



**PWYLLGOR CYNLLUNIO POBL A SICRWYDD PERFFORMIAD  
PEOPLE PLANNING AND PERFORMANCE ASSURANCE COMMITTEE**

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	24 June 2021
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Welsh Language Annual Report 2020/21
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Steve Moore, Chief Executive
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Yvonne Burson, Assistant Director of Communications & Welsh Language

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Ar Gyfer Trafodaeth/For Discussion

**ADRODDIAD SCAA  
SBAR REPORT**

**Sefyllfa / Situation**

The Welsh Government (WG) 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 30<sup>th</sup> November 2018. The compliance notice states which Standards within the Welsh Language Standards (No. 7) 2018 Regulations HDdUHB must comply with and by when.

This paper focuses on Standard 120 in particular; the production of an annual report on how the organisation is evolving in terms of embedding the spirit of the standards in our culture and what we do, as well as our progress and plans 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 complying with the standards and line managers are responsible for the compliance of their teams. They provide rights of all individuals - staff as well as patients and our communities.

The introduction of the Standards is the first step towards a change in culture within the organisation where working through the medium of Welsh becomes the norm and that the language is given equal status. It is also about ensuring that our Welsh speaking population can access services in their language of choice. The Standards form a part of the Welsh Government's Cymraeg 2050 strategy, launched in July 2017. It sets out WG's long-term approach to reach the target of a million Welsh speakers by 2050. This commitment was also included in Taking Wales Forward 2016–2021, the Programme for Government. In order to fulfil this vision, the strategy aims to increase the number of Welsh speakers, increase the use of the Welsh language and create favourable conditions - infrastructure and context.

Forming part of the overall Compliance Notice, the Welsh Language Commissioner imposed specific Record Keeping Standards and Standards which 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 2020/21 (Appendix 1) gives an insight into how we as an organisation have implemented and promoted the Welsh Language Standards over the past year. We have reported on the various exciting new projects and opportunities presented in order to enhance Welsh language provision across HDdUHB.

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.

## **Argymhelliad / Recommendation**

The People, Planning & Performance Assurance Committee is requested to approve the Welsh Language Annual Report 2020/21 (Appendix 1).

### **Amcanion: (rhaid cwblhau)**

#### **Objectives: (must be completed)**

Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.4 Seek assurances that there is the appropriate culture and arrangements to allow HDdUHB to discharge its statutory and mandatory responsibilities with regard to: <ul style="list-style-type: none"><li>• equality, diversity and human rights (workforce &amp; patient related)</li><li>• Welsh language provision (workforce &amp; patient related).</li></ul>
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Corporate register (Risk ID: 43: Ability to fully comply with the statutory Welsh Language Standards). Risk score = 8.
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	3.2 Communicating Effectively 3. Effective Care
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report	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 Termiau: Glossary of Terms:	Contained within the body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Cynllunio Pobl a Sicrwydd Perfformiad: Parties / Committees consulted prior to People Planning and Performance Assurance Committee:	Welsh Language & Workforce & Organisational Development sub-group All Wales Welsh Language Officers

### **Effaith: (rhaid cwblhau)**

<b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	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.
<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 statutory Welsh Language Standards.
<b>Risg: Risk:</b>	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.
<b>Cyfreithiol: Legal:</b>	Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 on 30 <sup>th</sup> November 2018
<b>Enw Da: Reputational:</b>	HDdUHB has committed not only to comply with the Welsh Language Standards, but to embrace their spirit.
<b>Gyfrinachedd: Privacy:</b>	Not applicable
<b>Cydraddoldeb: Equality:</b>	<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>



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Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# **Hywel Dda University Health Board Welsh Language Annual Report - 2020/21**

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## Introduction

This is Hywel Dda University Health Board's Annual Report for 2020/21 in relation to the Welsh language, and focuses on the second year following the implementation of the Welsh Language Standards.

The health board is working hard to achieve the delivery of its goals in the context of COVID-19, but in these exceptional circumstances, it has been necessary to adjust priorities to address the pandemic. The past year meant drastic changes for the health board; a significant mass recruitment programme, staff deployment to other roles, increased staff absence due to shielding or illness and a complete shift in the way we work with the introduction 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.

During 2020/21, the Executive Board Member responsible for developing the Welsh language has 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. During the latter part of 2020 an Executive Board Member was identified with a unique role to Champion the Welsh language at board level. As a Champion for the Welsh language, the Executive Director is responsible for ensuring the Welsh language is given a prominent status and that the language is threaded throughout decision making processes at board level.

A new reporting committee, People Planning and Performance Assurance Committee (PPPAC) was identified to receive regular updates regarding the Standards, alongside its key role in offering advice, monitoring and calling for evidence of progress made by individual departments within the health board. A new reporting mechanism was also introduced in the form of a Compliance Assessment Tool in order to monitor compliance with the Standards. The Compliance Assessment Tools are to be collated from each Directorate and later presented at the PPPAC for scrutiny. Not all Compliance Assessment Tools have been collated as yet due to COVID-19 demands and changing work priorities. Work is ongoing with Directorates to assist with the completion of their Compliance Assessment Tools in preparation for the next PPPAC meeting.

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.

Following the successful 'Wyt ti'n barod / Are you ready' campaign to prepare the organisation for the impending Standards, it is apparent that the campaign succeeded in its aim of increasing staff awareness and understanding of the Standards. The Standards have been a regular set agenda item for discussion for many across the health board, once again relaying key messages to staff. Welsh Language Services have continued to promote the Standards across the health board using various platforms such as the use of new information materials, the use of internal communication platforms such as Global email, intranet, the use of videos, social media and a short animation clip. Unfortunately, face to

face communication with staff had to be stood down due to the COVID-19 pandemic and therefore more digitally accessible materials were produced and published on the intranet for staff to access.

The introduction of digital platforms such as MS Teams meant that communication with staff and the work on raising awareness of the Standards was able to continue. Welsh language awareness sessions have been offered virtually during the COVID-19 period. The 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.

