</b>	More than just words is a key WG strategic framework that is championed by the Health Minister and the Minister for Education.
<b>Gyfrinachedd: Privacy:</b>	Not applicable
<b>Cydraddoldeb: Equality:</b>	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.

## Delivering the Welsh language actions as defined in the More than just words Action Plan 2022-27: For the period August 2022- April 2023

Year: 2022-23

NHS Organisation | Hywel Dda University Health Board

Completed by: | Enfys Williams, Welsh Language Services Manager

Date: July 2023

Ref	Action description	Issues to consider when providing the update	Update	Challenges / barriers to action and any other comments If there are any barriers to implementing the actions please note them here and outline how you will address them.
1.	We'll set personal performance objectives to ensure the delivery of <i>More than just words</i> so that the Active Offer is embedded in annual objectives of sector leaders, cascaded throughout organisations and considered in relevant individual appraisals at	These are the personal performance objectives set: ➤ Demonstrate how they have provided Board leadership to develop and cascade an organisational culture of belonging that supports bilingualism and	In 2022, the Board, through its annual planning process, committed to support Welsh language and culture at Hywel Dda University Health Board by identifying a specific planning objective for the Welsh language. This planning objective was to commit to undertake a Welsh Language	

	<p>all levels. This will include Chairs of NHS boards and the Directors of Social Services report (Annual Council Reporting Framework).</p>	<p>mainstreaming of Welsh language in plans and delivery of services. The Board has assured itself on progress on the short-term actions set out in the More than just words framework for health bodies. This to include:</p>	<p>and Culture Discovery process that sought 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).</p> <p>The resulting Discovery Report was presented to the People, Organisation Development and Culture Committee for approval in Summer 2023. Emerging themes from the discovery report include the wish to enhance visibility of the Welsh language and culture through the design of indoor and outdoor space, promotion of the area's cultural history – including links to Hywel Dda as part of our brand story, in addition to offering opportunities for staff to use their Welsh Language skills.</p>	
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			<p>The Health Board is the first public sector organisation to offer Welsh language 'building confidence' courses in collaboration with the National Centre for Learning Welsh. The courses are aimed at staff who already have level 3 Welsh or above. The benefits are already being felt as staff who attended the course report using some Welsh with service users, where previously they wouldn't have done so.</p> <p>The Health Board is pleased that this will now be rolled out to all other health boards. The future challenge for is how the Health Board will continue to support our staff who have completed the course to further improve and increase their use of Welsh and support the creation of a naturally bilingual environment.</p>	
		<ul style="list-style-type: none"> <li>- Improved data on workforce language skills (over 90% of staff recorded skills)</li> </ul>	<p>The Health Board has 97% of staff Welsh Language skills recorded on ESR. Please see</p>	

		<p>to support planning of services to enable the active offer.</p> <ul style="list-style-type: none"> <li>-</li> <li>- Over 90% of staff completing Welsh language awareness training</li> </ul>	<p>full breakdown of skills at the end of this reporting table.</p> <p>The Welsh language awareness course was launched in Hywel Dda during January 2023. 38% of staff had completed it by 31 March 23. 62.6% of staff had completed it by 30 June 23.</p>
		<ul style="list-style-type: none"> <li>- Board Champions appointed and best practice evidenced and delivering system improvements.</li> </ul>	<p>Hywel Dda has always prided itself on the importance the Welsh Language has at Board level. Our current Independent Member is the second Welsh Language Champion and the current Director of Finance is also the Executive Champion.</p>
16.	Organisations to <b>define</b> the level of Welsh language skills required in all job adverts as per best practice in some health boards and local authorities	This is something that will benefit from guidance to be developed at a national level. In the meantime, please provide examples of best practice regarding this action point in your organisation.	Hywel Dda approved its Bilingual Skills policy in 2020 – there is guidance within the policy on how to define the level of Welsh language skills required in job adverts. The Health Board also has a ‘Top 10 Tips’ animation created to support managers in understanding their



			responsibilities in delivering the aims of the Bilingual Skills policy.	
17.	Gradual introduction of a minimum “courtesy” level of Welsh language skills making staff more aware of positive impact that learning and using Welsh can have on individuals accessing and receiving health and social care services. By the end of the life of this plan, <b>all staff</b> working in health and social care should have courtesy level Welsh	This is something that will need guidance developed at a national level. In the meantime, please provide information about any developments in your organisation including examples of best practice.	Following the Welsh language and Culture discovery process at the Health Board, a proposal that all Health Board staff attain Level 1 Welsh Language Skills was drafted. Specific actions and a timeline around this will be further developed during 2023/24. National guidance that could support our work would be helpful.	
29.	We’ll collate and share examples of innovative good practice which is accessible across the sector utilising existing portals and hubs including the Research and Innovation Hubs.	<p>Please provide examples of good practice shared in your organisation and with other organisations.</p> <p>To what extent have you engaged with the Research and Innovation hubs to improve Welsh language services?</p>	<p>The Health Board regularly shares examples of good practice amongst its community of staff via its internal communications channels – global email, staff Facebook group and quarterly staff newsletter.</p> <p>The organisation shares good practice with partners via county forums and all Wales forums.</p> <p>The Communications Team works with the Research and</p>	

