

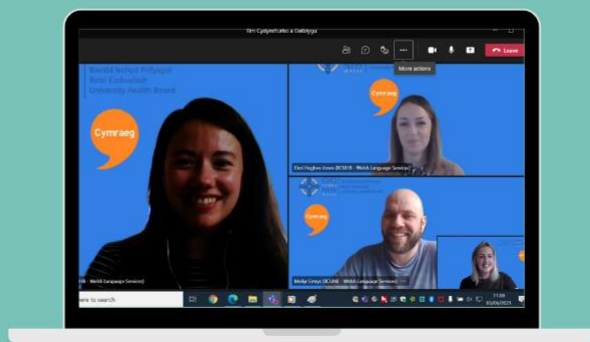


WELSH LANGUAGE SERVICES

ANNUAL MONITORING REPORT



2020 - 2021



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University Health Board

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Executive Summary

This report addresses the statutory duty of Betsi Cadwaladr University Health Board (the Health Board) to provide an annual account to the Welsh Language Commissioner on compliance with the Welsh Language Standards since the imposition date of 30 May 2019.

The report reflects the requirements and content as stated within Standard 120 of the Welsh Language Standards:

- Complaints
- Workforce Planning
- Recruitment
- Language Skills
- Training to improve Welsh language skills

This report also gives an overview of progress including key achievements and good practice as well as areas for development.

The timeframe of this report, from April 2020 to March 2021, has been consumed by the challenges posed from the Covid-19 pandemic, with its impact also felt within the Welsh Language Services.

During the initial phase of the pandemic, some members of the Welsh Language Team were redeployed to support the covid-19 response. Four members of the team were reassigned to support the initial set-up of the Care Home Testing Hub in May 2021, ensuring that it operated bilingually from the outset. Having initially been set-up solely to facilitate COVID-19 testing within care homes throughout north Wales, the testing hub's scope and responsibilities increased rapidly to encompass e-mail and telephone-based services for health board staff and the public. It was therefore vital that the hub's services could be provided in both Welsh and English and the members of the Welsh Language Team continued to assist with its operation until the autumn of 2020. After returning to their substantive posts, they continued to support the hub working weekend shifts to ensure a Welsh language service was maintained, and members of the team were praised for their contribution and commitment.

The constraints posed by Covid-19 meant some opportunities to progress and develop key projects and initiatives have been limited. However, this report does reflect how the Health Board has continued to maintain bilingual service provision during these challenging and unprecedented times.

Alongside the delivery of our legislative requirements, work has been undertaken review current processes as well as adapting to a new way of working. This report provides an overview of the work undertaken to review and update the *Bilingual Skills Policy and Procedure*, as well as highlighting the continuous stream of Welsh language training opportunities maintained to support the delivery of the policy.

Implementation of *More than just words* and the 'Active Offer' principle, meaning the provision of a Welsh medium service without the service user having to request it, has

been maintained with the continuation of the Language Choice Scheme in some of our acute and community settings.

New and alternative ways of working were also developed, with a virtual 'Welsh Language Week', and the creation of online resources to continue with our work to promote Welsh language skills as an employment skill within secondary schools and colleges.

To continue with our priorities for 2021-2022, a refreshed outlook and approach for has been outlined in the Welsh Language Services' annual plan, incorporating new ways of working alongside our traditional grass roots service implementation.

Background and current situation

This report not only reflects the Health Board's progress against the requirements noted in Standard 120, it also demonstrates how we have planned our services to address the needs of our population.

Understanding our population needs

Understanding population needs is essential to inform our ability to design and deliver services in North Wales. Gwynedd has the highest proportion of Welsh speakers, 65 per cent, although we know that this can be much higher in some areas of the county. Elsewhere in North Wales, 57 per cent of residents on the Isle of Anglesey speak Welsh, 27 per cent in Conwy and 25 per cent in Denbighshire. The proportion of Welsh speakers in Flintshire (13.2 per cent) and Wrexham (12.9 per cent) is lower in comparison, however, the demand for Welsh medium services is prominent, taking into account rural Welsh speaking areas that access services delivered in the east region of North Wales.

In terms of day-to-day usage of the language, the *North Wales Population Needs Assessment*¹ demonstrates that just over half (53 per cent) of Welsh speakers in North Wales are fluent in the language and 63 per cent speak Welsh on a daily basis. In Gwynedd, 78 per cent of Welsh speaking residents are fluent and 85 per cent speak Welsh every day. The level of Welsh spoken, particularly in the north west of the region, influences the number of people choosing to access services in Welsh. In Gwynedd, 37 per cent of people attempt to use the Welsh language at all times when contacting public services. This information has assisted the Health Board in identifying the need for Welsh medium services and has enabled us to plan based on meeting this demand.

The Welsh Language Services of the Health Board

The Health Board's Welsh Language Team consists of four services that support the

¹ <https://www.gwynedd.llyw.cymru/en/Council/Documents---Council/Strategies-and-policies/Health-and-Social-Services/North-Wales-Population-Assessment/NW-Population-Assessment-1-April-2017.pdf>

organisation to both deliver legislative requirements and to address our patients' needs.

1. Legislative Compliance

Ensuring that we support the organisation to deliver its obligations under the Welsh Language (Wales) Measure 2011, facilitated by our Welsh Language Standards Compliance Officer.

2. Promotion and Engagement

In line with the operational elements of delivering the *More than just words* Strategic Framework, our Welsh Language Officers actively support services and initiate projects and schemes that will provide effective customer service.

3. Training Provision

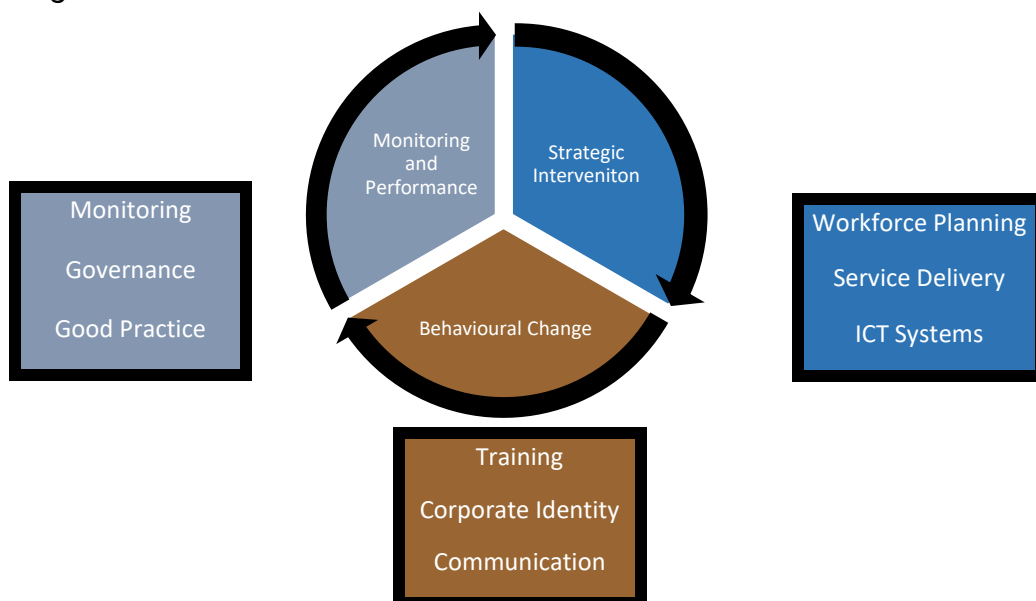
Our Welsh Language Tutor and Support Officer ensure organisational development in line with our Bilingual Skills Strategy and the wider Welsh language agenda.