The health board's Bilingual Skills Policy was updated, published for consultation and later approved in December 2020. There was a slight delay in the approval and launch of the policy due to the effect of the pandemic. The health board has committed to a Bilingual Skills Policy as part of the health board's Workforce Planning process. The aim of the policy is to ensure that the health board will have enough staff with appropriate language skills to conduct a healthcare service to the public bilingually, and allow staff to use the Welsh language within the workplace.

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.

The Policy is not about translation requirements or a compulsion to learn Welsh – it is about workforce planning and up-skilling of employees as part of delivering services bilingually. The Policy is about each service/team's capacity to provide a bilingual service and at the same time ensuring the health board delivers compliance with the standards. 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.

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 and devised 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, now adopted by all Directorates to measure compliance. We will continue to meet regularly during 2021/2022.

A successful programme of activities was launched to celebrate St David's Day earlier this year. The week of activities commenced with a video clip launching the Bilingual Skills Policy, followed by a number of other exciting opportunities for staff; Learn Welsh Day, St David's Day themed Clwb Clonc sessions, opportunity to become a Welsh Language Champion and the launch of new flashcard keyring merchandise for staff. The overall aim of

the St David's 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.

Welsh Language Services have further developed the 'Give it a Go' brand with the introduction of brand new flashcard keyrings for Community staff in particular. See Appendix 1. The purpose of the flashcard keyrings is to aid communication with Welsh speaking patients. The flashcards include various greetings, some clinical terms and handy phrases to help staff communicate through the medium of Welsh. The flashcards have proved to be extremely popular and fantastic feedback received thus far.

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 is 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 2020. Work was carried out by the Welsh Language Services Team to further promote the Active Offer health board wide. A poster was designed and distributed to all departments across the health board in order to raise staff awareness and once again remind staff of the importance of patient language choice. See Appendix 2

The Welsh Language Commissioner's 2019-20 monitoring Survey was presented to the health board in June 2020. The overall findings were positive, and as a health board we were particularly pleased to receive a positive result that all forms and literature subject to the survey were all available in Welsh. A significant amount of work has been conducted over recent months to review all health board forms and literature. Further work was required in some areas, such telephone handling and correspondence, as indicated in the survey results. Where the surveys have identified a risk of non-compliance we took steps to review our self-regulating arrangements to ensure that we comply with the requirements of the Standards.

Partnership working between All Wales Health Board Welsh Language Officers continued over the past year with the establishment of a small working group to discuss ideas and provide a joint approach to the implementation of some of the Standards. A couple of exciting projects are underway, one of which is the ongoing work on the implementation plan of the Additional Learning Needs and Education Tribunal Act which is due to be implemented in September 2021. Our role as Welsh Language Officers is to ensure that the Welsh language is embedded into the plan and that the Welsh language is given equal status in the planning and implementation process.

Another exciting joint project is the 'Welsh For Students'; a plan to ensure medical students on placement within the health boards have access to Welsh language opportunities such as language awareness sessions, courses, and Welsh speaking mentors. This project involves partnership working between health board Welsh Language Officers, Universities, Coleg Cymraeg Cenedlaethol and Health Education and Improvement Wales. A brand new e-learning module is under development as well as an information guide providing information on the various Welsh language opportunities available within each health board.

The following pages present further information on the health board's work by group of Standards.

## 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)

A number of guidelines have been published for staff outlining the requirements in relation to compliance with the Standards. The guidance is available on the intranet so that all staff can access them readily. Managers are fully aware of the available guidance and advise their teams to familiarise themselves with the information.

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

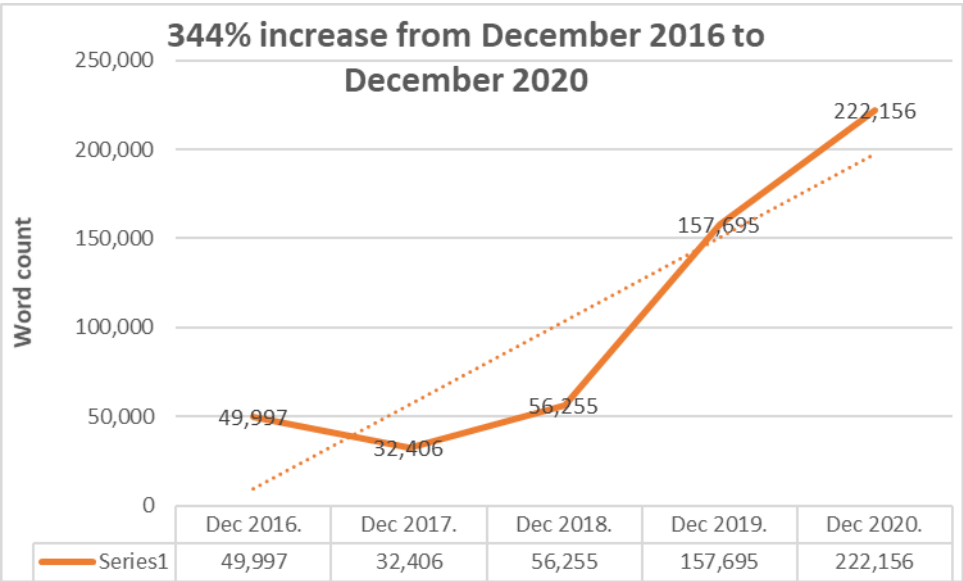
The health board has applied a consistent approach in relation to use of headed paper and email signatures and requires all staff to use the bilingual headed paper of the health board. This means that there is a consistent, bilingual message on all letters. We have also actively encouraged all staff 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 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 latest information published in Hywel’s Voice was the launch of the Bilingual Skills Policy and the St David’s programme of activities. See Appendix 3. The health board continues to promote its Welsh language services through displaying various posters, the use of 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 all of the requirements of 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; all with the intent to encourage and assist staff to use any Welsh that they have. Latterly, the brand new flashcard keyrings were added to the collection to aid communication with Welsh speaking patients.

