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# Welsh Language Services



# Annual Monitoring Report

2019  
-  
2020



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Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

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## Executive Summary

This is the first report to address 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 30th May 2019. The Health Board had made progress to prepare the organisation for the implementation date to ensure full compliance with the Standards under the Welsh Language (Wales) Measure 2011.

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 general progress including key achievements and good practice as well as areas for development.

The report reflects work undertaken to progress the *Bilingual Skills Strategy*, 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. A Strategic Plan and associated Work Programme are in place to ensure comprehensive delivery of these requirements. Self-governance and monitoring continue to be key aspects of the work undertaken this year, which has led to tighter performance measures and accountability.

This report builds on the Health Board's previous annual reports, reflecting improvements and progress made during this reporting year.

At this point, we must also refer to the challenging and unprecedented times faced by the Health Board with the spread of the worldwide pandemic of the Coronavirus (COVID-19). From March 2020 onwards, the Welsh Language Team had adapted to working from home whilst continuing to provide a full support service for staff, although it has not been possible to be proactive in developing further projects at this time. All meetings were cancelled, and with the situation changing on a daily basis, a few staff members were redeployed for two to three days a week to provide support within other sectors. However, every opportunity was taken to emphasise the importance of continuing to provide bilingual services, and a message conveying this was sent to senior staff members. The translation team continued to provide a full service, and continued to be extremely busy translating daily briefings, press releases, and patient letters and information leaflets as the Health Board adapted to the new norm. The Welsh language tutor offered Welsh lessons over Skype and email for the Health Board's learners and also on the 'Dysgwyr Betsi' Facebook and Twitter pages.

## Background and the 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*<sup>1</sup> 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 supports the 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

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<sup>1</sup> <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>

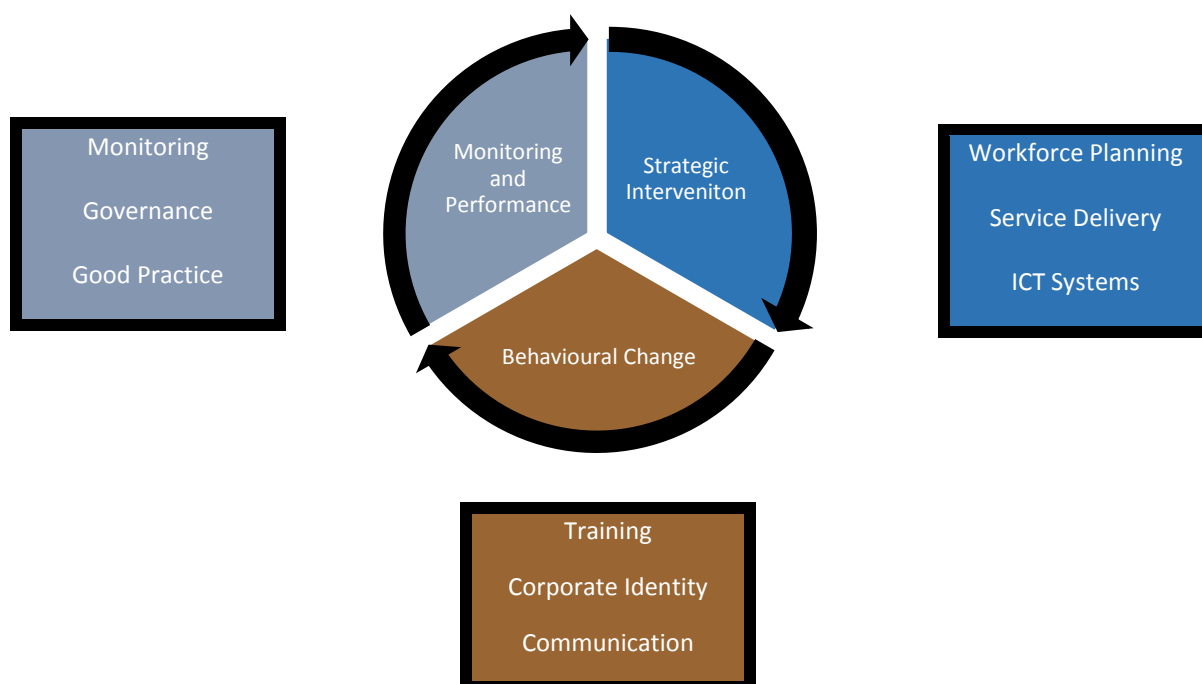
development in line with our Bilingual Skills Strategy and the wider Welsh language agenda.

#### 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 enables us to achieve our objectives and our *Welsh Language Strategic Plan*, has enabled us to focus through our dimensions of Behavioural Change, Strategic Intervention and Governance & Performance.



Our work programme over the past year has been built on these key dimensions and we have seen our services going from strength to strength.

### Overall Board Accountability

Our Welsh Language Strategic Forum, chaired by our Executive Director of Public Health, establishes 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 Strategy*.

All risks have remained the same during 2019-2020, and the risk rating is currently at moderate or minor. Controls have been put in place to mitigate any complex issues and to determine further actions required to achieve target risk score. The current pandemic might escalate the risks with the team's inability to be proactive during this period. This will be taken into consideration when assessing the risks.

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

### **Incorporating the Welsh language into wider planning and performance**

Ensuring that the Welsh language is fed into the overall wider planning of the organisation is key to achieving our goals and dimensions. The *Well-being of Future Generations (Wales) Act 2015* requires us to think more about the long-term, with a focus on a Wales of vibrant culture and thriving Welsh language being one of its seven well-being goals. This drives us to work better with people, communities and other organisations, as well as directing us to adopt a more joined-up approach. As such, Welsh language requirements has been mainstreamed into our strategy for the future, *Living Healthier, Staying Well*, with short-term goals and commitment having been established in our Three Year Plan. This has allowed us to unite our requirements in delivering the Welsh Language Standards and *More than just words*, as well as having a clear focus on developing our *Bilingual Skills Strategy*, leading on delivering a comprehensive Translation Service and facilitating Primary Care developments as part of our cluster planning. The Welsh Language Team provide bi-annual updates to the Planning Directorate on its operational service plan, providing assurance and RAG rating of our compliance and timescales.

Welsh language requirements has been incorporated into the Integrated Quality and Performance report submitted to the Board, reporting on Welsh language data completeness of skills on the Electronic Staff Register. Any breach or failure to achieve targets requires the completion of an exception report, detailing robust actions on achieving compliance for the following quarter.

Welsh language key priorities are also incorporated into the NHS Wales Delivery Framework and bi-annual reports are submitted via our Performance Directorate for submission to Welsh Government. This has ensured that Welsh language is mainstreamed into internal processes and monitoring, securing an organisation wide platform for ownership and delivery.

### **Bilingual Services Monitoring (Mystery Shopper) Scheme**

The Health Board has continued to operate an internal Bilingual Services Monitoring Scheme during 2019-20.

Through a combination of site visits and mystery shopper surveys, this ongoing scheme – which was originally introduced in March 2018 – continues to scrutinize the availability and quality of Welsh-medium services at various BCUHB locations on a quarterly basis.