4. Translation Services

Our senior Translator and five translators ensure that the organisation is able to provide information to patients in their preferred language, and are also providing simultaneous translation to facilitate language preference in clinical and corporate settings.

Self-regulation and Governance

Developing a clear strategy enabled us to define our approach to service delivery, from planning to intervention, and our *Welsh Language Strategic Plan 2016-2019* channelled our focus through *Strategic Intervention, Behavioural Change and Monitoring and Performance*:



However, we have now documented sufficient progress at planning stage that has allowed us to focus on implementation, translating words into action, evidenced by the contents of this report.

Overall Board Accountability

Our structural accountability has been maintained, with our Welsh Language Strategic Forum, chaired by our Executive Director of Public Health, establishing our internal governance arrangements. The Terms of Reference steers our strategic approach, with membership consisting of senior and active leaders who are able to drive requirements forward. The Forum reports to the Health Board's Strategy, Partnership and Population Health Committee, which is a Committee of the Board, and chaired by the Vice-Chair. There is a clear scrutiny route as well as arrangements for escalating any issues of significance.

Welsh Language Services Risk Register

It is essential that the Health Board recognises possible areas of risk in relation to the Welsh language and a dedicated Risk Register is in operation. Current potential risks include meeting the demands of the Welsh Language (Wales) Measure 2011, implementing the Active Offer principle in line with Welsh Government's Strategic Framework *More than just words*, and delivering the *Bilingual Skills Policy and Procedure*.

All risks have been reviewed during 2020-2021, with all three risk ratings currently at moderate or minor. In assessing the risks, the impact of the pandemic was taken into consideration, as the service has not been able to be as proactive as usual during the reporting year. However, no risks were escalated as a result. With Covid-19 remaining a focus for at least the first half of 2021-2022, controls have been put in place to mitigate any potential complex issues with further actions and alternative ways of working determined to achieve target risk score.

The Welsh Language Services Risk Register is monitored quarterly, and reported upon bi-annually to the Welsh Language Strategic Forum.

Internal Performance Assurance

The Bilingual Services Mystery Shopper Scheme was introduced in March 2018 and is a combination of site visits and mystery shopper surveys, scrutinising the availability and quality of Welsh-medium services at various Health Board sites and settings. However, due to constraints on site visiting and the pressure on services due to the of the Covid-19 pandemic, this scheme was put on hold. The Scheme has now been, focusing in the first half of 2021-2022 on telephone services due to the on-site safety measures and visiting constraints.

However, during 2020-2021, the Health Board did continue to monitor aspects of its service, following a complaint and subsequent investigation by the Welsh Language Commissioner into the North Wales GP Out of OOH Service had treated the Welsh language less favourably than the English language, noting that the Welsh medium telephone service was less accessible. Following a lengthy investigation process, in

his investigation report published in October 2020, the Commissioner stated that the Health Board had not failed to act in accordance with the relevant statutory requirements, and that he had reached that decision due to lack of evidence to prove failure to comply with certainty. The commissioner did however propose the following recommendation:

The health board should test the effectiveness of the out-of-hours GP telephone service at different times of the day / night for a period of 3 months and report its findings to the Commissioner.

The Health Board agreed to adhere to this recommendation and so the Welsh Language Team subsequently monitored the GP OOH telephone service for a period of three months (between November 2020 and the end of February 2021).

Monitoring Survey

This monitoring survey focused on the accessibility and quality of the GP OOH service's Welsh-medium telephone provision, by examining whether or not the service was fully bilingual and if it was equally accessible for both Welsh and English speakers.

Along with testing the aspects of the service that are delivered directly by staff (i.e. to verify that all calls to the Welsh language service are dealt with by Welsh-speaking call handlers), the survey also monitored whether or not the automated call-answering system itself was working properly.

In order to ensure the ongoing quality and integrity of the GP OOH's telephone facility, it was decided that the Welsh Language Team would make the service's operators aware of any potential problems with the system as soon as they had been detected (i.e. rather than wait until after the survey had been completed). This would allow any faults to be rectified quickly and help to avoid any minor shortcomings from developing into larger long-term issues.

The GP OOH's call handlers were informed about the monitoring work beforehand, but were not provided with any other information or prior warning beyond this. Therefore, it was still possible to conduct the monitoring survey as a 'mystery shopper' exercise.

The Welsh Language Team subsequently called the GP OOH telephone service number on 16 occasions between Thursday, 19 November 2020 and Sunday, 28 February 2021. The results of the survey are noted in the table below:

| | Welsh | English | Half-Welsh / Half-English |
|----------|-------|---------|---------------------------|
| Greeting | 6 | 7 | 3 |
| Service | 14 | 2 | N/A |

Over 50 per cent of the calls were answered with either a Welsh only or partly Welsh greeting. However, when it came down to providing the service as a whole, nearly 90 per cent of the enquiries were dealt with completely through the medium of Welsh.

Having identified shortfalls, the Health Board did establish proposed actions to address the issues, with recommendations including:

1. Quarterly- based testing of the GP OOH telephone service to ensure the system is functioning properly.
2. Remind all bilingual call handlers to verify the caller's linguistic preference on their screens before answering each call.
3. Reviewing GP OOH telephone service rotas to ensure that there is always at least one Welsh-speaking call handler on duty in each of the Health Board's three 'areas' (i.e. 'West', 'Central' and 'East').
4. Consider the installation of an integrated 'call transfer' facility within the new GP OOH call answering system, which will be operational from June 2021.
5. Welsh-speaking call handlers should be encouraged to refer to the GP OOH service as '*Gwasanaeth Meddygon Teulu y Tu Allan i Oriau*' – rather than the English equivalent – when greeting Welsh-speaking callers.

From 22 June 2021, the GP OOH telephone service will no longer be delivered as a standalone provision, and will be replaced by the NHS 111 Wales facility. The Health Board did however inform the Commissioner of the findings and proposed that the recommendations be relayed and taken into consideration during the development of the new all-Wales system.

Welsh Language Standards

The Welsh Language Standards have now been in operation since the imposition date of 30 May 2019. Significant progress has been made in progressing the standards within the organisation with the Welsh Language Standards Compliance Officer providing organisation-wide directive on implementing the standards, as well as supporting and facilitating delivery at grass roots level.

The mechanisms in place to ensure this, is derived from the Welsh Language Standards Project Management Group (PMG). Membership consists of nominated leads from across the Health Board, representing service and clinical areas. The purpose of this group is to lead the This Group leads on

At present, the focus of the group is reviewing its compliance using a self-assessment approach to establish whether the progress made prior to the Covid-19 pandemic has been maintained, and what additional infrastructures of support are required to support services to achieve their duties. Each service is currently compiling a highlight report that will allow them to measure and assess their compliance against each standard.

The findings will allow us to identify any areas of potential non-compliance and will allow the Welsh Language Team to focus their support appropriately. This highlight

report will be the working document for each service and outcomes will be reported on a quarterly basis to the Welsh Language Strategic Forum.

With regard to specific Standards, progress has been made in the following areas.

Standard 63

This Standard states the requirement to:

- (a) assess the need for education courses offered to one or more individuals to be offered in Welsh, and
- (b) offer that course in Welsh if the assessment indicated that the course must be offered in Welsh

An assessment has been developed in consultation with the PMG members, focusing on:

- Location of the course
- Vulnerable patient groups
- How the course is delivered
- School-based courses
- Time constraints in execution of courses
- The production of educational videos

The assessment is currently being trialled with the Dietetics Services in West area and feedback from staff will inform any further amendments required prior to wider rollout.