Since the implementation of the Welsh language Standards, the health board’s internal Translation Service has seen a drastic increase in the amount of requests for translation of literature and even more so during the COVID-19 period.. We believe that this is due to the production of additional information leaflets, appointment letters and vast amount of communicational material such as social media and press releases to keep the public informed of COVID-19 related matters. Some months have seen up to a 344% increase in translation work compared to previous years, as shown in the example below. The increase in translation work can be seen as clear evidence of the continuous work to promote 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, have used 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.

The Health Board was chosen to participate in a pilot project by Cymraeg Byd Busnes, and the cluster area identified for the pilot project by Welsh Government was Amman Gwendraeth in Carmarthenshire. The aim of the work is to identify opportunities to support GP surgeries within the cluster to increase their provision of Welsh language services and to respond positively to the duties placed on them as independent primary care contractors. Unfortunately this work came to a halt during the pandemic but is, however, due to recommence imminently.

During the past year or so, the majority of meetings and events have taken place virtually via the digital platform 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 paramount in order to conduct meetings during the COVID-19 period; 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 throughout 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 in order for a simultaneous service to be available virtually.

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## 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 – an opportunity for specific reference to the Welsh language, where the policy would have an effect on the use of the Welsh language as part of the organisations service delivery. The Welsh language is embedded in the decision making processes and is threaded through all work.

The health board's Written Control Document on Policy, as well as the Equality Impact Assessment form itself are currently under review with various parties. The intention is to include more Welsh language specific criteria in order to further ensure that the Welsh language is threaded throughout all decision making processes and policy amendments. Once approved, the updated Written Control Document on Policy is set to be available from June 2021.

## 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

There are designated pages on the health board's intranet site on the internal use of the Welsh language that staff can access to learn how the health board supports them to use Welsh in their working lives.

During 2020/21, we have been actively promoting the online resources that help our staff to make more use of the Welsh language at work. Following a shift to more digital working, our Welsh Language Services Teams have produced various information sheets, handy phrase sheets and further developed the 'learn Welsh' pages on the health board's intranet site for staff to access. The audio clips, which help staff to deal with Welsh queries on the phone, alongside the guidance on how to chair meetings bilingually, have been promoted, and the feedback received shows that these were useful for learners and Welsh speakers who lack 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, on the Global emails but work remains to ensure wider engagement and use.

All documentation relating to staff employment as well as documentation such as performance objective 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 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 him or her 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.

One of the most significant digital advancements introduced over the past year was the role out of MS Teams on all devices across the health board, enabling and enhancing

communication between staff, external organisations and patients. MS Teams is also a great platform for our Welsh language learners to practise their Welsh virtually. 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 internal intranet site to encourage staff to use their Welsh with patients and others. The new website 'Mura', launched in March 2020, continues to expand, is now fully functional and fully bilingual. Work has been completed on sections on the internal intranet site, with a specific focus on the Workforce and internal administration elements. Work is ongoing to build on other high profile pages such as Staff Well-being information to ensure that they are available bilingually. It's important to note that the internal intranet site is due to be disbanded on 31 March 2022 and we intend to ensure that the Welsh language will be threaded throughout the planning, design and implementation of the new staff platform.

### 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 PADR meetings and this is then noted on their record. Welsh language services support and identify a suitable course for the individual. Welsh language courses are advertised widely across the health board and priority is given to patient facing staff. All courses are advertised on the newly developed 'Learn Welsh' page on the intranet, and within the Global email sent to all health board staff. The latest information from the language skills audit is available on page 17 of this report.

Welsh language course providers have needed to adapt their way of delivering training over the COVID-19 period. Face to face classroom based learning came to a halt in March 2020 due to the pandemic and alternative methods were explored. Courses shifted to online virtual learning later in the year and continue to be provided online to date. We were pleasantly surprised to find that health board staff, more so those in administrative roles, were still able to continue their learning during the peak of the pandemic with many individuals accessing the 10 hour online taster courses provided by Work Welsh. During the pandemic, the health board employed a number of Family Liaison Officers; a patient facing role to aid communication between patients and their families. A number of Welsh speakers were employed and any non-speakers have actively joined a Welsh language course to develop their Welsh skills.

During the latter part of 2020, the health board committed to a brand new 'Work Welsh' programme; a new online Entry level course for beginners. This was the first of its kind by Work Welsh as this type of course involved self-study with tutor support. This particular course proved very popular with health board staff due to its flexibility in terms of study time meaning that staff could follow the course between shifts and clinics at a time convenient for them. In addition to the new online self-study course, Work Welsh offered virtual classes for intermediate and higher levels, again fully funded. These courses offered 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 17 for full breakdown.

The work of promoting the 10-hour on-line Welsh language taster courses continues to be widely promoted across the health board, with a particular drive from the Workforce & Organisational Development directorate. All non-welsh speaking staff within this directorate have been encouraged to complete the 10 hour online taster courses. The course introduces Working Welsh to staff and enables them to attain level 1.

Shortly after the commencement of the very popular 'Clwb Clonc' at Bronglais General Hospital, unfortunately these face to face sessions were forced to come to an end due to the start of the COVID-19 pandemic. However, alternative methods were explored and 'Virtual Clwb Clonc' took off with even greater interest from staff across the three counties. Virtual sessions meant that our Welsh Language Officer could offer more sessions allowing more staff to join. The very popular Clwb Clonc has received fantastic feedback thus far from learners. It is an opportunity for learners to practise their Welsh language skills in an informal setting. In addition to the group Clwb Clonc, the option of a 1:1 individual session was introduced and offered to staff; an opportunity to obtain advice, ask questions, and practise Welsh language skills. The main aim of both the Clwb Clonc and 1:1 sessions is to build staff confidence to use the language in the work environment and with Welsh speaking patients. The full details of all training provided is available on page 17 of this report.

The pandemic has affected other aspect of Welsh language training also. Welsh language awareness training sessions are now 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 has been limited over the past year due to service pressures as a result of the ongoing pandemic. The usual Corporate Induction Programme came to a halt at the start of the pandemic meaning that we have not been able to provide language awareness sessions to new staff during this period due to fast paced recruitment and service pressures. New staff are however encouraged by their line Managers to contact Welsh Language Services for advice and support in their new roles. Iaith Gwaith lanyards and badges continue to be provided for Welsh speaking staff, and learner lanyards and badges are provided for staff whom are actively learning.

