



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

DYDDIAD Y CYFARFOD: DATE OF MEETING:	27 August 2020
TEITL YR ADRODDIAD: TITLE OF REPORT:	Update on Compliance with the Welsh Language Standards (No.7) 2018 Regulations
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lisa Gostling, Director of Workforce and Organisational Development
SWYDDOG ADRODD: REPORTING OFFICER:	Annmarie Thomas, Head of Workforce: Resourcing and Utilisation

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

**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 standards within the Welsh Language Standards (No. 7) 2018 Regulations HDdUHB must comply with and by when.

The purpose of the People, Planning & Performance Assurance Committee (PPPAC) is to provide assurance to the Board on compliance with legislation, guidance and best practice around the workforce and organisational development (W&OD) agenda. This report will focus on:

- 1) How the W&OD Directorate has assessed its own performance against the Standards to ensure compliance;
- 2) The recording of Welsh language skills on the Electronic Staff Record (ESR);
- 3) Progress on the updating of the Bilingual Skills Strategy.

Cefndir / Background

The Welsh Language Standards are a set of statutory requirements relevant to HDdUHB. They clearly identify HDdUHB's responsibility to 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. Teams within the Directorate have been briefed on the compliance notice, listing all the standards relevant to HDdUHB and specific to their function within the Directorate. Heads of Service within the Directorate are responsible for ensuring that their teams comply with the Standards.

The "Operational Standards" indicate how HDdUHB operates internally including working bilingually, the Welsh language service expected to be received in the organisation, and advice on compliance. The purpose of the Standards, which have been included in this category, is to compel bodies to promote and facilitate the use of Welsh within their internal administrative arrangements. The Standards in this category oblige organisations to ensure that they have specific arrangements in place in order to allow staff to use the Welsh

language within the workplace. This is a long-term process of developing and cultivating HDdUHB's workforce to possess a range of Welsh-medium skills.

Certain requirements of the Standards were similar to the previous Welsh Language Scheme; however, there is a significant increase in the expectation in terms of delivery for HDdUHB, and the right for staff to receive services through the medium of Welsh is new to HDdUHB. Adopting the Policy Statement, approved at Public Board on the 8th March 2019 on using Welsh internally, clearly demonstrates to the staff population that HDdUHB is fully supportive of a bilingual workforce.

Asesiad / Assessment

The compliance notice stipulates which standards within the Welsh Language Standards (No.7) 2018 Regulations HDdUHB are required to comply with and by when. Each team within the W&OD Directorate were briefed on the standards and were asked to confirm their readiness ahead of the first imposition date of 31st May 2019.

The Directorate's Readiness Assessment Plan is now a Compliance Plan. This will be a 'live' document which will be updated on a regular basis at the Directorate's Senior Workforce Team meetings.

Staff within the Directorate understand their responsibilities with regards to using the Welsh language internally to ensure compliance with the Welsh Language Standards and to promote and facilitate the use of the Welsh Language.

There are **124** standards which apply to HDdUHB, **31 of which** have been assessed as not applicable to the work of the W&OD Directorate. This assessment of compliance will only focus on the **93** standards which are applicable to the Directorate.

Compliance with the Standards

Standards	Theme	Compliance
1,4,5,6,7	Correspondence	Green
8,9,10,11,12,13,14, 15,16,18,19,20	Telephone calls	Green
21,22,22a,22ch	Internal Meetings	Green
26,27,28,29,30,31,32	Public Meetings/Events	Green
33,34	Publicity/Advertising material	Green
36,37,28	Forms and Documents	Green
39,40,41,42,43	Website	Amber – large number of documents already translated but not 100% complete
44	Apps	Green

45,46	Social Media	Green
47,48,49,111,112,113	Signage	Green
50,52,53	Reception Service	Green
61	Bilingual service provision	Green
69,70,71,72,73,74,75,76,77,82	Policy and Research impact assessment	Amber – large number of policies already translated but not 100% complete
81	Employee correspondence	Amber – ESR interface is not bilingual
80,106,106a,107,107a (a-ch), 107b,108,109,117	Recruitment	Amber- 107ch currently subject to appeal. This relates to the requirement to translate all job descriptions.
83,84,85	Managing complaints	Green
86,87,88	Managing discipline	Green
89	Computer software for checking spelling and grammar	Green
90	Intranet	Amber – large number of documents already translated but not 100% complete
96,116	Recording of Skills	Amber – large number of skills already recorded but not 100% complete
97	Training provision	Amber- all training is in the process of being reviewed to assess the opportunity to deliver specific training in Welsh
98,99,100,101,102	Welsh Language skills training	Green
103	Induction	Green
104	Email signatures	Green
105	ID Badges/Lanyards	Green

115	Managing complaints	Green
120	Annual report data requirements	Green
121	Info required by Welsh Language Commissioner	Green

Recording of Welsh Language Skills on the Electronic Staff Record

When considering an area’s demographic and linguistic profile, HDdUHB has adopted a benchmark based on the “Welsh Language Use Survey 2018” which stated that the following percentages of the population were able to speak Welsh:

- Ceredigion 58.8%
- Pembrokeshire 30.2%
- Carmarthenshire 51.5%

Hywel Dda average 47%

57% of HDdUHB’s workforce describe their skills from ‘Entry’ to ‘Proficient’.