Standard 37

This Standard relates to whether a document, which is available to one or more individuals, should be produced in Welsh:

- (a) if the subject matter suggests that it should be produced in Welsh, or
- (b) if the anticipated audience, and their expectations, suggest that the document should be produced in Welsh

Significant discussions have been held at Board-level with regard to the translation Board meeting papers. The agenda and minutes have always been translated, but the Health Board is eager to progress this further, and a decision was undertaken at the Board meeting in November 2020 that all standing agenda items were to be translated, with a review in six months to determine progress and consider further options.

The provision of simultaneous translation at the public Health Board meetings has long been established. However, following the shift to virtual meetings during the pandemic, concern was raised with regard to the use of Microsoft Teams as a suitable translation platform. As a result, the decision was undertaken to move all public Board meetings to using the Zoom platform, which allows for access to Welsh and English channels. The board meetings are now streamed live on the Health board's YouTube channel and available to listen to in Welsh or English. This decision demonstrates the commitment and support at Board level to form a bilingual Health Board identity.

The “Active Offer”

As March 2019 marked the end of the three-year period covered by the Welsh Government’s follow-on *More than just words...* strategic framework, a 2019-2020 Action Plan was developed to provide a structure for continued progress in relation to the promotion and provision of Welsh language services in health, social services, and social care, and currently the health sector continues to operate against this plan.

The Health Board continues to make progress against the plan and is pro-active in all its theme areas:

Theme 1 – increasing the number of Welsh speakers

Theme 2 – increasing the use of the Welsh language

Theme 3 – Creating favourable conditions – infrastructure and context

Partnership working is also a key element in delivering *More than just words*, with integrated working becoming even more prominent. The Health Board was primarily responsible for the establishment of the North Wales *More than just words* Forum, a multi-agency group established to facilitate continued regional implementation. The Forum did not meet during the past reporting year due to cross-sector commitments in tackling the Covid-19 pandemic. However, networking continued with support and information circulated amongst members to support each other during these challenging times. The Forum will resume its meetings during the second half of 2021-2022.

One of the main principles of *More than just words* is the “Active Offer”, with priority focused on bringing the “Active Offer” to the front line. The Health Board was instrumental in developing a key approach to identifying language choice through its award-winning Language Choice Scheme, which provides the backdrop for successful delivery of the “Active Offer”.

The Language Choice Scheme

Despite the restrictions and added pressures of the Covid-19 pandemic, the Health Board’s award-winning Language Choice Scheme remained operational on some hospital wards throughout north Wales during 2020-21.



After the scheme was greatly expanded to include wards at Ysbyty Glan Clwyd and a number of community sites during the previous reporting period, the instantly recognisable orange ‘Cymraeg’ magnets continued to be used to identify Welsh-speaking patients and employees within some of our hospitals during the past twelve months.

Having initially been piloted on selected wards at Ysbyty Gwynedd in early 2017, the Language

Choice Scheme now facilitates the delivery of bilingual services and the “Active Offer” at numerous Health Board locations from Tywyn Hospital (in south Merionethshire) to Chirk Community Hospital (on the Wrexham / England border).

The magnets are placed on white boards above / beside patients’ beds and on staffing boards, expediting the process of delivering Welsh-medium services by allowing patients and members of staff who speak the language to be paired together.

At the same time, the Language Choice Scheme also facilitates planning on a broader scale within the Health Board. Members of the wider clinical workforce, such as physiotherapists or pharmacists conducting ward visits, can utilise the orange magnets to make the necessary prior arrangements, so that their services can also be provided in accordance with their patients’ linguistic needs.

Whilst the scheme is delivered informally on some sites, an increasing number of wards now collect statistical evidence about the orange magnets’ use, providing monthly reports on uptake.

In the absence of extensive feedback from service users this year, the consistent submission of Monthly Audit Forms from various wards has been invaluable, as this empirical data provides clear evidence of the Language Choice Scheme’s continued success on numerous sites, including Ysbyty Glan Clwyd, Llandudno General Hospital and Holywell Community Hospital.

Plans are already in place to further extend the scheme by introducing the orange magnets on the wards where they are not already being used, once the current Covid-19-related restrictions are eased.

The Language Choice Scheme’s sustained success over the past twelve months is clear evidence of the extraordinary efforts that staff have made to ensure that Welsh-medium services could continue to be provided on our wards throughout the ongoing pandemic and their endeavours are to be commended.

Radiology Services

A Radiology Patient Communication Group has been established to look at reforming and rewriting all written communication from the department e.g. letters and information guides that are sent out to all radiology patients before they come in to hospital for an appointment. Bilingualism in all areas of communication has been ensured to achieve compliance with the Welsh Language Standards.

However, the group have worked at a service-based level to further progress the “Active Offer” by asking and recording patient’s language preference. Information guides that are sent to patients prior to their appointments can now only be sent out in a patients preferred language (Welsh or English rather than both), delivering the “Active Offer”. This innovation realises one of the key areas of *More than just words*, which states that ‘*health, social services and social care services should have systems in place to record when an Active Offer has been made by recording language needs / choices in the individual’s records.*’

Welsh Language Training Developments

The challenges faced during the Covid-19 pandemic was felt by the Welsh Language Training Team as models and delivery of teaching had to be adapted for a virtual platform. However, following an evaluation report of the provision that was delivered during the past twelve months, it is encouraging to note that the team were able to modify and adjust services to be able to continue providing Welsh language courses for staff.

A six-month contract was also agreed with the 'National Centre for Learning Welsh' under the Welsh Government-funded 'Work Welsh Scheme'. This ensured the continuation of opportunities and collaborative working.

Provision of Welsh Language Training

Over the past reporting year, a variety of courses were offered at different levels. 482 learners completed a ten-hour online course provided by 'Work Welsh'. There were five different courses available, with two courses tailored specifically to the health and care sector. 183 learners also signed up for the 60-hour Entry level self-studying online Welsh course. Twelve members of staff also attended an intense course with Nant Gwrtheyrn. Usually these courses are delivered as a one-week residential course, but do to the situation with Covid-19, this course was held virtually.

These courses were in addition to the training delivered internally by our Welsh Language Tutor and Support Officer. See table below for information regarding the in-house courses that continued to be delivered.

| Course Name | Level | Date | Number Registers | Number Completed the course |
|---|------------------------------|------------|------------------|-----------------------------|
| Higher | Higher | Sept 2020 | 5 | 5 |
| Intermediate | Intermediate | Sept 2020 | 8 | 8 |
| Foundation | Foundation | Sept 2020 | 3 | 0 |
| Entry part 2 | Entry part 2 | Sept 2020 | 14 | 10 |
| Gofal Gorau 1 | Entry part 1 | Sept 2020 | 12 | 11 |
| Gofal Gorau 2 | Entry part 1 | Nov 2020 | 8 | 5 |
| Gofal Gorau 3 | Entry part 1 | April 2021 | 4 | 4 |
| Cynnydd Cyflym | Entry part 1 | Nov 2020 | 5 | 5 |
| Gofal Gorau 1 | Entry part 1 | Jan 2021 | 10 | 8 |
| Gofal Gorau 1 | Entry part 1 | Jan 2021 | 6 | 5 |
| Gofal Gorau 2 | Entry part 1 | April 2021 | 9 | 9 |
| Radiology department sessions 'Caru eich Cymraeg' | 3-point check | Jan 2021 | 2 sessions | 3 |
| Radiology department sessions 'Caru eich Cymraeg' | Answer the phone bilingually | Jan 2021 | 2 sessions | 2 |


Evaluation of Welsh Language Training

An independent evaluation was undertaken by the consultation company, 'Sbectrwm' to provide an extended assessment and gain an impartial perspective of both external and internal provision.