Welsh Language information packs have been sent to all wards / departments within the main hospitals as well as the community hospitals. The packs include information about the Standards, handy phrase sheets, lean Welsh information, lanyards and badges and 'Siarad Cymraeg magnets' for use on the inpatient magnetic boards. The packs aim to raise awareness of the Welsh language and encourage staff to use any Welsh that they have with Welsh speaking patients. See Appendix 5.

A great deal of work has been carried out by the Workforce team in terms of 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 provided for all recruitment managers to follow to ensure the Welsh language is threaded throughout the recruitment process. All new posts are advertised bilingually and applicants are able to state their language preference on application forms. The work is ongoing to ensure we are fully compliant on all recruitment Welsh language Standards. Further details can be found on page 15.

Standard 107a(ch) in particular has been and continues to be an area of focus for our Workforce team. This particular 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 most impact can be achieved. We've made progress in the following areas:

- Posts which are deemed Welsh essential are translated and advertised in Welsh.
- Posts which have the most frequent contact with patients/service users.
- Those where services are delivered locally and in our communities.
- Posts which tend to be the most frequently advertised.

Work is ongoing to achieve compliance by the set date of 30 November 2021.

The new programme for the Apprenticeship Academy was launched on 4 February 2021. The Academy is designed to provide opportunities to our local population who want to work in healthcare but may not have the appropriate qualifications or be in a position to gain qualifications. We're pleased to report that 30 out of the 57 apprentices chosen are levels 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 to non-clinical roles such as patient experience, digital services, corporate governance, with several more being developed.

## 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.

No official complaints were received during 2020/21. We believe that this is due to the effect of the COVID-19 pandemic. Having said this, a couple of public concerns were received, as noted in the table below, together with a summary of the action taken following receipt. The Welsh Language Commissioner conducted an investigation into the health board's service following a direct complaint to the Commissioner's Office in 2019 and the work surrounding the investigation is still in progress.

All complaints were dealt with in accordance with the health board's Complaints Procedure.

	Concern	Response and action
	<b>Received directly by the Health Board</b>	
1.	GP surgery website was English only. Individual enquired as to who was responsible for the webpages.	The individual was contacted explaining that the surgery was privately contracted and responsible for the upkeep of their website. Also explaining that they are, however, required to comply with the legal Welsh Language duties set for Primary Care Services. Welsh Language Services worked with the surgery to translate their website. This work has now been completed.
2.	Welsh Wording of automated text service was inaccurate.	Apology sent and wording amended immediately by the service involved. Contact Officer at the Commissioner's office also informed that the text had been amended.
	<b>Complaint received through the Welsh Language Commissioner</b>	

1.	<p><i>Investigation under section 71 of the Welsh Language (Wales) Measure 2011 of a possible failure to comply with Welsh language standards</i></p> <p>The Commissioner investigated an allegation of a failure to comply with the Welsh Language Standards regarding English only literature from an MRI department (a letter and a form).</p>	<p>Welsh language Commissioner issued a proposed report on an investigation into a failure to comply with Welsh Language Standards</p> <p>The proposed report was produced in accordance with sections 73 and 74 of the Welsh Language (Wales) Measure 2011</p> <p>On 13/08/2019, the Welsh Language Commissioner gave an evidence notice to Hywel Dda Health Board.</p> <p>Evidence received from Hywel Dda University Health Board on 19/10/2019.</p> <p>Assessment, findings, and proposed determination by the Welsh Language Commissioner was to take further action as follows:</p> <p><b>Standard 5 – requirement to take steps in accordance with section 77 of the Welsh Language Measure</b></p> <ol style="list-style-type: none"> <li>1. The Health Board must conduct a review to check that appointment letters sent from other departments comply with standard 5 and act upon the results of the review.</li> </ol> <p><b>Standard 36 – requirement to take steps in accordance with section 77 of the Welsh Language Measure</b></p> <ol style="list-style-type: none"> <li>2. The Health Board must conduct a review to check that forms provided to the public by other departments comply with standard 36 and act upon the results of the review.</li> <li>3. Hywel Dda University Health Board must provide sufficient written evidence to satisfy the Welsh Language Commissioner that it has carried out enforcement actions 1-2.</li> </ol>
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		<p>On 17/03/2020 the Welsh Language Commissioner pressed pause on all investigation work due to the pressures of COVID-19, therefore no action was taken by the health board for some months.</p> <p>The investigation work continued in December 2020 – an audit commenced of all health board letters and forms. Each directorate received a spreadsheet to record data.</p> <p>The audit is still ongoing and taken longer than anticipated due to the COVID-19 second wave over the winter months. Not all directorates' reviews are complete yet due to operational pressures from the COVID-19 pandemic.</p> <p>All evidence collated thus far has now been presented to the Welsh language Commissioner and the health board is awaiting a response.</p>
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## 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 2021. The data below shows that 92.7% of staff have now recorded their Welsh language skills.

It is apparent that the number of staff whom have not recorded their language skills on ESR has increased slightly in comparison to the previous year. This is mainly due to rapid COVID-19 mass recruitment during the pandemic. The urgent need for staff to assist with the pandemic meant that the usual recording processes were not able to be followed during such unprecedented times. Work now continues to catch up on any missed data and ensure it is recorded accordingly.

The Welsh language skills questionnaire form continues to be used to capture the data required and is available for download via the intranet. – see Appendix 6. Staff language skill data is also discussed with Managers at Performance Review meetings.