Identifying the current Welsh language skills among existing staff is a key priority. Table 1 summarises the current level of skills across HDdUHB. 1,392 (11%) of records are not recorded. The percentage has recently decreased as a result of the volume of new staff appointed in March 2020 to support COVID-19. The pace at which they were recruited resulted in a lower percentage of skills being recorded. It continues to be a high priority to ensure 100% of employees have their skills recorded on ESR.

Summary:

No Skills	31%
Entry and Foundation	32%
Intermediate/Higher/Proficient	26%
Not recorded	11%

Table 1:

Staff Group	0 - No Skills	1 - Entry	2 - Foundation	3 - Intermediate	4 - Higher	5 - Proficiency	Not recorded on ESR	Grand Total
Add Prof Scientific and Technic	110	90	36	21	39	78	16	390
Additional Clinical Services	915	726	299	271	279	382	354	3,226

Administrative and Clerical	578	606	209	189	168	166	73	1,989
Allied Health Professionals	200	180	70	42	62	90	21	665
Estates and Ancillary	443	286	114	102	103	203	268	1,519
Healthcare Scientists	55	46	16	13	30	30	5	195
Medical and Dental	368	80	22	12	6	21	444	953
Nursing and Midwifery Registered	1,234	756	320	250	267	415	171	3,413
Students	12	15	5	9	2	8	40	91
Grand Total	3,915	2,785	1,091	909	956	1,393	1,392	12,441
%	31%	23%	9%	7%	8%	11%	11%	100%

Profile of Welsh Language Competence of Staff within the Directorate

The W&OD Directorate has 218 members of staff. 96 (44%) members of Directorate staff have declared their Welsh language competency to be Foundation level or higher. This profile ensures we have a broadly comparable percentage of Welsh speaking staff to the linguistic profile of the population. This places us in a strong position to promote the use of the Welsh language both within the Directorate and when staff within HDdUHB access our services.

A Red, Amber, Green (RAG) rating has been applied to assess which teams may need more support when dealing with telephone calls, meetings or correspondence in Welsh. The RAG rating also helps us with our priority areas for releasing staff for Welsh language training and establishing which vacancies may need to be assessed as 'Welsh Essential' for future recruitment.

RAG Rating	Level of competency	Conclusion
Green	50%-100% of staff in the team have declared their Welsh language competency to be	Strong foundation of Welsh speaking staff in the team.

	Foundation level or higher.	
Amber	30%-50% have declared their Welsh language competency to be Foundation level or higher.	<p>Medium foundation of Welsh speaking staff in the team.</p> <p>Existing staff to be encouraged to develop skills in PADR discussions.</p> <p>Future vacancies to be considered as 'Welsh Essential'.</p>
Red	Less than 30% have declared their Welsh language competency to be Foundation level or higher.	<p>Low foundation of Welsh speaking staff in the team.</p> <p>Existing staff to be encouraged to develop skills in PADR discussions.</p> <p>Future Vacancies to be considered as 'Welsh Essential' as a key priority.</p>

Heads of Service have the detailed analysis of skills available to them to progress actions as appropriate in accordance with the RAG rating for each team within the Directorate.

Bilingual Skills Strategy

HDdUHB is committed to a Bilingual Skills Strategy as part of its workforce planning process. The aim of the skills strategy is to ensure that HDdUHB is able to deliver a bilingual healthcare service to the public and facilitate staff to use the Welsh language within the workplace. An updated Strategy was drafted in January 2020 and issued via global email for a 3 week consultation period. Due to the demand on the work of the Directorate associated with COVID-19, the Strategy has not been finalised following comments made during the consultation period. In this connection, the Strategy will be presented to PPPAC in October 2020 for approval.

Argymhelliad / Recommendation

PPPAC is asked to note the assurance provided within this report in relation to the W&OD Directorate's compliance with the Welsh Language Standards.

Amcanion: (rhaid cwblhau)	
Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	4.1 The purpose of the People, Planning & Performance Assurance Committee is to assure the Board on compliance with legislation, guidance and best practice around the workforce and OD agenda.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable

Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	3.2 Communicating Effectively 7.1 Workforce
Amcanion Strategol y BIP: UHB Strategic Objectives:	4. Improve the productivity and quality of our services using the principles of prudent health care and the opportunities to innovate and work with partners.
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2019-19	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Welsh Language Standards (No. 7) Regulations 2018 Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011
Rhestr Termau: Glossary of Terms:	Contained within the body of the report.
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Cynllunio Pobl a Sicrwydd Perfformiad: Parties / Committees consulted prior to People Planning and Performance Assurance Committee:	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. Translation costs.
Ansawdd / Gofal Claf: Quality / Patient Care:	Communication is at the heart of everything HDdUHB does, therefore treating staff in the language of need at a time is key to the organisation's culture and employee 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:	<p>The Compliance assessment highlights risks which may apply to each Standard. However, these are mitigated through a high level of awareness of the standards and a compliance assessment action plan which will be maintained as a 'live' document.</p> <p>There may be a risk that non-Welsh speaking candidates for vacancies will be anxious about their suitability for a post when they see the prominence of the Welsh language in HDdUHB recruitment literature.</p>
Cyfreithiol: Legal:	<p>Compliance Notice – Section 44 Welsh Language (Wales) Measure 2011 on 30th November 2018</p>
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 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>