Findings from the evaluation report stated that 92.1 per cent of the learners were 'happy / fairly happy' with the provision of learning. The report noted that overall, these responses were very positive given the limitations on the Tutor and learners in terms of the ability to interact, to carry out class activities and to make full use of resources.

83 per cent of the learners stated that they felt their understanding of Welsh had improved after completing a course. The report noted that this was encouraging as the ability to understand Welsh gives them a good basis for communicating with other people. This is something that managers and providers can be proud of and build on to ensure an increase in the use of Welsh in the workplace in the future, particularly with patients and colleagues.

Almost 95 per cent of those surveyed said that they were very keen to continue with learning Welsh, which is an extremely positive and encouraging response.



A big thank you to Betsi for offering me the opportunity and the time to learn Welsh. It shows their commitment to the language, and I hope this continues in the future.

It's important to note that learners greatly appreciated the support given by the tutors. Learners' evidence found that tutors and the overall level of support given to them by the Health Board was highly praised. The enthusiasm and dedication of the tutors was repeatedly referred to and that their relentless encouragement had been an important factor in the linguistic development of a large number of those questioned.

Overall, we are very happy and proud of the report as it displays the high support and quality of our services to staff.

Recommendations were presented within the report, focusing on:

- Organising confidence raising courses to encourage learners to use as much Welsh as possible
- Organise specific recruitment campaigns to target learners with some use of Welsh or non-confident Welsh speakers in order to get more staff to attend courses at Intermediate or Advanced level
- Line managers should be reminded of the right of staff to be released to follow Welsh courses in the workplace
- Trial and offer hybrid courses in the future

- Tutors to receive training on how to deal with technical problems which are having a negative impact on the learners experience (relevant to the National Centre for Learning welsh courses only)
- Continue to host 'Cinio Clebran' to give our learners an opportunity to use their Welsh in an informal setting
- Ensure that the same level of support is given to all learners across the Health Board.

An action plan reflecting the above recommendations has developed to support the delivery of the Health Board's Welsh Language Training Programme for 2021-2022.

Additional Training Support and Activities

Informal training support has been delivered virtually this year, through fortnightly lunchtime chat clubs, 'Cinio Celbran'. A private group for staff on Facebook, 'Ffrindau Dysgwyr Cymraeg Betsi Welsh Learners Friends' which is used to publicise events, courses and activities. This account also gives learners the opportunity to interact, discuss and ask questions in an informal environment, with 75 members at present. A public Facebook group, 'Dysgwyr Cymraeg Betsi', has also been created to showcase examples of good practice, with 140 followers at present.

The Health Board's annual 'Welsh Language Week' also provided an opportunity to engage learners at all levels. This year, an online competition was held, in partnership with Awyr Las who provided prizes for staff who are Welsh learners. The competition involved learners identifying the correct English names to Welsh place names. Sixteen entries were received and the winner was awarded a rib-ride on the Menai Strait, and two runners up won shopping vouchers worth £20 each.

The Health Board has secured a contract once again with the National Centre for Learning Welsh for 2021-2022 so that we can increase the level of provision we are able to deliver in-house, in order to keep up with the demand.

Primary Care Services

On 30 May 2019, new Welsh Government Regulations came into force that required all Primary Care contractors to undertake six duties in relation to the Welsh language. The Health Board has continued to be proactive in supporting contractors to carry out these duties as well as further develop the Welsh medium and bilingual provisions they can offer and provide to the service users.

Services offered by the Welsh Language Team cover a range of areas that reflects the requirement of the six statutory duties:

- Access to the Health Board's Translation Service
- Provision of resources (badges, 'Speak Welsh' lanyards, resources and guidance for answering the telephone bilingually)
- Welsh lessons delivered by our in-house welsh Language tutor and access to online courses via our agreement with the National Centre for Learning Welsh

- Welsh language awareness sessions
- Recording answerphone messages

In November 2020, the support available and offered to primary care contractors was reinforced a letter circulated to all contractors encouraging them to make use of the services offered.

This year we have also seen the positive impacts of a project that was implemented in 2019. An evaluation report was undertaken to identify the findings, and whether the success of the project had continued into 2021-2022. The Health Board was chosen by the Welsh Government as one of two Health Boards to run a pilot project alongside Welsh for Business to offer support to primary care providers. Welsh for Business is a Welsh Government initiative that has dedicated officers (one for each region/groups of counties across Wales) to help and support people to use more Welsh in the day to day running of their businesses.

A meeting was held with Welsh Government, Welsh for Business and the Health Board to determine the area and cluster of north Wales to target. The decision was made to target the east area, settling on the South Flintshire cluster. The cluster co-ordinator arranged a presentation at a cluster meeting to discuss the project. Meetings were then held with the GP practices, reviewing the support available from Welsh for Business and the Health Board. The significance of offering a bilingual service to patients was also highlighted in terms of the importance of patients being able to receiving language appropriate care.

Some of the positive impacts the project include –

2020:

- Five of the six practices in the chosen cluster took part in the project (one surgery has two branches, one in Mold and one in Buckley).
 - All but one of the practices that took part either made use of our or of Welsh for Business's Welsh translation service for signage around the practice.
 - Several of the practices translated and recorded a fully bilingual telephone greeting.
 - One practice* received a Welsh Language awareness session and a Welsh Language taster session for staff from BCUHB's Welsh Language Officer.
- *More were going to be arranged but had to be cancelled due to Covid-19.*

2021

- One of the practices has recently again made use of Welsh for Business's translation service to translate their phone message. They then contacted BCUHB's Welsh Language Officer to go into the practice to record the message to make sure it was fully bilingual.
- BCUHB's Welsh Language Officer has also been back to visit two other GP practice sites to help them record a fully bilingual telephone message option.
- BCUHB's Welsh Language Officer has been contacted by another practice to seek guidance and advice on having their telephone message bilingual.

In order to evaluate the level of support provided, a questionnaire was sent to all practices that had participated in the project. One hundred per cent responded

positively saying they benefited from the project, with all respondents noting that they would recommend the service to others. A positive response was also received when asked whether they would contact the officers again if they had any questions about the Welsh language, with some contacting to seek further support and guidance during the Covid-19 pandemic.

It was encouraging that they found the project useful and worthwhile. It also provided a timely reminder to all that services need to be offered bilingually in order to comply with the duties, but also, and most importantly, to be of benefit to the patients.