The breakdown of Welsh Language recording as of 31 03 2021 was:

Welsh skill level	Number of Employees	%
0 - No Skills / Dim Sgiliau	3,555	33.2%
1 - Entry/ Mynediad	2,536	23.7%
2 - Foundation / Sylfaen	973	9.1%
3 - Intermediate / Canolradd	821	7.7%
4 - Higher / Uwch	888	8.1%
5 - Proficiency / Hyfedredd	1,190	11.1%
Not yet recorded on ESR	778	7.3%
<b>Grand Total</b>	<b>10,719</b>	<b>100%</b>

Here are the steps we intend to take and areas of improvement over the coming months:

- 1) Reduce the number of staff not recorded on ESR – deteriorating position due to Covid-19 mass recruitment. The ESR team intend to identify any gaps and reach out to Managers in order to capture the missing data.
- 2) Strategy to encourage those on level 0 to move to level 1. We aim to further encourage staff to complete the 10 hour online taster courses
- 3) 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.

## 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:

Health Board	Total Number of Posts	Number of Welsh Essential Posts	Number of Welsh Desirable Posts	Number Welsh Needs to be learnt Post	Number Welsh Not necessary
Hywel Dda UHB	2512	30	2351	6	125

Further breakdown by sector as follows:

Category	Welsh language skills are desirable	Welsh language skills are essential	Welsh language skills are not necessary	Welsh language skills need to be learnt	Total
Additional Clinical Services	364	6	13		383
Additional Professional Scientific and Technical	75		9		84
Administrative and Clerical	500	16	45	5	566
Allied Health Professionals	213	1	14	1	229
Estates and Ancillary	100		7		107
Healthcare Scientists	45	1	10		56
Nursing and Midwifery Registered	1054	6	27		1087
<b>Grand Total</b>	<b>2351</b>	<b>30</b>	<b>125</b>	<b>6</b>	<b>2512</b>

The Workforce & Organisational Development Team have 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 looking at 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.

## Learning opportunities provided during 2020-21

Learn Welsh course provision has run somewhat differently over the past year due to the COVID-19 pandemic seeing a shift to online learning. As a health board we were fortunate to be offered various learning opportunities through the Welsh Government funded initiative 'Work Welsh'. A great opportunity for health board employees to learn Welsh from scratch or to further develop their existing language skills.

### Canolfan Dysgu Cymraeg Cenedlaethol – Work Welsh programme

New online self-study course with tutor support. 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.

Course	Level	Location	Enrolled
Online self-study with tutor support	Entry	Online self-study	130

In addition to the above Work Welsh programme, members of staff also attended various other courses earlier this year such as the 'Use' Work Welsh course; a confidence building course available at intermediate, higher and proficiency levels. These options were again fully funded and involved six virtual learning sessions with a tutor.

Course	Level	Location	Enrolled
'Use' Work Welsh	Intermediate	Virtual class	2
'Use' Work Welsh	Higher	Virtual class	1

Total enrolled onto a course	<b>133</b>
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### Other courses

Online 10 hour Taster Courses	Enrolled
Welcome to Work Welsh	90
Welcome back Work Welsh	22
Health Sector Work Welsh	28
Improving your Welsh	9
Emergency Services Work Welsh	2
Social Care Sector Work Welsh	4
<b>Total</b>	<b>155</b>

## Forward vision for 2021/22

Through its strategic planning, the health board has a clear vision for the next year with its key focus on further developing the following service areas:

- Delivering the Welsh Language Standards across the organisation
- Planning the workforce through the implementation of the Bilingual Skills Policy (policy approved December 2020)
- Promoting and implementing the 'Active Offer' in line with the Welsh Government's Strategic Framework 'More Than Just Words'.
- Developing and strengthening Primary Care services.
- Providing a comprehensive translation service to the whole organisation

Partnership working will also be a focus for the next year. Welsh Language Services will continue to attend local forums, such as Carmarthenshire Strategic Forum and Ceredigion Dyfodol Dwyieithog Forum. Links have already been established to progress the Cymraeg i Blant project supporting the Welsh Government's Welsh language strategy Cymraeg 2050: A Million Welsh Speakers.

Having identified the need to raise awareness amongst young people of the Welsh language being an employment skill, the intention is to expand previous projects by engaging further with Welsh medium secondary schools. Another Welsh Language Skills Roadshow will be held across the three counties with members of the health board, along with staff from the Coleg Cymraeg Cenedlaethol and University students, coming together to discuss opportunities for Welsh speakers within the sector and the importance to our patients of receiving care in their language of choice. This work was scheduled for 2020/21 however was not implemented due to the COVID-19 pandemic. This will be a focus for the year ahead.

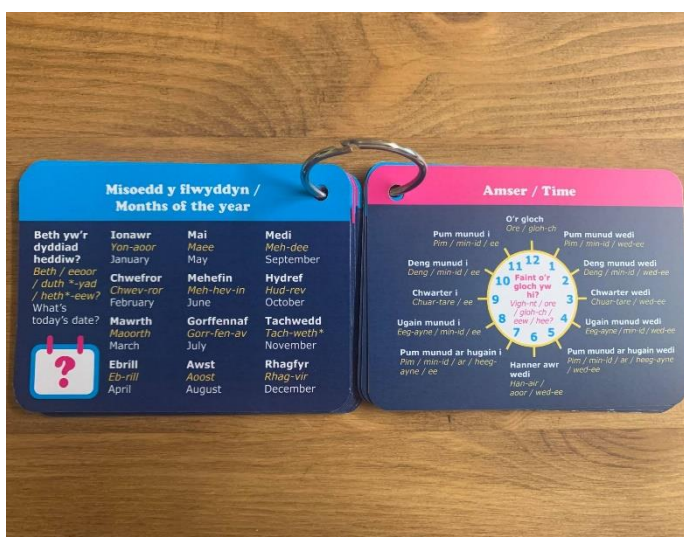
Further work with the Primary Care sector will be a priority over the coming year. The development of the Primary Care & Welsh Language Policy is underway and hope to be implemented by September 2021. We hope to work closely with various primary care providers to strengthen their Welsh language services and create better opportunities for our patients. The work on the Cymraeg Byd Busnes project in the Amman Gwendraeth area of Carmarthenshire is due to recommence shortly. Work will continue in order to determine the outcomes of the project and to evaluate accordingly.