A number of community hospitals, managed practices and acute (main) hospital departments are included in each round of surveys, which focus on signage (both permanent and temporary) and the provision of reception and telephone services.

After these inspections have been concluded, relevant site / practice / service managers are then provided with bespoke reports (which include a breakdown of the pertinent findings and suggestions for possible / required actions) and are subsequently invited to work alongside members of the BCUHB Welsh Language Team to ensure that any necessary changes and / or improvements can be put in place as quickly as possible.

As managers remain willing and committed to secure improvements, the ongoing implementation of the Bilingual Service Monitoring Scheme has continued to ensure that various shortcomings can be identified and quickly rectified at sites throughout north Wales and this has naturally contributed to the general development and enhancement of the Health Board's Welsh-medium provision during 2019-20.

Furthermore, as some sites have now been included within the Bilingual Service Monitoring Scheme for a second time, it has recently become possible to gauge whether or not progress is being made at specific community hospitals and managed practices.

Indeed, by comparing newly collected data with initial baseline results (from surveys that were conducted during the summer and autumn of 2018), it has become increasingly clear that the general availability and quality of Welsh-medium service provision has improved at various locations during the past eighteen months.

This is especially true of sites within the Health Board's East Area, where specific steps have recently been taken to secure progress, after a previous round of Bilingual Service Monitoring Scheme surveys revealed that the standard of Welsh-medium services at one of the region's managed practices was unsatisfactory.

A little over a year later, the quality of bilingual provision at that particular practice has now improved significantly, whilst similar positive developments have also been recorded at a number of other East Area sites.

Along with evidencing progress, the Bilingual Service Monitoring Scheme also now provides assurance, as recent findings have confirmed that previously recorded high

standards are being maintained at several locations in the Health Board's West Area.

Beyond this, the ongoing 'mystery shopper' surveys have also continued to uncover numerous examples of existing good practice in relation to the Welsh language: these are all recorded and subsequently shared with other sites / practices / departments, as appropriate.

To ensure increased accountability, general findings are still shared with Area / Hospital Management Teams and BCUHB Welsh Language Strategic Forum members on a quarterly basis.

By doing this, broader trends continue to be identified (and dealt with), alongside more localised issues.

## Welsh Language Standards

The Welsh Language Standards have now been in operation since the imposition date of the 30<sup>th</sup> May 2019. Last year's report mentioned the internal campaign which was about to be launched to raise awareness of the new legislative requirements with the strapline 'Are you ready?'. A series of All Users emails were sent over a few weeks prior to the 30<sup>th</sup> May to engage with staff and raise their awareness of the requirements of the Standards. An email signature was also created and added to the email signature of the Welsh Language Team as well as members of the Welsh Language Strategic Forum, and members of the Welsh Language Standards Project Management Group to ensure wide circulation.



This led to numerous enquiries from staff as well as requests for the Compliance officer to attend meetings to discuss the requirements, which also provided an opportunity for discussions on specific issues with services. Examples of meetings held include a meeting with Speech and Language Therapy team leaders in Wrexham and Flintshire, a Community Mental Health Team in Conwy, Minor Injury Operational Group Meeting, Ysbyty Alltwn. A booklet has also been created to provide information on the Welsh



Language Standards, and Welsh language Services generally. It also includes information on 'More than Just Words', the translation service, learning Welsh, resources available, recruitment as well as a check list for departments.



One of the main focus for the Welsh Language Standards Project Management Group was to conduct a baseline audit of compliance with the Welsh Language Standards within their services. A comprehensive questionnaire was sent to the Hospital Directors and members of the Welsh Language Project Management Group. A fair amount of questionnaires were returned, demonstrating good progress across the Health Board in terms of awareness of the need to provide services bilingually. The analysis of the questionnaires is ongoing, with services required to provide regular updates on progress for the Welsh Language Strategic Forum. Examples of areas where progress has been made include administration services. All frontline posts are advertised with the Welsh language as an essential skill. Signage has been provided for all reception areas to demonstrate the availability of a Welsh language service. The online 10 hour course has also been widely publicised with frontline admin staff. Also, a new switchboard system is in development to ensure that Welsh speakers, via an automated message, can choose to be put through to a Welsh speaking telephonist to deal with their query. This has meant significant investment from the Health Board to improve accessibility to Welsh language services for the public. The new system will be in operation from September/October. The Welsh Language team will be involved in providing support to staff to ensure full compliance with the Welsh Language Standards from the outset.

Another focus for the Welsh Language Standards Project Management Group has been the development of an assessment in accordance with Standard 63 for assessing the need to offer courses through the medium of Welsh. An example of good practice and the Health Board adapting to the new norm during Covid-19 is a bilingual virtual ante-natal session which has been developed. The online resources are fully bilingual and the service is able to provide sessions and advice to parents in both English and Welsh.

A policy on using Welsh with inpatients is awaiting approval and focuses on rolling out the Language Choice Scheme using the orange 'Working Welsh' logo in magnet form to identify patients' preferred language. This scheme Initially piloted on selected wards at Ysbyty Gwynedd, Bangor, in early 2017, has gradually been extended to other wards and hospitals throughout north Wales. Also included in the policy is the work undertaken to mainstream the Welsh language into the Ward Accreditation Scheme

whereby staff are presented with a set of standards to frame our quality, safety and patient care agenda. The resources for the scheme include bilingual welcome boards, patient safety boards, patient experience boards, and magnetic symbols.

Several sub-groups to the Project Management Group have continued to meet in order to address more local issues and information or good practice is then fed back to the Project Management Group. One example is the group set up within Ysbyty Glan Clwyd, consisting of Administration Managers from across all services. The members have provided guidance to admin staff on dealing with telephone calls, reception services, signage, and promoting Welsh lessons, in particular the 10 hour online course provided by the Centre for Learning Welsh.

## *More than just words*

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 further Action Plan was developed to provide a clear structure for continued progress in relation to the promotion and provision of Welsh language services in health, social services and social care during 2019-20.

BCUHB continues to lead the way in this field and maintaining a broad compliance with the aims and principles advocated by *More than just words...* remains centrally important, in this regard.

This is clearly exemplified by the continued implementation of the Health Board's award-winning Language Choice (orange magnet) Scheme, which ensures that the delivery of the 'Active Offer' principle (i.e. that a Welsh-medium service can be provided without someone having to ask for it) remains at the heart of service delivery on hospital wards throughout north Wales.

Indeed, during the past twelve months, the Language Choice Scheme has been further expanded to include wards at both Ysbyty Glan Clwyd and Wrexham Maelor Hospital, whilst the instantly recognizable magnets are also now utilised to identify Welsh speaking patients at almost every community hospital within the BCUHB region.

The Health Board's position at the forefront of Welsh-medium healthcare service provision is further reflected by the fact that some of the latest *More than just words...* targets had already been implemented within BCUHB for some time, before they first appeared within the Action Plan for 2019-20.