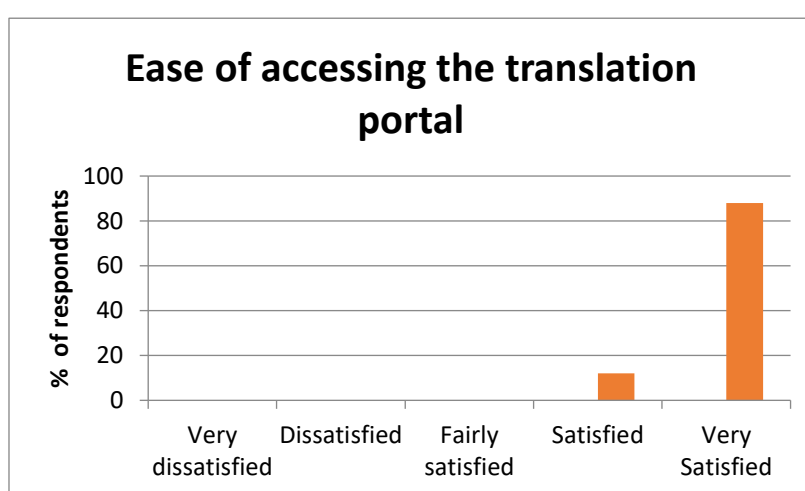
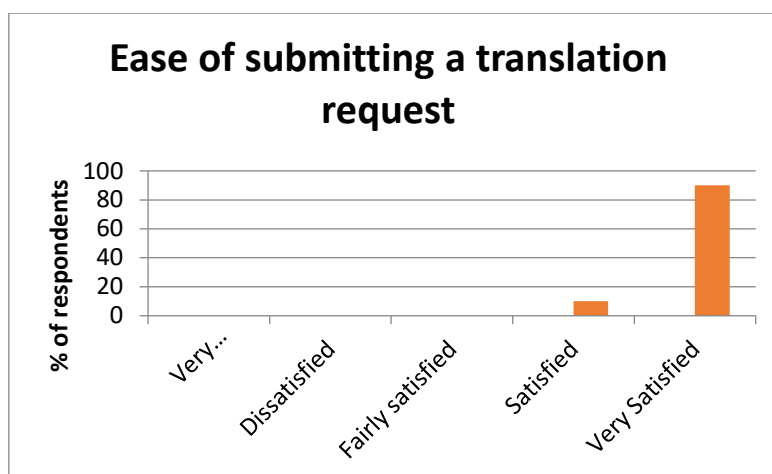
The success of this project will be used to inform the development of a similar project with primary care contractors in Anglesey, in collaboration with *Menter Môn*. Further support for the whole sector is also in development as a result of the work during the past year. A Primary Care portal is also being developed as a one-stop tool to guide and further support the contractors with the new Regulations.

The Translation Service

During the immediate response to the Covid-19 pandemic, the translation service adapted quickly so that all translators were able to work remotely in order to continue to provide a full and seamless service for staff and patients. Urgent translations included daily briefings to staff and partners, press releases, and patient letters and information leaflets. An out of hours' service was also established for urgent communications, and continues to be a key aspect of our provision.

Demand for translation has continued throughout the reporting year with urgent timescales and turnaround times increasing due to the nature of the requests submitted. We have also seen an increase in the range of services and departments using the translation service. With regard to simultaneous translation, the team has supported an increasing number of applicants who wish to have their interviews in Welsh, and training to improve skills further is currently in progress.

Eighteen months following the launch of our bespoke Translation Portal, the translation service conducted a customer satisfaction survey to analyse and evaluate the portal. Feedback was sought on the ease of accessing the translation portal and submitting a translation request compared to the previous system of sending request via email. As the charts below demonstrate, 89% of those who responded were very satisfied with the way they accessed the portal and 90% were very satisfied with the way requests were submitted on the portal.



The establishment of the portal has also facilitated the Health Board in one of its innovative endeavours in providing a translation service to the Welsh Ambulance Service NHS Trust. A Service Level Agreement has been developed between the two organisations and the service is to commence on 1 April 2021.

Service Developments and Key Achievements

Alternative approaches have been sought over the past year to maintain the level of support and progression of activities undertaken across the organisation with regard to Welsh language. This section provides a brief overview of some of the most pioneering initiatives we have seen across the Health Board.

Bilingual Skills Policy and Procedure

The Health Board's Bilingual Skills Policy & Procedure aims to promote and facilitate effective workforce planning and recruitment, in order to ensure the successful delivery

of healthcare services through the medium of both Welsh and English within the organisation.

A review of the Bilingual Skills Strategy (as it was previously known) was initiated in 2019 in accordance with the Health Board's policy review procedure and this resulted in a number of amendments being made. Whilst these changes have not had any bearing upon the general substance of the guidance that is provided within the policy, they were deemed necessary for a number of reasons.

It was vital to ensure that the updated draft of the Bilingual Skills Policy & Procedure reflected the procedural and organisational changes that were put in place by the Workforce and Organisational Development department following the conclusion of an internal audit, which was conducted to establish whether or not 'there is a robust control environment in place within the Health Board to action the requirements of the Bilingual Skills Strategy and ensure compliance with the Welsh Language (Wales) Measure 2011'.

This audit was conducted by NHS Wales Shared Services Partnership and focused primarily on the management and administration of vacant 'Welsh essential' posts within the Health Board, including vacancy justification, supporting policies and guidance notes and accuracy and consistency of reporting. A final internal audit report was published in November 2019 and its recommendations are reflected throughout the revised Bilingual Skills Policy & Procedure. This will help to ensure that BCUHB continues to employ sufficient staff with appropriate Welsh language skills to enable it to deliver a wide range of bilingual healthcare services across north Wales.

Since the initial development of the Bilingual Skills Strategy, the Health Board has become subject to the Welsh Language Standards and therefore it was vital that legislative developments were reflected in the document. In connection with this, the decision to upgrade the Bilingual Skills Strategy to a Bilingual Skills Policy & Procedure was primarily taken in order to reflect the Health Board's continued commitment to implement the new statutory requirements in relation to the Welsh language.

The *More than just words* Strategic Framework also includes specific objectives that relate to workforce planning and recruitment and these are also specifically referred to within the revised Bilingual Skills Policy & Procedure.

It was also important to reflect the growth and development of the Health Board's Welsh language training provision for staff within the policy, as the Welsh Language Training Programme has evolved significantly.

The updated policy followed internal scrutiny route to ensure robust controls and compliance measures, was approved by the Health Board's Workforce Policies Procedures Group in December 2020, by the Welsh Language Strategic Forum in February 2021, with final approval received at the Health Board's Strategy, Partnerships and Population Health (SPPH) Committee in April 2021.

[Link to the Bilingual Skills Policy and Procedure](#)

The implementation of the updated Bilingual Skills Policy and Procedure will continue to strengthen BCUHB's capacity to deliver bilingual services and will therefore help to ensure that the organisation remains at the forefront in relation to Welsh-medium healthcare provision.

Integrating Legislation into Service Planning

In Ysbyty Maelor Wrexham, work has been undertaken by the Emergency Department on the National Programme for Unscheduled Care in understanding '*what good looks*' like for patients accessing an Emergency Department and the creation of a National Emergency Department Quality & Delivery Framework for NHS Wales (EDQDF).

Certain elements of the project have been focused around the Welsh Language Standards, identifying areas within the department that require additional support. All notices and signage have been translated and reinstalled, along with ensuring that audio announcements within the department are bilingual. Due to Covid-19, this work was limited during the first phase. However, plans are in place during the second phase to progress this work to ensure full compliance within the department. This work will also include exploring inpatient and communication Standards and that will in turn play a part in the EDQDF.

Language Awareness Training

Whilst all Health Board staff previously attended a dedicated Welsh language awareness session as a part of their initial orientation programme at the very beginning of their employment, the provision of face-to-face induction training for new members of the workforce was suspended indefinitely in March 2020 as a result of the Covid-19 pandemic.

The Health Board's Organisational Development Team subsequently worked to ensure that certain aspects of the orientation programme for new staff could be delivered online and the aforementioned classroom-based Welsh language awareness training session has now been converted into an interactive Microsoft PowerPoint presentation. Whilst the presentation's text is fully bilingual, the Health Board's Welsh Language Officers have also recorded accompanying audio commentaries in both Welsh and English, in order to provide greater structure and detail to the training and facilitate the learner's understanding of the subject matter.