These immediate initiatives draw on the priorities in our three-year plan, providing assurance that the health board embraces its legislative requirements, and goes above and beyond in its delivery of bilingual services.

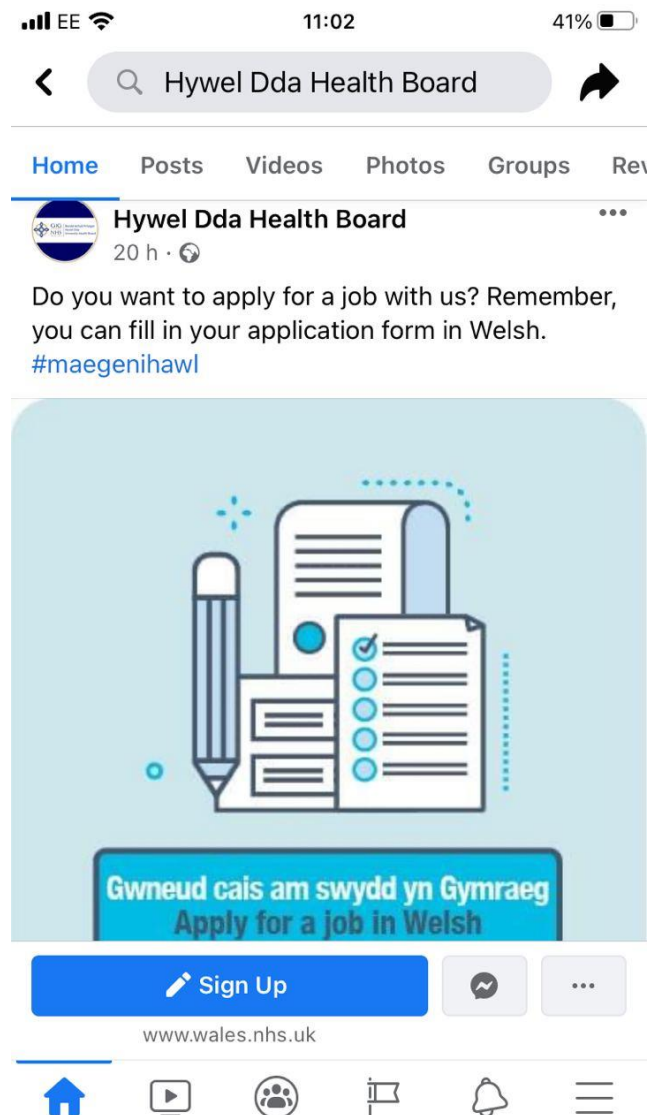
It is also important to note that we are working hard to achieve the delivery of our goals in the context of COVID-19, but in these exceptional circumstances, it may be necessary to adjust these priorities as the year progresses. The COVID-19 pandemic means that the health board is still working through 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.

## Appendix 1 Promoting the Welsh Language

New 'Give it a Go' merchandise – Flashcard keyrings for Community staff



## Promoting 'Diwrnod Hawliau'



# **Y CYNNIG RHAGWEITHIOL**

## **THE ACTIVE OFFER**

*Mae'n rhaid i staff gofio bod gan gleifion hawl i dderbyn gwasanaethau yn eu dewis iaith*

*Staff must remember that patients have a right to receive services in their language of choice*



*Yn syml, ystyr 'Cynnig Rhagweithiol' yw darparu gwasanaeth yn Gymraeg heb i rywun orfod gofyn amdano. Dylai'r Gymraeg fod yr un mor weladwy â'r Saesneg*

*An 'Active Offer' simply means providing a service in Welsh without someone having to ask for it. The Welsh language should be as visible as the English language*

***Cofiwch, mae dewis iaith yn fater o angen i lawer o bobl***

***Remember, language choice is a necessity for many people***



**GIG**  
**CYMRU**  
**NHS**  
**WALES**

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board



# Hywel's Voice

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

Staff Newsletter • Spring 2021
Issue 60

## Lansio Polisi Sgiliau Dwyieithog

Mae Bwrdd Iechyd Prifysgol Hywel Dda wedi lansio ei Bolisi Sgiliau Dwyieithog yn ddiweddar. Nod y polisi yw sicrhau bod y Bwrdd Iechyd yn gallu darparu gwasanaeth gofal iechyd dwyieithog rhagorol i'r cyhoedd, a hwyluso'r staff i ddefnyddio'r Gymraeg yn naturiol yn y gweithle.

Gellir dod o hyd i'r polisi ar y fewnwyd; byddwch cystal ag ymgyswrtwdd â'r polisi a'i ddefnyddio i'n helpu i weithio gyda'n gilydd i ddarparu gwasanaeth gofal iechyd dwyieithog i'n cymunedau.

**Cliciwch yma i weld y polisi:**

<https://hduhb.nhs.wales/about-us/governance-arrangements/policies-and-written-control->



## Launch of Bilingual Skills Policy

Hywel Dda University Health Board has recently launched its Bilingual Skills Policy. The aim of the policy is to ensure that the health board is able to deliver an excellent bilingual healthcare service to the public and facilitate staff to use the Welsh language naturally within the workplace.

The policy can be found on the intranet, please familiarise yourselves with the policy and use the policy to help us work together to deliver a bilingual health care service to our communities.

**Click here to view the policy:**

<https://hduhb.nhs.wales/about-us/governance-arrangements/policies-and-written-control->



## Dathliadau Dydd Gŵyl Dewi

I ddathlu Dydd Gŵyl Dewi aeth ein Tîm Gwasanaethau Cymraeg ati i lunio rhaglen wythnos o weithgareddau ar gyfer y staff; cyfle i'r staff gasglu gwybodaeth am gysiau Cymraeg, a chynhaliwyd rhifyn arbennig o 'Clwb Clonc' er mwyn i'r staff wella eu sgiliau Cymraeg a meithrin hyder. Roedd cyfleoedd eraill yn cynnwys:

**Cardiau fflach newydd sbon ar gyfer staff cymunedol** – nod y cardiau fflach yw helpu dysgwyr i gyfathrebu â chleifion sy'n siarad Cymraeg.