This is true of action 4.1, for example, which calls for 'support to be given to staff to deliver services in Welsh' by 'focusing in particular on encouraging and empowering Welsh speakers to use and develop their Welsh language skills': through her range of structured courses, the BCUHB Welsh Language Tutor has now been providing such support for Health Board employees over three years.

- |     |  |
|-----|--|
| 4.1 | Support to be given to staff to deliver services in Welsh, focusing in particular on encouraging and empowering Welsh speakers to use and develop their Welsh language skills. |
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Furthermore, BCUHB staff can also attend confidence boosting sessions, which are tailored specifically for individuals who already have some Welsh language skills, but currently lack the self-belief to use the language in the workplace.

Whilst some of the targets within the *More than just words...* Action Plan for 2019-20 might therefore have been influenced by initiatives that were already in place within BCUHB, the document also includes a number of other objectives, which the Health Board has been required to implement from scratch.

We have acted quickly to contribute towards the regional realisation of action 2.5 (below), for example:

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|-----|---|
| 2.5 | The Cymraeg Byd Busnes pilots in primary care to be developed to support sharing of best practice. A toolkit for primary care to be produced as part of this work |
|-----|---|

Having initially provided a number of examples of good practice for inclusion within the proposed toolkit, a member of the BCUHB Welsh Language Team also subsequently worked alongside Cymraeg Byd Busnes and the Welsh Government on a pilot scheme to provide support for seven independent GP practices / surgeries / medical centres within the South Flintshire primary care cluster.

At the same time, another member of the team has been contributing to a similar scheme, which aims to provide basic Welsh-medium assistance and encouragement for primary care providers in Anglesey: this localized project was developed through the Fforwm Iaith Ynys Môn (Anglesey Welsh Language Forum) group and is therefore independent of the official Welsh Government primary care pilot.

Much of BCUHB's work in relation to *More than just words...* is either informed, guided or supported by the North Wales *More than just words...* Forum, which meets on a quarterly basis to facilitate the continued regional implementation of the Welsh Government's strategic framework for Welsh language services in health, social services and social care.

The Health Board was primarily responsible for the establishment of this multi-agency group, which first met in May 2016 and was subsequently recognised for its positive and influential work with an award in the Innovation category at the Welsh Government's 2017 *More than just words...* Showcase Event in Cardiff.

The Forum – which includes representatives from a number of relevant organisations (including all six local authorities, Social Care Wales, the Wales Ambulance Service NHS Trust and Bangor University's School of Healthcare Sciences) – has continued to thrive during the past twelve months, under the chairmanship of Morwena Edwards (who is the Corporate Director of Social Services at Gwynedd Council and also a BCUHB Associate Board Member).

It remains a stage for sharing information and examples of good practice and continues to demonstrate the benefits of following a collaborative approach in order to ensure the successful delivery of some *More than just words...* objectives.

Indeed, in response to the northern Forum's sustained success, the following action was included within the 2019-20 Action Plan:

- 6.2 Further support the development of the regional *More than just words* forums across Wales which draw together representatives from a number of health and care organisations in order to promote joint working, share best practice and support progress on a regional level.

As some other regional *More than just words...* groups have subsequently been established, members of the BCUHB Welsh Language Team have continued to provide advice and assistance, as required, in order to expedite their initial development.

## Welsh Language Training Developments

Welsh language training has been prominent and played a key role in implementing the Welsh Language Standards and our Bilingual strategy. We continue to work strategically to prioritise delivery of Welsh language training for front line staff, including, but not limited to, the following areas:

- Staff in clinical services which patients / service users in the following categories will access regularly:
  - Children and young people
  - Older people
  - People with learning disabilities
  - Mental health service users
  - Dementia services
  - Stroke services
  - Speech and language therapy services

### The Health Board's In-house Welsh Language Training Programme

This year, we've been working closely with workforce in order to identify posts that are required to be 'Welsh essential' according to the Welsh language standards. If staff that are currently not confident or fluent in Welsh are appointed to these posts we work in collaboration with their managers in order to develop a specific Welsh language developing programme for them as part of their PADR and development in their new posts.

In order to implement a Welsh Language Developing Programme for posts advertised as 'Welsh Essential' we've re-written and revised our Welsh language Skills Matrix in order to offer a clearer guidance on what is deemed as 'Welsh Essential' as some

posts require fluency in both written and verbal skills (Level 5 Welsh Language Skills), whilst other posts require verbal face to face fluency only (Level 3 Welsh Language Skills). Providing a clearer analysis of Welsh Language Skills required for posts allows more clarity for workforce and during the recruitment process. We're continuing to work strategically, providing in house courses that are specifically developed for different areas within the health sector e.g. medical assessments, care of the elderly, reception and front of house courses, answering and dealing with telephone queries.

This year also we've continued to work in collaboration with the Postgraduate Centre at Ysbyty Gwynedd and developed a specific Welsh language taster course online in order to help with the recruitment of F1 and clinical fellow. The purpose of the course is to show how BCUHB can offer support for staff that want to develop their Welsh language skills.

### **Welsh Language Skills Certificate - *Coleg Cymraeg Cenedlaethol***

The Health Board is the first and only organisation in Wales other than higher education establishments to pilot this initiative.

The *Tystysgrif Sgiliau Iaith* (Welsh Language Skills Certificate) is a recognised and accredited qualification by the *Coleg Cymraeg Cenedlaethol* and the Welsh Joint Education Committee developed to enable applicants to acquire a certificate evidencing their Welsh language skills and ability to work through the medium of Welsh. It also aims to boost the ability to communicate confidently and professionally in Welsh, in written and verbal form in order to respond to the needs of the local population and service users.

Following the success of the scheme in 2018/19, the Health Board has been offered to continue its collaborative working with the *Coleg Cymraeg Cenedlaethol*, extending the agreement further, this year 3 members of staff completed the oral examination but due to the Covid-19 pandemic the written examination has been postponed, we're awaiting a new date for the written examination.

### **Working with the Work Welsh programme, National Centre for Learning Welsh**

The pilot program began in 2017 with the Work Welsh initiative offering residential courses at Nant Gwrtheyrn and access to the online taster welcome course, before starting to implement a specific scheme for BCUHB in April 2018, that led to the appointment of a dedicated Support Officer to support members of staff registering and completing Work Welsh courses.

### **Welsh Language Training Support Officer**

#### **Exemplar of achievements and accomplishments in learning Welsh**

With over 650 members of staff accessing Welsh language training over the past reporting year, there are numerous examples of excellent practice and successes. Here are some inspirational examples of individuals and groups who have been learning Welsh over the past 12 months.

The Officer is a great asset and brings the following benefits to BCUHB.