Alongside sections that focus on the importance of bilingual healthcare service provision, outlining the relevant legislation and providing specific patient experiences, the newly developed Welsh language awareness PowerPoint presentation also provides details about the support that is directly available to members of the workforce, in order to facilitate the delivery of Welsh language services within the Health Board.

Language awareness sessions were also delivered to medical students from Cardiff and Swansea Universities at the North Wales Clinical School's Undergraduate Centre in Ysbyty Glan Clwyd, and following the temporarily suspension of face-to-face

sessions during the spring of 2020, the aforementioned PowerPoint presentation has subsequently been made available to the Health Board's Academic Unit, so that Welsh language awareness can continue to be discussed during the medical students' induction training.

A short Welsh language awareness session was included in a Junior Doctors' induction event at Ysbyty Gwynedd in August 2020 when temporary loosening of Covid-19-related restrictions allowing for face-to-face delivery of this session to a small group of socially distanced individuals.

All-Wales Online Welsh Language Awareness Training Module

In accordance with Welsh Language Standards 102 and 103, all Health Boards in Wales now have a legal obligation to provide Welsh language awareness training for their staff.

Thus, following discussions with the other members of the Welsh Government-chaired NHS Welsh Language Officers Group, the Health Board's Welsh Language Team is leading the coordination and development of an online Welsh language awareness training module, which will be made available to all NHS staff throughout Wales to facilitate the delivery of this statutory requirement.

The content for the module has been created by the Health Board's Welsh Language Team and a tendering process to find an external provider to continue this Welsh Government-funded module's development was initiated in March 2021 and plans are now in place for an all-Wales launch of the finalised online course before the end of the year.

Welsh Language Week 2020

Following-on from the success of the Health Board's previous Welsh Language Weeks in 2018 and 2019, a (Virtual) Welsh Language Week was held 12-16 October 2020.

As the limitations caused by the ongoing COVID-19 pandemic prohibited us from arranging another extensive programme of events at sites throughout north Wales our latest annual celebration of the Welsh language within healthcare services was moved online and the week's primary focus in 2020 was consequently the dissemination of useful Welsh language-related information for staff. Updated and streamlined guidance on the Welsh Language Standards were provided, along with information about the Translation Service and the continued availability of Welsh language training courses for staff.

The Health Board's latest week-long celebration of the Welsh language was once again supported by the organisation's senior management, as our Interim Chief Executive emphasised the importance of Welsh-medium healthcare service provision in a written message that was sent to all staff at the beginning of the week.

Given the restrictive and extraordinary circumstances, the Virtual Welsh Language Week was undoubtedly a successful venture and a worthwhile consideration as a future platform to engage staff and disseminate information.

Cymraeg i Blant / Cymraeg for Kids

Over the past year, we have continued to work with the 'Cymraeg i Blant' officers, ensuring that information about online groups and sessions was targeted across north Wales. The existence of such groups, promoting and highlighting the opportunities that are available to access bilingual services, has been even more prudent during the pandemic to tackle the isolation felt by many new parents. These activities also emphasised the continuity of access to bilingual support for parents. Information about the scheme and their programme of work and activities was also key during the Health board's Virtual Welsh Language Week.



Working with schools and colleges

Despite the success of the seminars for secondary school pupils and further education students that were held during the Health Board's previous Welsh Language Week, the ongoing Covid-19 pandemic prohibited the Health Board's Welsh Language Team from arranging further engagement events during 2020-21. In the absence of face-to-face seminars, the Welsh Language Team was therefore compelled to find other ways of promoting the advantages of bilingualism as a vital employability skill for youngsters who may be considering careers within the health sector.

With this in mind, the Welsh Language Team worked with the *Coleg Cymraeg Cenedlaethol* to create a short online video resource, which discusses the importance of Welsh-medium healthcare provision and also includes information about the financial support that is now available for students who wish to study a wide range of university courses, including nursing and medicine degrees, through the medium of Welsh.

Welsh and English versions of the video package were created and made freely available to all secondary schools and further education colleges in north Wales via the Health board's YouTube channel from Friday, 16 October 2020.

Grŵp Llandrillo Menai subsequently made use of this resource during their Virtual Health and Social Care Conference 2020, whilst a member of the BCUHB Welsh Language Team also gave a live Zoom presentation entitled 'The Welsh Language: an important skill for the workplace' to a group of the college's Childcare students in March 2021.

Shortly after the onset of the Covid-19 pandemic compelled further and higher education institutions to move their teaching online (during the spring of 2020), the Welsh Language Team created a Microsoft PowerPoint presentation, which included information about bilingual healthcare service provision and how the use of the Welsh language is promoted within the Health Board. This fully narrated presentation was

subsequently utilised to support the teaching of two Bangor University modules: 'O'r Senedd i'r Swyddfa' ('From the Parliament to the Office') and 'Cymdeithas, Iaith a Phrotest' ('Society, Language and Protest').

The Health Board also contributed to the university's Online Welsh Jobs Fair on 24 March 2021 by posting about the advantages of bilingual skills for a large variety of roles within the organisation on its social media channels.

These messages, subsequently reposted on the Jobs Fair's own event page, were widely shared by individuals and organisations such as Bangor University, the *Coleg Cymraeg Cenedlaethol*, Primary Care North Wales and Coleg Menai Llangefni, and consequently amassed over 150 'likes'.

Beyond this, the Health Board continued its partnership working with Bangor University's School of Healthcare Sciences where nursing students have been provided with opportunities to utilise and develop their Welsh language skills during their clinical placements within the Health Board.

The Welsh Language Team have also recently collaborated with Welsh Language Officers from other Health Boards to work on the development of a new handbook to support Welsh-speaking medical students during their work placements at clinical sites throughout Wales.

And finally, celebrating the NHS!

This year, the Health Board used Welsh cultural events to celebrate the NHS and our staff.

St Dwynwen Day

St Dwynwen Day, which celebrates the Welsh Saint of love on 25 January, was marked this year by asking staff what they love about working for the Health Board and NHS. Numerous responses and reactions came from all over the Health Board stating why they love their jobs and their passion for helping others. Here are some example of the message we received.

"I love working for the NHS because I always feel valued & that the work we do really makes a difference. I love my colleague and the support they always give."

"I have worked in the NHS as a nurse for 46 years and, with a few tiny exceptions, I have loved every minute of it. It has been an absolute privilege to have filled my childhood dream of becoming a nurse and to help people."





"I like working for the NHS because I can support Children and Young People with Learning Disabilities with their Parents to work on different aspects of their development and behaviour by working in Specialist Children's Services in Anglesey. It is a privilege to work in this field which is why I have continued to work for the same Team for a quarter of a century!!"

All messages received were shared on our social media platform, receiving over 100 'likes'.

St David's Day

An alternative approach was also required for this year's celebration of St David's Day. An all-staff email was sent out by our new Chief Executive, Jo Whitehead, drawing attention to the importance of the day here in Wales and the emphasis and value of the language within the Health Board and the difference it can make to patients.

To highlight this message we also shared a personal story from a patient perspective, Wynne Roberts, who is also the Health Board's Chaplaincy Manager. Late in 2019 Wynne was diagnosed with bowel cancer. Whilst in hospital during 2020 Wynne was taken to theatre for treatment. Whilst Wynne describes himself as a bilingual person and happy to communicate in any language, he reflected on the immense comfort and calmness he gained from hearing the Welsh language whilst undergoing treatment.

Here is Wynne's story:

Dydd Gŵyl Dewi Hapus! Happy St David's day!