**Cysylltwch â**

**Catrin.Edwards2@wales.nhs.uk i archebu eich cardiau fflach.**

**Cyfle i ddod yn Bencampwr Iaith** ar gyfer eich adran. Mae'r Tîm Gwasanaethau Cymraeg yn chwilio am unigolion brwdfrydig i fod yn bwynt cyswllt ar gyfer y tîm ac i helpu i hyrwyddo'r Gymraeg yn eu hadrannau.



## St David's Day celebrations

To celebrate St David's Day our Welsh Language Services Team put together a week's programme of activities for staff; an opportunity for staff to gather information on Welsh courses and a special edition 'Clwb Clonc' was held for staff to improve Welsh language skills and gain confidence. A couple of other opportunities included:

**Brand new flashcard keyrings for community staff** – the aim of the flashcards is to help non Welsh speakers and learners communicate with Welsh speaking patients.

**Contact**

**Catrin.Edwards2@wales.nhs.uk to order your flashcard keyrings.**

**Opportunity to become a Welsh Language Champion** for your department. Welsh Language Services team are looking for enthusiastic individuals to be a point of contact for the team and to help promote the Welsh language.

Appendix 4 Learn Welsh information for staff – designated intranet pages

Home > > Previous Links > > Welsh Language Resources > Learn Welsh

Hywel Dda University Health Board operates a smoke free environment. Please do not smoke anywhere on our sites

Home

Patient management

PPE & Infection Control

Clinical Videos

Local news

Workforce

Digital

Mental Health & Well-being

Resources

A-Z of Departments, Services & Groups or Committees

Informatics Portal - inc Access to Systems

Previous Links

Job Vacancies

Hwyl Innovation Hub

Medical Device Learning Resources & Supporting Documentation

Policies, Procedures and Other Written Control Documentation

Welsh Language Resources

Welsh Language Standards

Learn Welsh

The following online courses and resources offered by Work Welsh are great if you're a beginner to help you learn and practice using the Welsh language. Work Welsh is an initiative designed to strengthen Welsh language skills in the workplace. The scheme is funded by Welsh Government, and has been developed by the National Centre for Learning Welsh. Work Welsh offers fully funded and offer flexible training.

An online course with tutor support

New Entry level Welsh course is due to commence 3 May 2021 - a great opportunity for beginners.

Cymraeg Gwaith

Work Welsh

Cwrs Hunan-astudio

Ar-lein

Online Self-study

Course

Lefel Mynediad (addas i ddechreuwr, a rhai sydd wedi cwblhau Cysiau Blasau Cymraeg Gwaith)

Tua 120 awr o ddysgu annibynnol (cyfwrth â lefel Mynediad llawn)

Cefnogaeth Tiwtor (e.e. sesiynau adolygu rhithiol, C&A, teilwra pellach)

Cefnogaeth drws e-bost

Botbodyn Cwrs

Wedi'i orionnu'n llwyr

Entry Level (suitable for beginners, and those who've completed Work Welsh Taster Courses)

Approx. 120 hours of independent learning (equivalent to full Entry level)

Tutor Support (e.g. virtual revision sessions, Q&A, additional tailoring)

Support via email

Badged Course

Fully-funded

dysgu.cymraeg.cymru

learnwelsh.cymru

Welsh Language Standards

Latest Welsh Language News

Meet the team

Why we must comply

Play Your Part

Translation

Learn Welsh

Listen!

Guidelines

Patient Information Resources

Publications & Documents

Developments and Initiatives

Staff Utilities

Useful Links

Welsh Intranet

Your Health Board

Course	Provider	Details
TASTER COURSES		
<a href="#">Welcome: Part 1</a>	Work Welsh	Part 1 - This free taster course introduces everyday greetings and phrases and is open to everyone.
<a href="#">Welcome Back: Part 1</a>	Work Welsh	Part 1 - This free, short course is a follow-up to the 'Welcome' course and will help you learn more Welsh. The course is open to everyone.
<a href="#">Improving Your Welsh: Part 1</a>	Work Welsh	Part 1 - Use this course to build confidence to use your Welsh, in particular your writing skills. This course is free and available to all.
<a href="#">Welcome: Part 2</a>	Work Welsh	Part 2 - This free taster course introduces everyday greetings and phrases and is open to everyone.
<a href="#">Welcome Back: Part 2</a>	Work Welsh	Part 2 - This free course is a follow-up to the 'Welcome' course and will help you learn more Welsh. The course is open to everyone.
<a href="#">Improving Your Welsh: Part 2</a>	Work Welsh	Part 2 - Build confidence to use your Welsh, in particular your writing skills. This course is free and available to everyone.
<a href="#">Healthcare Sector: Part 1</a>	Work Welsh	Part 1 - This free course has been tailored for the Healthcare sector. The course is open to everyone.
<a href="#">Social Care: Part 1</a>	Work Welsh	Part 1 - This free course has been tailored for the Social Care sector.
<a href="#">Emergency Services: Part 1</a>	Work Welsh	Part 1 - This free course has been tailored for the Emergency Services. The course is open to everyone.
<a href="#">Healthcare Sector: Part 2</a>	Work Welsh	Part 2 - This free course has been tailored for the Healthcare sector. The course is open to everyone.
<a href="#">Social Care: Part 2</a>	Work Welsh	Part 2 - This free course has been tailored for the Social Care sector and is open to everyone.

Welsh Library Books

Please remember that Hywel Dda University Health Board libraries contain several Welsh language books which can help you on your Welsh language journey!