- Contact for Welsh at Work courses (Online Course, Intensive Courses and Nant Gwrtheyrn Courses)
- Online course - This course has now attracted hundreds of staff to try their hand at learning Welsh, and has led to others joining classes. This is through the officer promoting and marketing the courses and offering drop-in sessions to give staff a boost and a helping hand to continue the course.  
There has been considerable increase in numbers e.g. in May 2019 there were 189 registered and 18 completed the Health course, however, by October 2019 there were 282 enrolled and 35 completed this course.
- Nant Gwrtheyrn - **145** staff have now attended NG courses. All courses have been full. The officer will join the lessons for a day and act as a link between NG and the Health Board. Following attendance at NG, the Officer will offer 1: 1 support or drop in sessions to past attendees. A chat club, whose core members will be attendees of the October Intermediate Course, will start in January 2020.
- Intensive Courses - The Officer attends the classes on a monthly basis to act as a link for the attendees, as well as having the opportunity to discuss with the tutors. The Officer will also take the class for half an hour to transfer what has already been learned and apply it to the workplace.
- Ffrindiaith - a buddy scheme for fluent speakers and learners
- 1: 1 Sessions - as needed e.g. discuss learning needs, catch up, get up to the standard of intensive, residential courses.
- Learner of the Year - Organize a prestigious event that includes several elements e.g. promotion and marketing, arranging dates and venues, organizing forms and applications, organizing and securing prizes etc.
- Clebran Club (chat and a cuppa) - established in Rhyl for staff of various levels to run fortnightly
- Take beginner classes / taster / bridging Welsh on-line courses.
- Gossip Lunch - once a month in the main hospital restaurants
- Promotion and marketing stands and awareness of what is available for staff to learn Welsh
- Creating leaflets / posters / information documents for staff
- Promotional and marketing walks around community wards / departments / hospitals
- Establish a closed staff-only Facebook page as a place to discuss and voice opinions, and another for the wider public, to share information and good news

- Write short adverts / articles for inclusion in the Health Board's weekly information bulletin
- Compile and interpret various questionnaires
- Manage BCUHB's learner information database
- First point of contact for staff wishing to learn Welsh and have comprehensive information on the availability of various courses and options available to staff appropriate to their level

### **Feedback from staff that have attended Nant Gwrtheyrn and other various opportunities to learn Welsh through the Work Welsh initiative**

*"I feel more confident using Welsh with colleagues and can understand a lot more, which helps me in MDT clinics to be able to follow what is being said if the patient prefers to speak in Welsh with other members of the MDT.*

*I think that being able to use a few words and phrases is appreciated by patients, even if I cannot conduct my consultation in Welsh"*

*"I have received a lot of encouragement from my colleagues to try using my Welsh even if it is only a few words. I have found that the patients appreciate me attempting to speak Welsh, and they understand I am learning so also encourage me. It has been useful to allow me to communicate with patients in their own language, with certain patient groups. The intensive course has played a huge part in increasing my confidence to use my Welsh as before I wouldn't use it at all"*

Learners feedback on intensive Work Welsh Weekly Course

### **Feedback from Nant Gwrtheyrn attendees**

*"Diolch yn fawr iawn am y oppourtunity to go, it was brilliant and had a wonderful time. Very relaxed but also interesting and useful, have learnt a lot and gained a lot of confidence"*

*"Really great course that I have been recommending to colleagues. Enjoyed mix of class-based learning and being out and about and using Welsh within Nefyn"*

### **Summary**

Since being a part of the Work Welsh initiative in April 2018 9.4% of the workforce have registered, completed and received Welsh language training whether online, a residential course at Nant Gwrtheyrn, or an intensive course (3 hours per week for a period of 87 hours or more). BCUHB are the first health board to be part of the scheme with Work Welsh in Wales, and following the success of the scheme, we are likely to be part of the scheme again at 2020-21.

Since 2017, 1,223 staff members have received training from the BIPBC tutor from various departments e.g.

- Postgrad and Undergraduate Students
- Front line medical and administrative staff
- Care of Elderly

- Children and paediatric staff
- Adult Mental Health Services
- BCUHB Board Members including the Chief Executive and Chairman.

## Welsh Learner of the Year

On the 4th March 2020, the first ever Betsi Cadwaladr University Health Board's Welsh Learner of the Year Ceremony was held. The award was launched in the autumn during the Welsh Language Week with the aim of recognising significant contribution to learning and using Welsh in the workplace and enthusiasm in promoting the Welsh culture. From this point, and from the initial plans to arrange a small scale competition and ceremony, the developments snowballed. Over 40 nominations were received, exceeding expectations, which gave the independent judges (Nia Parry S4C, Teresa Owen, Executive Member of the Board and Medwyn Hughes, Independent member of the Board) a difficult job to compile a shortlist of 6. We received generous sponsorship for prizes at no cost to the Health Board, including:

- A week in Nant Gwrtheyrn, from Nant Gwrtheyrn
- Two weekend courses, one by Coleg Cambria and the other from Bangor University
- Book tokens, 5 x £20 from the Welsh Book Council
- A trophy for the winner, donated by Lowri Gwyn, Lingo
- Refreshments, donated by Asda.



Before the award ceremony, video clips were filmed for the shortlisted six to be shown on the evening and were also shown on Facebook. The ceremony, which was held at the Optic Centre, St Asaph Business Park, was attended by 90 people, including the Chairman, Mark Polin, Teresa Owen, the Executive Director of Public Health and Medwyn Hughes, Independent member who were also on the judging panel, members of the Welsh language team, and several of the Welsh learners and their friends and family. Invitations were extended also for organisations to set up stalls. Also present was Elin Fflur from the S4C television programme 'Heno' who gave substantial coverage to the evening which included interviews with the candidates. The evening was compared by the third judge, namely Nia Parry, a television presenter who is also a Welsh language tutor, and she announced Blair Wallace as the winner.



*Mark Polin, Chairman, addressing the audience and Teresa Owen, Executive Director of Public Health.*

Blair is originally from Scotland, and works as a Foundation Year 2 doctor at Ysbyty Gwynedd and had been learning Welsh for 2 years, starting to learn before even moving to Wales. Michelle Matthews, who works as Radiology Administrator at Ysbyty Glan Clwyd came second, with David Hostler who works as a community speech and language therapist across west and central north Wales coming third. The result was also announced on the Geraint Lloyd Radio programme on Radio Cymru, with Blair also being interviewed for the programme. The top three have taken advantage of intensive courses, and the top six have been to Nant Gwrtheyrn as part of the Work Welsh Scheme.

We hope that this competition will create more enthusiasm for learning the Welsh language within the Health Board and to emulate the excellent example of our winners.



*Blair Wallace receiving his trophy from Lowri Gwyn, Lingo Cyf and Mared Grug from Nant Gwrtheyrn.*



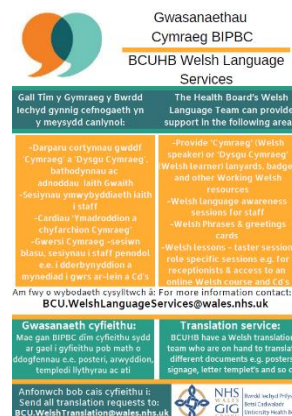
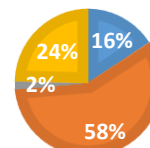
*Nia Parry with Elin Fflur*

## Primary Care Services

On the 30<sup>th</sup> May 2019 new Welsh Government Regulations came into force that required all Primary Care contractors to carry out six new duties in relation to the Welsh language. This has allowed the Welsh Language team to continue 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.

