

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	April 2022
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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: Progress against actions to deliver More Than Just Words is to be reported bi-annually. This form is to be submitted on 31 October and 30 April.

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

Objective	Supporting Evidence		
	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 services in primary care. Actions taken to improve Welsh language provision in mental health services 	<p>1 October 2020 to 30 September 2021</p> <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</p>		

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	Key Actions Achieved	Risk to Delivery	Corrective Actions
	<p>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. The Health Board has recently approved it's policy in accordance to Standard 78.</p>		
	1 October 2021 to 31 March 2022		
	The work as noted above has continued throughout 1 October 2021 to 31 March 2022.		
<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> 	<p>1 October 2020 to 30 September 2021</p> <p>All new staff receive a Welsh Language Awareness information and contact details (face to face induction hasn't resumed yet due to Covid-19).</p> <p>Welsh Language Services team have produced an information pack containing information for</p>		

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<ul style="list-style-type: none"> Engaging with schools and colleges on the importance of Welsh language skills in recruiting your future workforce. 	<p>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>Awareness raising of the Welsh Language Standards, Welsh Language courses available and to distribute merchandise that will support them to make an Active Offer is ongoing.</p>		
	1 October 2021 to 31 March 2022		
	<p>All of the above proactive work has continued throughout October 2021 to March 2022.</p>	<p>Covid restrictions in terms of being able to engage with staff on a face to face basis has somewhat adversely affected progress, however as we move forward in a Covid stable situation we hope to get back to pre-Covid level of engagement.</p>	<p>We will maintain the online promotion and presence that has been established.</p>
<p>Education</p> <p>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>	1 October 2020 to 30 September 2021		
	<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</p>		

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	Key Actions Achieved	Risk to Delivery	Corrective Actions
<ul style="list-style-type: none"> Work with Coleg Cymraeg to enable Welsh speaking students to be paired/ mentored with Welsh speaking staff. 	materials such as information leaflets are available bilingually.		
	1 October 2021 to 31 March 2022		
	<p>This has continued. The 2022/23 cohort of apprentices will be on boarded in the first quarter of 2022/23. The preparation has happened during Jan-March 2022 and again % posts will be advertised as Welsh essential, Welsh speaking apprentices will also continue to be paired with a Welsh speaking mentor.</p> <p>Initial discussions have also started with the Future Workforce team - work experience & volunteering team in order to look at specific Welsh Language opportunities and also ensuring that the level of Welsh language skills is recorded accordingly.</p>		
Use of Welsh To increase the use of Welsh across health and social care workplaces. Evidence required includes: <ul style="list-style-type: none"> Support to increase confidence of staff to use Welsh in the workplace; Support for staff to learn and develop their Welsh language skills. 	1 October 2020 to 30 September 2021		
	Number of health board staff enrolled onto a Welsh language course March 2021 to present are as follows: 133 courses supported by		

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	Key Actions Achieved	Risk to Delivery	Corrective Actions
	<p>a tutor</p> <p>155 other Courses</p> <p>15 members of staff attending a 12 month building confidence course.</p>		
	1 October 2021 to 31 March 2022		
	<p>The above course have continue throughout the 2021/22 financial year with minimal drop off.</p> <p>The Welsh Language services team facilitates a fortnightly clwb clonc for its learners so that learners are able to use their welsh outside of lessons.</p> <p>The building confidence course will be evaluated at the end of the course in July 2022.</p>		
<p>Leadership</p> <p>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"> 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.) 	1 October 2020 to 30 September 2021		
	<p>80% of directorates have completed 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</p>		

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	<p>Services is expected to report on progress annually.</p> <p>Board meetings – the Chair opens and closes the meeting in Welsh. A Welsh language champion, also an Independent Member sits on the board responsible for championing the Welsh language.</p>		
	1 October 2021 to 31 March 2022		
	<p>Preparation work has started in readiness for a scoping exercise during 2022/23. The Welsh Language services team will undertake a Welsh Language and Culture Discovery process that seeks the views of staff, patients, partners, exemplar organisations and the local population regarding ways to make Hywel Dda a model public sector organisation for embracing and celebrating Welsh Language and Culture (in the way we communicate, offer our services and design our estate and facilities for example). The resulting Discovery Report is to be presented for Board approval in Q4 2022/23 and, in light of this, a comprehensive and ambitious Welsh Language and Culture Plan</p>		

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	Key Actions Achieved	Risk to Delivery	Corrective Actions
	will be presented to Board for approval in March 2023 with implementation starting in April 2023 at the latest. Any elements that can be implemented during 2022/23 should be, subject to appropriate approvals.		

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Technology/Terminology Systems People are assured that the Welsh language is mainstreamed into health and social care technology/ terminology systems. Evidence required includes: <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> 	1 October 2020 to 30 September 2021		
	<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. Service was launched in 2020/21 but has been extended to other teams during the reporting period.</p>		

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	Cysgliad package, including Cysill and Cysgeir has successfully been downloaded onto all computers and laptops across the health board. This provides support to staff with their written Welsh.		
	1 October 2021 to 31 March 2022		
	All of the above continue and any new developments include Welsh language and/or bilingual implications.		

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