

Delivering the Welsh Language Objectives as defined in the More Than Just Words Action Plan

NHS Organisation	Hywel Dda University Health Board
Date of Report	16/10/2020
Report Prepared By	Welsh Language Services

Each Health Board and Trust is expected to implement actions to deliver the objectives that are outlined in the More Than Just Words Action Plan. This plan has been developed to meet the care needs of Welsh speakers, their families or carers in health, social services and social care. Actions to deliver the objectives are to cover both primary and secondary care sectors.

Reporting Schedule: This form is to be submitted on **30 October 2020 covering the period 1 October 2019 to 30 September 2020.**

Update on the actions implemented to deliver the objectives in the More Than Just Words Action Plan

Objective	Supporting Evidence		
	Reporting Period: 1 October 2019 to 30 September 2020		
	Key Actions Achieved	Risk to Delivery	Corrective Actions
<p>Planning, Commissioning & Contracting People to be assured that their Welsh language needs and choices influence and are rooted in the planning, commissioning and contracting of health and social care services and are regularly reviewed.</p> <p>Evidence required includes:</p> <ul style="list-style-type: none"> • How Welsh language population profiles have influenced planning and commissioning; • Actions taken to improve and support Welsh language 	<p>Welsh Language is threaded throughout the planning, commissioning and contracting process, and is an important enabler to the strategic element. On a day to day basis, Service Level Agreements and Memoranda of Understanding referred for legal compliance are checked to ensure there is appropriate reference to language needs.</p> <p>Welsh language considerations are both an explicit and integral part of the service planning throughout the health board's annual plan.</p> <p>Language population profiles are considered throughout planning processes and by Recruiting Managers in particular during the recruitment process. Language population profiles along with other factors such as language skill mix within a team are included as part of a check list during the process.</p> <p>A designated Primary Care Officer responsible for strengthening Welsh language services in primary care and to implement the 6 duties placed on primary care services.</p>		

<p>services in primary care.</p>			
<p>Active Offer People are aware of the 'Active Offer' and there is a visible commitment and active engagement in providing care centred on their language preference.</p> <p>Evidence required includes:</p> <ul style="list-style-type: none"> • <i>Initiatives to communicate and increase awareness of the 'Active Offer';</i> • <i>Sharing of best practice and involvement in the More Than Just Words regional forum;</i> • <i>Engaging with schools and colleges on the importance of Welsh language skills in recruiting your future workforce.</i> 	<p>All new staff receive a Welsh Language Awareness session as part of corporate induction.</p> <p>Welsh Language Services team have produced an information pack containing information for staff on Welsh language requirements and handy phrase sheets to use with patients; all information to increase awareness of the active offer.</p> <p>All information packs have been distributed to all wards at every acute and community hospital.</p> <p>Welsh Language Services team visited all acute and community hospitals between and October 2019 and March 2020 to raise awareness of the Welsh Language Standards, Welsh Language courses available and to distribute merchandise that will support them to make an Active Offer.</p> <p>Following the introduction of a brand new apprenticeship programme, the health board works closely with local colleges to ensure that anybody wishing to complete their qualifications through the medium of Welsh can do so. 53% (23) of the first cohort of apprentices recruited are Welsh speakers.</p> <p>A Welsh Language presence at career fairs, including the Careers Wales – Skills to Care Festival in February 2020.</p>		

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<p>Education People can be assured that education and professional bodies understand the importance of and have Welsh language needs embedded in curriculums, training programmes and policies.</p> <p>Evidence required includes:</p> <ul style="list-style-type: none"> • <i>Work with Coleg Cymraeg to enable Welsh speaking students to be paired/ mentored with Welsh speaking staff.</i> 	<p>In March 2020 the Welsh Language team Collaborated with Coleg Cymraeg Cenedlaethol on a new project to engage with students from various schools and colleges on the importance of Welsh language in the health sector and the need for more Welsh speaking staff.</p> <p>Welsh speaking apprenticeship students are paired with Welsh mentors across the health board.</p> <p>Language choice of participants is asked and recorded prior to any training programmes. Training materials such as information leaflets are available bilingually.</p> <p>A policy has been drafted on the use of the Welsh language internally for staff.</p>																		
<p>Use of Welsh To increase the use of Welsh across health and social care workplaces.</p> <p>Evidence required includes:</p> <ul style="list-style-type: none"> • <i>Support to increase confidence of staff to use Welsh in the workplace;</i> • <i>Support for staff to learn and develop their Welsh language skills.</i> 	<p>Number of health board staff enrolled onto a Welsh language course October 2019 - October 2020 are as follows:</p> <p>Cymraeg Gwaith project</p> <p><u>Intensive courses - three hours per week fo 6 months</u></p> <table border="1" data-bbox="456 1198 1704 1390"> <thead> <tr> <th>Course level</th> <th>Course provider</th> <th>Location</th> <th>Total enrolled</th> </tr> </thead> <tbody> <tr> <td>Entry</td> <td>Cymraeg Gwaith - Work Welsh</td> <td>Bronglais</td> <td>14</td> </tr> <tr> <td>Entry</td> <td>Cymraeg Gwaith - Work Welsh</td> <td>Carmarthen</td> <td>15</td> </tr> <tr> <td>Intermediate</td> <td>Cymraeg Gwaith - Work Welsh</td> <td>Carmarthen</td> <td>8</td> </tr> </tbody> </table>	Course level	Course provider	Location	Total enrolled	Entry	Cymraeg Gwaith - Work Welsh	Bronglais	14	Entry	Cymraeg Gwaith - Work Welsh	Carmarthen	15	Intermediate	Cymraeg Gwaith - Work Welsh	Carmarthen	8		
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Residential courses at Nant Gwrtheyrn