To establish a baseline of what the contractors were currently offering a questionnaire was sent out during the summer of 2019 to all BCUHB primary care contractors asking them to give details about their current Welsh medium and bilingual provision.

The responses to the questionnaire led to the development of an action plan to work with the providers, and to further develop what support and advice they need and what the Health Board can offer. An information sheet was shared with what services can be offered and ways that the Welsh Language team can help e.g. access to some translation work, Welsh language awareness session for staff, resources such as lanyards and badges (denoting a Welsh speaker). This led to the delivery of some Welsh language awareness sessions for GP practise staff, delivering several items such as badges and lanyards and phrase cards to many as well as translating some practice leaflets and registration forms as well as doing some basic Welsh lessons for staff.



Welsh for Business had a standard form to go through in each meeting which then helped to create an individual action plan to work on after the meeting. As part of this many resources were given to them such as badges, bilingual door signs and stickers as well as recording some bilingual phone systems for the practices. Also

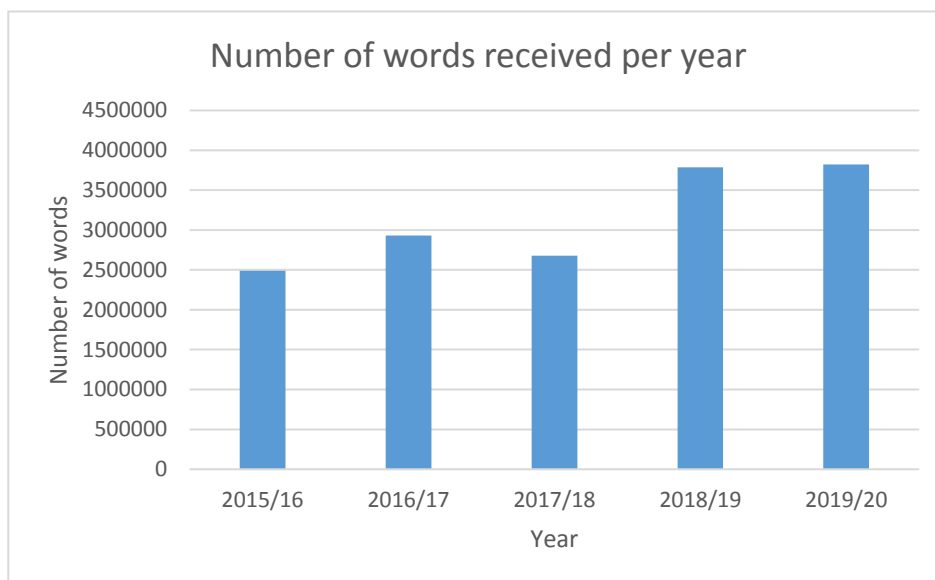


we showed them what they have access to via our intranet as well as arrange some translation work for signs etc. for the practices. The project worked well in helping implementing some small changes that will increase their Welsh and bilingual provision.

As a result of the work during the past year with the primary care providers we are currently working on a Primary Care campaign to guide and further support the contractors with the new Regulations.

## The Translation Service

The upward trend in demand has continued again this reporting year as shown in the graph below. During the period leading up to imposition day, a 41.4 per cent increase was recorded in the demand for translation during 2018-19. This trend continued during 2019-2020 due to improved staff awareness of their obligations to comply with the Welsh Language Standards.



In order to manage the increased demand, we have worked with IT colleagues within the Health Board to develop a bespoke solution to receiving and managing translation requests. In August, our new translation portal was launched. Upon launching the portal from their home screen, staff are directed to the loading screen where their details are loaded automatically.

**Gwasanaeth Cyfieithu BIPBC – BCUHB Welsh Translation Service** Ffôn: 01745 6491

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**Dechrau cais cyfieithu newydd**

Os oes amoch angen llytho ffôn ar ran rhywun arall neu newid unrhyw fanylion, newidwch y meysydd isod. Mae'r meysydd Sefydliad ac Adran wedi'u cloi at ddibenion anfonu a dadarsoddi.

Defnyddiwch ddogfen Microsoft Word os ydych chi'n bosibl er mwyn hyspysu'r broses gyfieithu. Mathau eraill o ddogfennau a ganiateir PDF, Powerpoint, Excel a Publisher.

**Start new translation request**

If you need to upload a file on behalf of someone else or change any details please alter the fields below. The Organisation and Department are locked for invoicing and analysis purposes.

Please use a Microsoft Word document if possible as this will speed up the translation process. Document types also allowed are PDF, Powerpoint, Excel and Publisher

---

**Nofio**

ph076766

**Chwilio - Search**

**Enw - Name**

Phil Croughan-Lewis

**Bost - Email**

phil.croughan-lewis@wales.nhs.uk

**Ffôn - Phone**

1815 6491 (01745 446788 x6491)

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**Ffôn Symudol - Mobile**

07973878444

**Sefydliad - Organisation**

Betsi Cadwaladr University Health Board

**Adran - Department**

Informatics

**Negys - Message**

---

**Dyddiad a ddiwedd - Preferred Date**

**Dewis Ffiil / Bwffio - Choose file to upload**

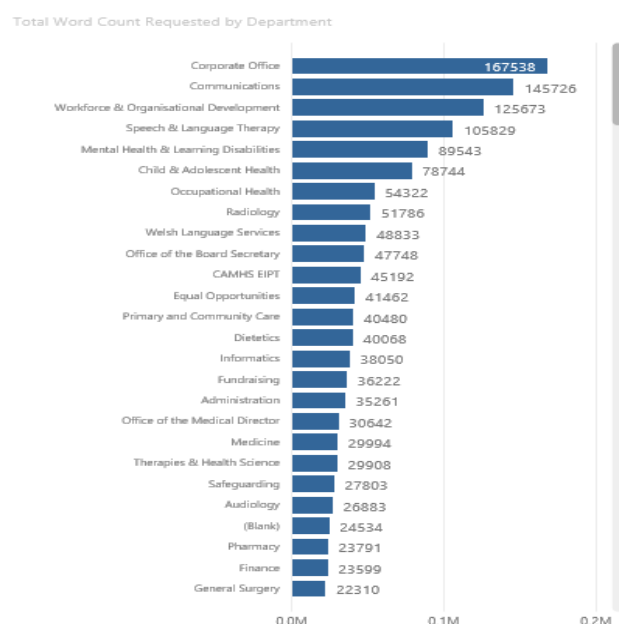
Dewis Ffiil - Choose file Browse

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**Creu - Create**

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From here, staff are requested to upload their document and select a return date. The system is simple and easy to use, and feedback from users has been very positive, with most stating the portal is quicker and simpler than the previous email based system. The system is also able to manage the requests, create work programmes for all translators and create advanced IRIS reports in order to analyse usage and data per department.