Celebrating St David's Day and the Welsh language is important to us as we understand the importance of the language here in north Wales and the impact it can have on our patients. We would like to take this opportunity to let our patients know that despite Covid-19 it's still a priority for us. Here's an example of how the Health Board has continued to acknowledge language need as part of the care provided from the experiences of a patient (and staff member) Wynne Roberts –

Back in May 2020 Wynne Roberts was at Ysbyty Glan Clwyd where he underwent surgery for bowel cancer. Unfortunately due to some complications Wynne had to spend a month in hospital and had to undergo a number of further treatments. Whilst going into theatre for a procedure Wynne was naturally a little worried and anxious about what was going on. The doctor carrying out the procedure greeted him in Welsh, as did the nurse, which led to the conversation flowing naturally in Welsh. Wynne said **"I do consider myself a bilingual person but right there in the middle of the theatre it was so comforting to hear the Welsh language and to be chatting naturally in Welsh to the Doctor and the nurse. It instantly made me a little less nervous and put me at ease. I greatly appreciated it."**

Wynne went on to add that even with the added worries and complications Covid19 brought to the situation it was made easier for him by not even having to ask the medical team if they spoke Welsh or not. The team had checked his notes and knew he was a Welsh speaker and acted on this.

If staff see that a patient is a first language Welsh speaker they always act on this as it can be reassuring for patients that that they can speak to staff in Welsh. During the pandemic it has been tough on patients not being able to see their families during their time in hospital so it has been comforting that they can chat to staff in Welsh.

We would like to take this opportunity to thank staff for their continued hard work to provide services bilingually and for making patients like Wynne feel at ease by doing so.

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Wynne's personal experience is an example to encourage staff to use whatever Welsh Language skills they have to help comfort patients and put them at ease whilst under our care. During the past year, patients had very few, if any, visitors on the wards. Therefore hearing staff speak Welsh and having the opportunity to chat with staff in

Welsh has had even more of an importance. Wynne's story is just one example of this where the Welsh language brought extra comfort to patients in hospital, perhaps even more so, during these challenging times.

Performance Indicators Data

The data included below are in accordance with Standard 120 of the Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

Workforce Planning

- **Number and percentage of the organisation's employees:**
 - **whose Welsh language skills have been assessed;**

| Count of Employee Number | 2018/19 | | 2019/20 | | 2020/21 | |
|------------------------------|---------|-------|---------|-------|---------|-------|
| Individual Proficiency Level | Total | % | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 7954 | 43 | 8031 | 42.4% | 8158 | 41.6% |
| 1 - Entry/ Mynediad | 2366 | 13 | 2443 | 13% | 2601 | 13.3% |
| 2 - Foundation / Sylfaen | 1185 | 6 | 1227 | 6.5% | 1280 | 6.5% |
| 3 - Intermediate / Canolradd | 1243 | 6.5 | 1254 | 6.6% | 1307 | 7% |
| 4 - Higher / Uwch | 1502 | 8 | 1525 | 8.1% | 1568 | 8% |
| 5 - Proficiency / Hyfedredd | 2217 | 12 | 2338 | 12.4% | 2467 | 12.6% |
| Total | 16,467 | 88.5% | 16,818 | 89% | 17,381 | 89% |
| Total number of staff | 18,624 | | 18,922 | | 19,610 | |

2020 / 2021 Data:

89 per cent of the entire workforce had recorded their Welsh language skills on ESR

2019 / 2020 Data:

89 per cent of the entire workforce had recorded their Welsh language skills on ESR

- **Number and percentage of the organisation's employees:**
 - **that has Welsh language skills (per skill level)**

- Paediatrics
- School nursing
- Health visiting
- Elderly care medicine
- Speech and Language Therapy
- Learning Disabilities
- Mental health services:
 - Child and Adolescent
 - Adult
 - Community
 - Older People

| Paediatrics | | | | |
|------------------------------|---------|-------|---------|--------|
| Count of Employee Number | 2019/20 | | 2020/21 | |
| Individual Proficiency Level | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 127 | 33.2% | 138 | 34% |
| 1 - Entry/ Mynediad | 52 | 13.6% | 54 | 13.30% |
| 2 - Foundation / Sylfaen | 22 | 5.7% | 23 | 5.67% |
| 3 - Intermediate / Canolradd | 24 | 6.3% | 27 | 6.65% |
| 4 - Higher / Uwch | 19 | 5% | 24 | 5.91% |
| 5 - Proficiency / Hyfedredd | 66 | 17.2 | 73 | 18% |
| Total | 310 | 81% | 339 | 83.5% |
| Total number of staff | 383 | | 406 | |

| School Nursing | | | | |
|------------------------------|---------|-------|---------|-------|
| Count of Employee Number | 2019/20 | | 2020/21 | |
| Individual Proficiency Level | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 58 | 45 | 56 | 43.75 |
| 1 - Entry/ Mynediad | 17 | 13.2 | 21 | 16.41 |
| 2 - Foundation / Sylfaen | 1 | 0.8 | 1 | 0.78 |
| 3 – Intermediate / Canolradd | 3 | 2.3 | 5 | 3.90 |
| 4 - Higher / Uwch | 18 | 13.9 | 14 | 10.94 |
| 5 - Proficiency / Hyfedredd | 26 | 20.1 | 27 | 21.09 |
| Total | 123 | 95.3% | 124 | 96.87 |
| Total number of staff | 129 | | 128 | |

| Health Visiting | | | | |
|------------------------------|---------|------|---------|-------|
| Count of Employee Number | 2019/20 | | 2021/21 | |
| Individual Proficiency Level | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 123 | 38.4 | 125 | 39.93 |
| 1 - Entry/ Mynediad | 53 | 16.6 | 50 | 15.98 |
| 2 - Foundation / Sylfaen | 17 | 5.3 | 15 | 4.80 |
| 3 - Intermediate / Canolradd | 26 | 8.1 | 27 | 8.62 |

| | | | | |
|-----------------------------|-----|-------|-----|--------|
| 4 - Higher / Uwch | 34 | 10.6 | 31 | 9.90 |
| 5 - Proficiency / Hyfedredd | 52 | 16.3 | 54 | 17.25 |
| Total | 305 | 95.3% | 302 | 96.48% |
| Total number of staff | 320 | | 313 | |

| Elderly Care Medicine | | | | |
|------------------------------|---------|------|---------|--------|
| Count of Employee Number | 2019/20 | | 2020/21 | |
| Individual Proficiency Level | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 67 | 28.1 | 65 | 26.97 |
| 1 - Entry/ Mynediad | 18 | 7.6 | 13 | 5.39 |
| 2 - Foundation / Sylfaen | 20 | 8.4 | 18 | 7.47 |
| 3 - Intermediate / Canolradd | 18 | 7.6 | 18 | 7.47 |
| 4 - Higher / Uwch | 47 | 19.7 | 45 | 18.67 |
| 5 - Proficiency / Hyfedredd | 26 | 10.9 | 25 | 10.37 |
| Total | 196 | 82.3 | 184 | 76.34% |
| Total number of staff | 238 | | 241 | |

| Speech and Language Therapy | | | | |
|------------------------------------|---------|------|---------|--------|
| Count of Employee Number | 2019/20 | | 2020/21 | |
| Individual Proficiency Level | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 69 | 40.6 | 70 | 37.84 |
| 1 - Entry/ Mynediad | 14 | 8.3 | 12 | 6.49 |
| 2 - Foundation / Sylfaen | 9 | 5.3 | 9 | 4.86 |
| 3 - Intermediate / Canolradd | 18 | 10.6 | 16 | 8.65 |
| 4 - Higher / Uwch | 23 | 13.6 | 24 | 12.97 |
| 5 - Proficiency / Hyfedredd | 35 | 20.6 | 46 | 24.86 |
| Total | 168 | 99% | 177 | 95.67% |
| Total number of staff | 170 | | 185 | |