Course level	Course provider	Location	Total enrolled
Entry	Cymraeg Gwaith - Work Welsh	Nant Gwrtheyrn	15
Intermediate	Cymraeg Gwaith - Work Welsh	Nant Gwrtheyrn	8
			Total 60

Online Work Welsh courses

65 enrolled

A virtual 'Clwb Clonc' was established in August 2020; an opportunity for staff across the health board to practice and improve their Welsh language skills. The Clwb Clonc has proved popular as it gives staff the opportunity to gain confidence in the language with the help of peers in a relaxed environment. Sessions are run on a weekly basis.

Work continues to capture the skills of our workforce. 93% of our workforce have their skills recorded on the Electronic Staff Record

The table below shows the numbers of staff/departments as at September 2020:

	30/09/20
% of staff with Welsh Language skill logged on ESR	93%
Number of Departments with 100% recorded	490
Number of Departments with less than 100% recorded	181

The recording of staff Welsh Language competency in ESR has always been a priority of the Health Board. For over 2 years, compliance has been monitored monthly through Directorate Performance Reviews, ensuring continued focus is given to recording all staff Welsh Language competency.

The process for recording new starters' Welsh Language competency is done at induction; this process has been in place for a number of years ensuring competencies for all new starters are recorded.

Welsh Essential posts advertised as follows:

Period	Number of posts
2016/17	19
2017/18	7
2018/19	8
2019/20	30

The Trac system is now bilingual and all correspondence is sent in Welsh for all Welsh essential posts that are advertised. All recruitment campaign material continues to be advertised in Wales as per the Welsh Language Standard requirements.

Language preference of candidates is asked from the beginning and threaded throughout the recruitment process.

No requests have been received to date to conduct eg disciplinary, grievance, sickness absence reviews through the medium of Welsh. All measures are in place to advise staff they can request documentation and conduct meetings in the medium of Welsh, by revising our policies and also by informing staff by letter and provision if they chose to exercise the right.

Over the past year the health board's Bilingual Strategy has been updated an part of the health board's Workforce Planning process. The aim of the skills strategy 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. The strategy will lead to the full identification of the language skills of the health board's current workforce. It will support managers in providing practical support and advice to ensure they can have a workforce that can deliver a service to patients in their language of need.

<p>Leadership People are assured of the commitment of those in leadership roles across health and social care on providing and developing Welsh language services according to choice and need.</p> <p>Evidence required includes:</p> <ul style="list-style-type: none"> • <i>How the Board and senior leadership have demonstrated commitment and ensured resources are in place (e.g. Board papers, discussion items on committees, use of Welsh by senior leaders.)</i> 	<p>Each directorate has or is in the process of completing a readiness assessment on the implementation of the Welsh Language Standards. Workforce directorate has recently conducted a compliance assessment and findings presented to the relevant reporting committee. Each directorate, with the assistance of Welsh Language Services is expected to report on progress annually.</p> <p>Board meetings – the Chair will open and close the meeting in Welsh. A Welsh language champion, also an Independent Member sits on the board responsible for championing the Welsh language.</p> <p>In February 2020 a number of Executive Directors, including the Chief Executive attended a Welsh language entry level residential course at Nant Gwrtheyrn; demonstrating their willingness and commitment to the Welsh language.</p>		
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Objective	Key Actions Achieved	Risk to Delivery	Corrective Actions
<p>Technology/Terminology Systems People are assured that the Welsh language is mainstreamed into health and social care technology/ terminology systems.</p> <p>Evidence required includes:</p>	<p>The Digital Workforce Solutions Manager has a responsibility set out in the Strategy to “<i>Ensure the procurement of all new Workforce systems/software has fully considered Welsh Language with regard to interfaces and apps</i>”.</p> <p>Recently moved to new website, Mura; a fully bilingual website with fully functioning Welsh language pages where both language are treated with equal status.</p> <p>Some new initiatives within the Health Board e.g. text messaging reminder service is bilingual.</p>		

Objective	Key Actions Achieved	Risk to Delivery	Corrective Actions
<ul style="list-style-type: none"> • <i>Developments in increasing the Welsh language capacity of current systems;</i> • <i>Encouraging the use of bilingual digital systems you have in place.</i> 	<p>Improvement and Transformation team have worked on landline automated telephone messages ensuring a bilingual appointment reminder service is available.</p> <p>Cysgliad package, including Cysill and Cysgeir has successfully been downloaded onto all computers and laptops across the health board. This will provide support to staff with their written Welsh.</p>		

Completed form to be returned to: hss.performance@gov.wales