We have continued our collaboration with our network of partners from public sector organisations, meeting bi-annually to share learning, identify training needs and address issues such as recruitment. As a group, we have worked with education providers to discuss training needs and created a data base of systems and equipment.

During the reporting year, we invested in a simultaneous translation system in order to support departments with simultaneous translation at various forums and meetings. We have regularly attended the Engagement Practitioners Forum facilitated by the Health Board Engagement Team to support with translation so that the meetings are able to be held through the medium of Welsh. We have also seen an increase in demand for simultaneous translation during interviews, with applicants

taking advantage of the requirement within the Welsh Language Standards to offer Welsh language interviews.

## Service Developments and Key Achievements

The Health Board has progressed its services even further this year with a number of developments and activities undertaken across the organisation. This section provides a brief overview of some of the most pioneering initiatives we have seen across north Wales.

### BCUHB Welsh Language Week 2019

14<sup>th</sup>-18<sup>th</sup> October 2019

Following the success of the initial BCUHB Welsh Language Week in February / March 2018, a second week-long celebration of bilingualism within the healthcare sector was held in October 2019.

Various events were consequently held at a number of locations throughout north Wales, specifically in order to promote the use of the Welsh language within the Health Board and beyond.

Following collaborative work between the BCUHB Welsh Language Team and the Health Board's Care of the Elderly Service, primary school pupils from Ysgol Gymraeg Gwenffrwd and Ysgol Plas Coch performed selections of popular Welsh language songs for older patients at Holywell Community Hospital and Wrexham Maelor Hospital, respectively.

These two events were very well-received and plans were subsequently made to hold a similar Welsh-medium sing-along for elderly patients at Ysbyty Gwynedd during the Christmas season.



The Health Board's younger patients were also catered for during the Welsh Language Week, as Menter Iaith Fflint a Wrecsam brought Magi Ann – a well-known children's character – to visit the Children's Unit at the Maelor Hospital.



Shwmae Su'mae Day was celebrated on 15<sup>th</sup> October, as members of the public and Health Board staff visited the BCUHB Welsh Language Team's Welsh Language Week stalls at our main hospitals.

Having been provided with information about the range of courses that are provided by the BCUHB Welsh Language Tutor, a number of Health Board employees subsequently signed up to attend lessons.



On the same theme, 'Cinio Clebran' events were held at Ysbyty Gwynedd, Ysbyty Glan Clwyd and Wrexham Maelor Hospital: these informal gatherings provided Health Board staff who are already learning Welsh with opportunities to practice their language skills over lunch.



The BCUHB Welsh Language Team also worked with Cymraeg i Blant to provide an information stall during a prenatal clinic in Ysbyty Gwynedd on 16<sup>th</sup> October: this allowed prospective parents and Health Board staff to learn more about the benefits of using the Welsh language with babies and young children.

Alongside these aforementioned events, which were primarily arranged for staff and / or patients on BCUHB sites, a series of seminars for secondary school pupils and further education students were also held between 14<sup>th</sup> and 18<sup>th</sup> October, in order to highlight the importance of bilingualism as a skill for young people who may be considering careers in health or social care.

Whilst hundreds of year 9 and year 10 pupils attended events at Ysgol Dyffryn Conwy (in Llanrwst), Ysgol Maes Garmon (in Mold) and Ysgol Dyffryn Ogwen (in Bethesda), a similar session was also held for health and social care students on Coleg Cambria's Yale College site in Wrexham.

After an initial talk about 'The importance of Welsh-medium healthcare services' by a member of the BCUHB Welsh Language Team, each seminar also included presentations by representatives from Social Care Wales and the Coleg Cymraeg Cenedlaethol, whilst Sophie Burgess (who is a nurse at Ysbyty Gwynedd) spoke about her personal experiences of working bilingually on Tegid Ward.

Careers Wales also had stalls at some of the seminars, so pupils / students could seek further (informal and bespoke) advice, after the aforementioned presentations.



The BCUHB Welsh Language Team also worked with BBC Radio Cymru, Radio Ysbyty Gwynedd and Radio Glan Clwyd during a successful week, which undoubtedly raised the profile of Welsh-medium service provision within the Health Board.



It's therefore hoped that a similar celebration of the Welsh language can be arranged during 2020-21.

## Language Choice Scheme

The Health Board's award-winning Language Choice Scheme facilitates the delivery of the 'Active Offer' principle (see the section on *More than just words...*) on our wards.

Orange magnets – adorned with the instantly recognizable 'Cymraeg: iaith gwaith' / 'Working Welsh' logo – are placed on white boards above / beside beds and on staffing boards, in order to identify Welsh-speaking patients and employees (and pair them together).

Having initially been piloted on selected wards at Ysbyty Gwynedd in early 2017, the scheme has now been greatly expanded to include numerous other hospitals throughout north Wales.

It was introduced on all 22 wards at Ysbyty Glan Clwyd in June 2019 and evidence (gathered from monthly audit forms) suggests that the scheme's initial implementation within that hospital has been successful, with many patients deciding to take advantage of its availability.

**The table below shows the results of the monthly audit undertaken at several wards/units departments at YG from May 2019 – February 2020**

	Ward / Unit	No. of monthly records provided	Total no. of patients on the ward during the recording timeframe	Number of Welsh-speaking patients	Number of Welsh-speaking patients that opted to partake in the Language Choice Scheme	Percentage of Welsh-speaking patients that opted to partake in the Language Choice Scheme	Number of Welsh-speaking staff on the ward  (Range)
1	Enfys Ward (NW Cancer Treatment Centre)	2	*36+	22	19	86.36%	5 (Oct.) – 11 (Sep.)
2	Ward 19 (Care of the Elderly)	5	119	17	17	100.00%	2 (Oct. & Dec.) – 5 (Jan.)
3	Emergency Department (ED)	1	52	11	11	100.00%	7 (Oct.)
4	Surgical Assessment Unit (SAU)	3	86	10	9	90.00%	2 (Dec.) – 3 (Oct.)

5	Ward 8	1	25	8	8	100.00%	1 (Sep.)
6	Ward 12	2	48	4	4	100.00%	2 (Dec.) – 5 (Nov.)
7	Ward 3 (Vascular)	3	36	4	2	50.00%	0 (Jun. & Jul.) – 2 (May)
8	Ears, Nose & Throat (ENT) Outpatients	1	17	3	3	100.00%	2 (Sep.)
9	Ward 9	1	25	2	2	100.00%	4 (Oct.)
10	Paediatrics	1	20	2	2	100.00%	4 (Nov.)
11	Outpatients (Corridor E)	1	14	2	2	100.00%	1 (Sep.)
12	Day of Surgery Arrival (DOSA)	3	77	2	1	50.00%	0 (Nov.) – 2 (Oct.)
13	Acute Medical Unit (ACU)	1	24	2	0	0.00%	2 (Oct.)
14	Ward 18	1	7	1	1	100.00%	5 (Oct.)
15	Ward 19a	1	13	1	1	100.00%	1 (Sep.)
16	Outpatients (Ivor Lewis Building)	1	12	1	1	100.00%	3 (Sep.)
17	Maxillofacial (MaxFax) Outpatients	1	7	1	1	100.00%	2 (Sep.)
18	Same Day Emergency Care (SDEC)	1	10	1	0	0.00%	2 (Oct.)
19	Dermatology Outpatients	1	14	0	-	-	0 (Sep.)
20	Intensive Care Unit (ICU)	1	10	0	-	-	3 (Oct.)
21	Gastroenterology Day Unit	1	3	0	-	-	2 (Oct.)
<b>Total:</b>		<b>33</b>	<b>655+</b>	<b>94</b>	<b>84</b>	<b>89.36%</b>	



Data from the Enfys Ward (which is based within the North Wales Cancer Treatment Centre on the Ysbyty Glan Clwyd site), shows that 14 patients opted to partake in the scheme during September 2019, for example, whilst a further 11 individuals also decided to utilise the magnets whilst they were under the Emergency Department's care the following month.