			Innovation team at Hywel Dda to share their news and developments and does so bilingually.	
30.	We'll use our Bilingual Technology Toolkit to ensure that when we procure and/or develop new digital services, they will include a bilingual user interface wherever possible. For information and advice websites we'll bring translators closer to content creation, drafting in Welsh and English together, so that we communicate clearly in both languages.	<p>Please provide examples of using the Bilingual Technology Toolkit when procuring / developing new digital services. To what extent were digital services produced bilingually Are there records of the uptake of Welsh language digital services?</p> <p>Provide examples of co-drafting for information and advice websites. If this did not happen, please state why.</p>	<p>We operate a number of digital bilingual resources. These include our websites as well as social media content.</p> <p>We actively engage with DHCW and our internal digital team on new technologies and systems ensuring Welsh language is embedded in all.</p> <p>During 2022/23, the health board has worked closely with ORCHA to provide a bilingual platform to share the range of health-related apps that are available to our population. While individual apps are beyond the scope of the Health Board's reach, the platform upon which it sits has been challenged to ensure bilingual and digital accessibility standards are met as best as possible.</p>	
32.	We'll ensure that Welsh language Executive Leads	The Welsh Government will arrange a national	Meetings take place regularly between the WG Welsh	

	and Welsh Language Officers and champions meet nationally to share best practice to ensure a consistent approach on key issues and developing initiatives to celebrate success including promoting <i>More than just words</i> within existing awards and accolade schemes	meeting for relevant stakeholders. In the meantime, please outline any other meetings / groups held to share best practice and ensure a consistent approach.  Also indicate whether <i>More than just words</i> is promoted within existing awards / accolades.	language unit staff and senior staff across the Health Board.  The Health Board holds an annual staff awards – Hywel’s Applause and there is a Welsh Language category included in the awards.	
35.	Visual markers not only enable service users to identify Welsh speaking staff but also to convey a message that Welsh is a ‘normal’ everyday part of service delivery and builds on ethos of belonging. We’ll extend the laith Gwaith project across Wales to allow workers who can offer or partially offer services in Welsh to readily identify themselves by wearing laith Gwaith badges or lanyards. We’ll also in our ICT systems capture, display and share information that let us know as individuals	Visual markers are widely used to denote Welsh speaking staff, but there are still some areas where the markers are not used, and some staff are reluctant to wear the Working Welsh badge.  Can you be confident that the vast majority of workers in your organisations who can offer services in Welsh are identifying that by wearing the laith Gwaith badge?  Do receptions/waiting areas have clear branding	The corporate induction team offer laith Gwaith and learner laith gwaith badges and lanyards to all new starters. The logo is also offered for inclusion on all staff ID badges.  The Welsh Language Services Team, receive on average, 10 requests per week for the laith Gwaith badges/lanyards – this can vary from individual requests to requests for numerous team members.  Active offer posters are distributed to be displayed across our sites and audits are	

	and staff who can speak Welsh and what services they will be offering in Welsh — so we can use our Welsh with them. (Consideration would need to be given to additional funding/resources to enable this to be delivered.)	to show that Welsh language services are offered?  To what extent are ICT systems used to capture and share information about language choice and how is this information then used?	carried out to ensure this is undertaken.  Magnets are on patient display boards to identify Welsh speaking patients.  Language choice forms part of the admittance process of patients.	
37.	We'll further develop dictionary resources, high standard terminological corpus, language memory systems and practical tools to support staff to use their Welsh skills, for example <i>Gair i Glaf</i> . This to include in the short term Welsh language officers and translators working together on collation of terms and translation capacity and capability.	Please provide details about any initiatives in your organisation regarding terminology / translation.	Project in collaboration with DHCW to standardise terminology.	
SECTION 4 – Monitoring Progress	All health and local authorities to appoint a person to be responsible for ensuring delivery on the actions and targets set in the plan	Please indicate whether this has been achieved and the name of the relevant person.	Strategic responsibility for the Welsh Language sits with the Chief Executive with the operational lead being the Communications and Engagement Director. Welsh	

			Language progress is reported to the People, Organisational Development and Culture Committee (PODCC). Operationally, the Welsh language is managed by the Welsh Language Services Manager and the team.	
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**Guidance to RAG rating**

<b>Red</b>	Majority are not on track and improvement needs to be made.
<b>Amber</b>	Majority are on track, but there is scope for improvement.
<b>Green</b>	On track.

**Please provide an overall RAG rating**

Amber

### Welsh Language Skills:

- The breakdown of Welsh Language skills within Hywel Dda University Health Board 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%
<b>Total</b>	<b>11,600</b>	<b>100%</b>