| Learning Disabilities | | | | |
|------------------------------|---------|------|---------|--------|
| Count of Employee Number | 2019/20 | | 2020/21 | |
| Individual Proficiency Level | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 119 | 32.4 | 117 | 32.41 |
| 1 - Entry/ Mynediad | 64 | 17.4 | 64 | 17.73 |
| 2 - Foundation / Sylfaen | 41 | 11.2 | 36 | 9.97 |
| 3 - Intermediate / Canolradd | 35 | 9.5 | 37 | 10.25 |
| 4 - Higher / Uwch | 47 | 12.8 | 46 | 12.74 |
| 5 - Proficiency / Hyfedredd | 51 | 13.9 | 50 | 13.85 |
| Total | 357 | 97.2 | 350 | 96.95% |
| Total Number of staff | 367 | | 361 | |

| Mental Health Services - CAMHS | | | | |
|---------------------------------------|---------|------|---------|-------|
| Count of Employee Number | 2019/20 | | 2020/21 | |
| Individual Proficiency Level | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 115 | 50.4 | 113 | 46.31 |
| 1 - Entry/ Mynediad | 38 | 16.7 | 50 | 20.49 |
| 2 - Foundation / Sylfaen | 15 | 6.6 | 21 | 8.61 |
| 3 - Intermediate / Canolradd | 15 | 6.6 | 12 | 4.92 |

| | | | | |
|-----------------------------|-----|------|-----|--------|
| 4 - Higher / Uwch | 11 | 4.8 | 9 | 3.69 |
| 5 - Proficiency / Hyfedredd | 15 | 6.6 | 19 | 7.78 |
| Total | 209 | 91.7 | 224 | 91.80% |
| Total number of staff | 228 | | 244 | |

| Mental Health Services - Community | | | | |
|------------------------------------|---------|------|---------|--------|
| Count of Employee Number | 2019/20 | | 2020/21 | |
| Individual Proficiency Level | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 144 | 35.8 | 150 | 37.13 |
| 1 - Entry/ Mynediad | 68 | 16.9 | 72 | 17.82 |
| 2 - Foundation / Sylfaen | 38 | 9.5 | 36 | 8.91 |
| 3 - Intermediate / Canolradd | 48 | 11.9 | 47 | 11.63 |
| 4 - Higher / Uwch | 23 | 5.7 | 25 | 6.19 |
| 5 - Proficiency / Hyfedredd | 57 | 14.2 | 57 | 14.11 |
| Total | 378 | 94% | 387 | 95.79% |
| Total number of staff | 402 | | 404 | |
| | | | | |

| Mental Health Services - Adult | | | | |
|--------------------------------|---------|------|---------|--------|
| Count of Employee Number | 2019/20 | | 2020/21 | |
| Individual Proficiency Level | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 260 | 42.6 | 263 | 42.76 |
| 1 - Entry/ Mynediad | 90 | 14.8 | 91 | 14.80 |
| 2 - Foundation / Sylfaen | 57 | 9.3 | 50 | 8.13 |
| 3 - Intermediate / Canolradd | 55 | 9 | 56 | 9.11 |
| 4 - Higher / Uwch | 40 | 6.5 | 41 | 6.67 |
| 5 - Proficiency / Hyfedredd | 84 | 13.8 | 88 | 14.31 |
| Total | 586 | 96% | 589 | 95.78% |
| Total number of staff | 543 | | 615 | |

| Mental Health Services – Older People | | | | |
|---------------------------------------|---------|-----|---------|--------|
| Count of Employee Number | 2019/20 | | 2020/21 | |
| Individual Proficiency Level | Total | % | Total | % |
| 0 - No Skills / Dim Sgiliau | 82 | 41 | 84 | 37.84 |
| 1 - Entry/ Mynediad | 40 | 20 | 45 | 20.27 |
| 2 - Foundation / Sylfaen | 7 | 3.5 | 10 | 4.50 |
| 3 - Intermediate / Canolradd | 19 | 9.5 | 18 | 8.11 |
| 4 - Higher / Uwch | 20 | 10 | 24 | 10.81 |
| 5 - Proficiency / Hyfedredd | 22 | 11 | 25 | 11.26 |
| Total | 190 | 95% | 206 | 92.79% |
| Total number of staff | 200 | | 222 | |

Training to Improve Welsh Language Skills

- **Number and percentage of the organisation's workforce that received training to improve their Welsh skills to a specific qualification level**

2020 / 2021 Data:

Number of the organisation's workforce that have accessed training to improve their Welsh skills to a specific qualification: 752

This total equates to 3.8 per cent of the Health Board's current workforce

2019 / 2020 Data:

Number of the organisation's workforce that have accessed training to improve their Welsh skills to a specific qualification: 1259

This total equates to 6.6 per cent of the Health Board's current workforce

Recruitment

- ***Number and percentage of new and vacant posts advertised with the requirement that:***

2020 / 2021 Data:

- **Welsh language skills are essential - 236 (6.1 per cent)**
- **Welsh language skills are desirable - 3595 (92.6 per cent)**
- **Welsh language skills to be learnt - 17 (0.4 per cent)**
- **Welsh not a required skill - 33 (0.9 per cent)**
- **Total number of vacancies advertised - 3881**

2019 / 2020 Data:

- **Welsh language skills are essential - 200 (6.2 per cent)**
- **Welsh language skills are desirable - 3006 (93.7 per cent)**
- **Welsh language skills to be learnt - 4 (0.1 per cent)**
- **Total number of posts advertised - 3210**

Complaints

- ***Number of complaints received about the implementation of the Welsh Language Scheme***

The Health Board received four complaints during the year in relation to compliance with the Welsh Language Standards, which were fully addressed under the *Putting Things Right* Regulations. In addition, the Welsh Language Commissioner initiated two investigations. The findings of both investigations determined that the Health Board had not failed in its compliance with legislative requirements. However, the Commissioner issued a recommended action following the investigation into the GP Out of Hours Service. This has already been detailed within this report ('Internal Performance Assurance', page 4).

Conclusion and Forward Vision for 2021 - 2022

This report has demonstrated that progress has been maintained in:

- Improving the quality of care we provide through the language of choice
- Increasing compliance with legal and statutory requirements
- Identifying initiatives that have been implemented and rolled out to respond to language need as an integral element of care
- Improving organisational development in terms of how we are able to support the workforce to be able to deliver services through the medium of Welsh

However, in order to channel its focus on not only maintaining, but also progressing, Welsh language services during the Covid-19 pandemic, the Welsh Language Services' annual plan for 2021-2022 has been refined to four key objectives:

1. Ensure organisation wide delivery of the Welsh Language Standards
2. Support the workforce to develop and improve Welsh language skills through the implementation of the Bilingual Skills Policy & Procedure
3. Build on the "Active Offer" approach to service delivery to ensure timely access to language appropriate care
4. Provide a timely comprehensive translation service across the organisation

Detailed outputs and key performance indicators that will allow services to take ownership of delivery within their area of work, target support where it is required most, and develop an infrastructure of self-regulation with the voice of the patient at its core, support these objectives.

We are therefore eager to progress our work in delivering statutory obligations so we can further improve our services for our Welsh-speaking patients in their language of choice.