To further facilitate the delivery of the Language Choice Scheme within Ysbyty Glan Clwyd, the BCUHB Welsh Language Team worked with the Health Board's Informatics Team to ensure that a digitized version of the orange 'Cymraeg' logo could also be displayed beside the names of Welsh-speaking patients on electronic whiteboards (which have recently replaced the traditional magnetic bedside boards on a number of wards within the hospital).

The electronic whiteboards are essentially large (55 inch) television screens, which allow staff to access basic information about patients in a quick and straightforward manner and including details about linguistic preferences (which can be obtained directly from the Welsh Patient Administration System) naturally makes it even easier for staff to identify which patients prefer to communicate through the medium of Welsh.

The screenshot below shows how basic patient details (including information about linguistic preferences) are displayed on the electronic whiteboards:

Home West Ysbyty Glan Clwyd Ward 1 Site Status - Status 3 (2019-04-25 08:05)						
Column visibility Clear Sort						
CRN	Name	Gender	Adm Date	LOS (D)	Cons	Spec
B111111	Bloggs, Fred (47yrs) 🇬🇧	Male	05/07/2018	294	Dr GM Consultant	General Medicine
B222222	Flintstone, Wilma (57yrs)	Female	31/07/2018	268	Dr GM Consultant	General Medicine
B333333	Stone, John (17yrs) 🇬🇧	Male	02/06/2018	327	Dr GM Consultant	General Medicine
B44444	Bloggs, No Name (1yrs)	Male	02/08/2018	266	Dr GM Consultant	General Medicine
B2345643	Stark, Tony (87yrs)	Male	31/08/2018	237	Dr David Consultant	Respiratory Medicine
B6784327	Bloggs, Joan (19yrs)	Female	12/08/2018	256	Dr GM Consultant	General Medicine
B5635999	Xavier, Charles (87yrs) 🇬🇧	Male	09/08/2018	259	Dr GM Consultant	General Medicine
B435234094	Aireheart, Amelia (106yrs)	Female	31/08/2018	237	Dr GM Consultant	General Medicine
B234543	Glenn, John (64yrs)	Male	05/08/2018	263	Dr GM Consultant	General Medicine

Beyond the Language Choice Scheme's inauguration at Ysbyty Glan Clwyd, the use of the orange magnets was also initiated at a number of other BCUHB sites during 2019 and following their introduction at Llandudno General Hospital, Abergele Hospital and Holywell Community Hospital, the scheme is now operational on wards within all of the hospitals in the Health Board's Central Area.



Further east, the magnets were also introduced at Chirk Community Hospital (in April 2019), before work was subsequently undertaken to engage matrons and nursing leads at Wrexham Maelor Hospital, in preparation for the expanded implementation of the Language Choice Scheme on the Health Board's main / acute East Area site.

Following on from this, the orange magnets began to appear on more wards at the Maelor in early 2020.

The continued popularity and success of the scheme is reflected by the fact that positive feedback is still regularly received from service users, their families and Health Board employees alike.

## Mental Health Project

A project focusing on strengthening Welsh language provision within the mental health sector, as one of the priority groups as identified by Welsh Government, was conducted during 2019. The aim of the project was to increase the opportunities service users within mental health have to use the Welsh language, to identify and address any shortfalls or barriers to complying with the relevant Welsh language Legislation and to provide a more positive experience for them as a result.

As mental health is identified as one of the four priority groups within the More than Just Words framework, it is relevant and timely to focus on delivering and meeting the needs of mental health service users, as they have a particular need to communicate through the medium of Welsh, and their care or treatment might suffer if it isn't provided in their first language. Language within this context is seen as a language need, rather than language choice.

The project, which was based at the Hergest Unit in Ysbyty Gwynedd, focused on the Welsh language awareness of staff members, scoping staff members' Welsh language skills, implementation of the Language Choice Scheme to identify Welsh speaking patients, identifying where there is a lack of Welsh language skills, and targeting these

areas by providing Welsh language training in order to strengthen staff members' ability to deliver language appropriate care. Another key deliverable was to engage with service users to learn about their experiences of receiving Welsh medium care, their expectations of Welsh medium care versus the reality in order to inform improved Welsh medium provision.

A short questionnaire was distributed to mental health staff working within the Hergest Unit, following the Welsh language awareness sessions to evaluate their effectiveness and monitor whether they would lead to positive behavioural change with regards to meeting the patients' linguistic needs, whilst ensuring compliance with the relevant Welsh language legislation.

One of the questions focused on three things the individuals had learnt following the Welsh language awareness session. All of the responses were extremely positive, with the attendees emphasising that they now fully appreciate and understand the importance of the Welsh language within the health sector, whereas before a significant number of the staff hadn't realised the implications and the consequences of not providing a Welsh language service on patients, as well as on the process of diagnosing, assessing and treating Welsh speaking patients.

Another important aspect highlighted in the section focusing on what the individuals had learnt was the Language Choice Scheme, which is a successful way of delivering the Active Offer. As all clinical staff employed by the Health Board will be involved in delivering the active offer and providing care through the medium of Welsh for patients.

A number of respondents claimed that following the training session they were more aware of the support that is available to them as staff members in terms of the Welsh language internal training programme, the existence of an internal Welsh language Tutor, and the translation team that is available to translate all documents that are public facing. A significant number of the individuals noted that they are aware of the Welsh language Legislation and the More than Just Words Framework as a result of receiving the training session, as the sessions facilitate the process of informing staff members of the Welsh language legislation, what legal requirements and actions are required of all Health Board's staff, but more importantly what practical steps can be taken to deliver the active offer, and comply with the Welsh language legislation. They also noted that they were more aware of the communication barriers present when using a patient's second language, and that therefore they recognise it's a key priority to endeavour to use any Welsh they have especially with the four vulnerable groups identified by Welsh Government; children and young people, older people, people with learning difficulties, and people with mental health problems.

The project created an enhanced understanding and awareness of the Welsh language which is a crucial element of providing care that meets the individuals' needs, which is patient centred, and means that patients are treated with dignity and respect.

The information gathered from this project will be used to develop a similar project for the Mental Health units in the Central and East areas of the Health Board.