Digital Clwb Clonc

Appendix 5 Welsh Language Merchandise



## Appendix 6 Welsh Language Skills Questionnaire for staff

<b>CYNLLUN IAITH GYMRAEG</b> <b>Arolwg Sgiliau Cymraeg</b>	<b>WELSH LANGUAGE SCHEME</b> <b>Welsh Language Skills Survey</b>
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### 1. Manylion Personol / Personal Details

Enw Cyntaf / <b>First Name</b>	
Enw Canol / <b>Middle Name(s)</b>	
Cyfenw / <b>Surname</b>	
Rhif Staff y Gweithiwr / <b>Employee Staff Number</b>	
Rhif Yswiriant Cenedlaethol / <b>National Insurance Number</b>	
Teitl eich Swydd / <b>Your Job Title</b>	
Adran / <b>Department</b>	
Safle / <b>Location</b>	

### 2. Asesiad Sgiliau Cymraeg / Welsh Skills Assessment

Defnyddiwch y 'Fframwaith Hunan asesu Sgiliau Iaith Gymraeg' (drosodd) i'ch helpu i nodi lefel eich gallu ym mhob sgil, wedyn ticiwch un bocs yn unig ar gyfer pob un o'r sgiliau canlynol:

Please use the 'Welsh Language Skills Self Assessment Guide' (overleaf) to help you identify your level of ability in each skill, then tick only one box for each of the following skills:

	<b>Gwranddo / Siarad</b> <b>Listening/Speaking</b>	<b>Darllen</b> <b>Reading</b>	<b>Ysgrifennu</b> <b>Writing</b>
<b>Lefel / Level 0</b>			
<b>Lefel / Level 1</b>			
<b>Lefel / Level 2</b>			
<b>Lefel / Level 3</b>			
<b>Lefel / Level 4</b>			
<b>Lefel / Level 5</b>			

### 3. Cyswllt â'r Cyhoedd / Public Contact

Oes gyda chi gyswllt uniongyrchol gyda claf neu ddefnyddiwr y gwasanaeth?

(naill ai cyswllt wyneb yn wyneb neu dros y ffôn)

Oes ☐ Nac Oes ☐

Do you have direct patient or service user contact?

(either face to face or telephone contact)

Yes ☐ No ☐

A fydddech yn hoffi cael y cyfle i ddysgu Cymraeg neu i wella eich sgiliau iaith Gymraeg?

Byddwn ☐ Na Fyddwn ☐

Would you like the opportunity to learn Welsh or improve your Welsh language skills?

Yes ☐ No ☐

### Welsh Language Skills Self-Assessment Guide – NHS Wales

#### LISTENING / SPEAKING

Level	
<b>0</b>	<ul style="list-style-type: none"> <li>I Cannot understand or speak any Welsh</li> </ul>
<b>1</b>	<p>I can:</p> <ul style="list-style-type: none"> <li>Pronounce Welsh words, people's names, place names etc.</li> <li>Greet and understand a greeting</li> <li>Understand and use basic everyday words and phrases e.g. thank you, please, excuse me, may I speak to... etc.</li> </ul>
<b>2</b>	<p>I can:</p> <ul style="list-style-type: none"> <li>Understand the gist of Welsh conversations in work</li> <li>Understand, ask and respond to simple job related requests, questions and instructions</li> <li>Express opinions in a limited way as long as the topic is familiar</li> </ul>
<b>3</b>	<p>I can:</p> <ul style="list-style-type: none"> <li>Understand much of what is said in the workplace</li> <li>Keep up a simple conversation or answer simple questions on a work related topic but may need to revert to English to discuss complex or technical issues</li> <li>Offer advice on simple job-related matters</li> </ul>
<b>4</b>	<p>I can:</p> <ul style="list-style-type: none"> <li>Keep up an extended casual work related conversation</li> </ul>

	<ul style="list-style-type: none"> <li>• Give a presentation with a good degree of fluency but may need to revert to English to answer unpredictable questions or explain complex points.</li> </ul>
5	<p>I can:</p> <ul style="list-style-type: none"> <li>• Advise on/talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences</li> <li>• Give a presentation/demonstration and deal confidently with hostile or unpredictable questions</li> </ul>

## READING / UNDERSTANDING

Level	
0	<ul style="list-style-type: none"> <li>• I cannot read or understand Welsh</li> </ul>
1	<p>I can:</p> <ul style="list-style-type: none"> <li>• Understand simple key words and sentences on familiar/predictable matters relating to my own job area, e.g. on signs, in letters</li> </ul>
2	<p>I can:</p> <ul style="list-style-type: none"> <li>• Understand factual, routine information and the gist of non-routine information on familiar matters related to my own job area, e.g. in standard letters, leaflets etc.</li> </ul>
3	<ul style="list-style-type: none"> <li>• Scan texts for relevant information</li> <li>• Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used</li> </ul>
4	<p>I can:</p> <ul style="list-style-type: none"> <li>• Read and understand information fairly quickly as long as no unusual vocabulary is used and no particular complex or technical information is involved</li> </ul>
5	<p>I can:</p> <ul style="list-style-type: none"> <li>• Understand complex ideas and information expressed in complex or specialist language in documents, reports, correspondence and articles etc.</li> </ul>

## WRITING

Level	
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<b>0</b>	<ul style="list-style-type: none"> <li>• I cannot write in Welsh</li> </ul>
<b>1</b>	<p>I can:</p> <ul style="list-style-type: none"> <li>• Fill in simple forms, note down simple information, e.g. Welsh name, address, date etc.</li> </ul>
<b>2</b>	<p>I can:</p> <ul style="list-style-type: none"> <li>• Write short simple notes/letters/messages on a limited range of predictable topics related to my personal experiences or my own job area</li> </ul>
<b>3</b>	<p>I can:</p> <ul style="list-style-type: none"> <li>• Write a detailed/descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker</li> <li>• Make reasonably accurate notes while someone is talking</li> </ul>
<b>4</b>	<p>I can:</p> <ul style="list-style-type: none"> <li>• Prepare formal letters of many familiar types such as an enquiry, complaint, request and application</li> <li>• Take reasonably accurate notes in meetings or straightforward dictation</li> <li>• Write a report/document relating to my own job area but will need to have it checked by a Welsh speaker</li> </ul>
<b>5</b>	<p>I can:</p> <ul style="list-style-type: none"> <li>• Write letters on any subject</li> <li>• Write full/accurate notes of meetings while continuing to follow discussions and participate in them</li> <li>• Write reports/documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar.</li> </ul>