## Cymraeg i Blant / Cymraeg for Kids

After our Welsh language officer in Wrexham met with one of the lead officers and the new field officer for the area we arranged a visit to the Children's Ward. During the visit they kindly gifted the Children's Ward a selection of Welsh and bilingual children's books to keep in the play room on the ward. We also arranged for Cymraeg for Kids to have some display banners and notices up highlighting the advantages of bilingualism, showcasing their work and examples of their community groups for families with young children on the maternity ward and clinic areas in the Wrexham Maelor. The Cymraeg for Kids officers have also been visiting the hospital during clinics to chat to expectant mothers and families about the benefits of bilingualism and some examples of the different groups they hold in the community.

Cymraeg for Kids also took part (*as mentioned above*) in two of our Welsh Week activities and we continue to work closely with them and meet quarterly as we plan our next collaborative projects.



## Working with schools and colleges

Building on the success of previous work, the BCUHB Welsh Language Team continued to collaborate with schools and further education institutions, in order to promote the benefits of bilingual skills, during 2019-20.

### Events and seminars for secondary school pupils / further education students

A number of seminars were held at locations throughout north Wales during the Health Board's annual Welsh Language Week (in October 2019): whilst around four hundred year 9 and year 10 pupils attended events at Ysgol Dyffryn Conwy (in Llanrwst), Ysgol Maes Garmon (Mold) and Ysgol Dyffryn Ogwen (Bethesda), a further session was also held for health and social care students on Coleg Cambria's Yale College site in Wrexham.

All of these seminars were arranged in conjunction with Social Care Wales, the Coleg Cymraeg Cenedlaethol and Careers Wales and further details about their delivery and content can be found in the section that focuses specifically on the BCUHB Welsh Language Week.

Beyond this, the Welsh Language Team has also continued to contribute to a number of careers events arranged by external organisations: a member of the team gave a presentation entitled 'The Welsh language: an all-important skill for the workplace' during Grŵp Llandrillo Menai's Health and Social Care Conference at the end of November 2019, for example.

This one-day event was held at Bangor University and also included a careers fair, which was attended by a large number of Grŵp Llandrillo Menai students.

Many of those present took the opportunity to discuss their future aspirations and career plans with a member of the BCUHB Welsh Language Team and subsequently received further advice about the advantages of having bilingual skills (in the context of healthcare service provision).

Likewise, the Welsh Language Team also contributed to a number of Careers Wales events during 2019-20.

Having participated in a 'Welsh Language in the Workplace' seminar for year 10 pupils at Rhyl High School in November 2019, the team also subsequently contributed to similar sessions at the Maelor School (in Penley, near Wrexham) and Ysgol Aberconwy.

As all of these events were held at English-medium schools, they afforded opportunities to promote the importance of Welsh-medium healthcare services to audiences of primarily non-Welsh speaking pupils and / or learners, who might not have previously been encouraged to consider the advantages of bilingualism.

A member of the Welsh Language Team was also present at a Careers Wales-arranged 'Cymraeg yn y Gweithle' / 'Welsh in the Workplace' event at Eirias Park in Colwyn Bay, on 2<sup>nd</sup> October 2019.

Pupils from several local secondary schools attended this careers fair, which also featured a number of other prominent employers from the north Wales region.

On the same day, around fifty health and social care students from Coleg Menai, Bangor, attended a session about the 'Importance of Welsh-medium healthcare service provision' during a visit to Ysbyty Gwynedd.

After an introductory presentation, a member of staff from the hospital's pharmacy spoke about his use of Welsh within the workplace, before the students were subsequently taken on a tour of selected wards, where they learned more about the importance of the 'Active Offer' principle (which is a central facet of the Welsh Government's *More than just words...* strategic framework for Welsh Language Services in Health, Social Services and Social Care).

A member of the BCUHB Welsh Language Team also contributed to a World of Work event at Wrexham's Ysgol Morgan Llwyd in February 2020.

### Careers Wales webinars

Additionally, two Health Board representatives also participated in a Welsh-medium webinar for Careers Wales in October 2019.

The session's primary aim was to provide year 9 pupils with information about careers within the healthcare sector and a recorded version has subsequently been made available as an online resource to all secondary schools in Wales (via YouTube).

### Work with primary schools

The BCUHB Welsh Language Team also contributed to three Career Wales 'Welsh in the workplace' events for primary school pupils during the spring and early summer of 2019.

These speed-networking events – which also featured a number of other leading employers from north-east Wales – were held at Ysgol y Grango, in Rhosllanerchrugog (on 8<sup>th</sup> April 2019) and Ysgol Rhiwabon (on 23<sup>rd</sup> May and 6<sup>th</sup> June) and were designed to help year 6 pupils to develop their communication skills and confidence, whilst learning about the use of Welsh within various workplaces.

Prompted by a series of prearranged questions, the Welsh Language Team's representative provided hundreds of pupils from a number of local schools (including Ysgol I. D. Hooson, Ysgol Maes y Mynydd, Ysgol yr Hafod and Penycae Community Primary School) with pertinent information about the importance of Welsh-medium healthcare services and the benefits of bilingualism.

### Work with universities

The BCUHB Welsh Language Team contributed to two Bangor University modules in March 2020: students on the 'O'r Senedd i'r Swyddfa' ('From the Parliament to the Office') and 'Cymdeithas, Iaith a Phrotest' ('Society, Language and Protest') courses were provided with a PowerPoint presentation, which included information about bilingual healthcare service provision and how the use of the Welsh language is promoted within BCUHB.

The visual presentation was accompanied by a full Welsh-medium audio track to facilitate the students' learning.

In an innovative development, the BCUHB Welsh Language Team also recently worked with Wrexham's Glyndŵr University to provide basic Welsh language training for Occupational Therapy and Physiotherapy students.

A total of seventy students attended three lessons and consequently learned simple Welsh-medium phrases and sayings, including greetings, numbers, parts of the body and some other words they might see around the hospital.

The Welsh Language Team also recently agreed to support Bangor University's ARFer project, which looks at linguistic practices and aims to promote and facilitate the use of the Welsh language within workplaces.

Initial talks were held with representatives from Canolfan Bedwyr (the university's Centre for Welsh Language Services, Research and Technology) about the possibility of introducing the project within selected GP practices in Anglesey, before the proposed venture was temporarily halted due to the ongoing Covid-19 pandemic.

## Performance Indicators Data

The data requirements differ this year in accordance with the new Welsh Language Standards. The data included below are in accordance with Standard 120 of the Welsh Language Standards (Welsh Language (Wales) Measure 2011).

## Workforce Planning

During the reporting year, an Internal Audit was undertaken to establish whether 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 Measure (Wales) 2011. The approach to this review was to identify and evaluate controls in place and highlight potential weaknesses.

The review focussed on the following:

- Management and administration of vacant posts deemed Welsh language Essential;
- Vacancy justification;
- Supporting policies and guidance notes; and
- Accuracy and consistency of reporting.

The report received was based upon the information provided, responses during discussions and on documents provided.

To support compliance with the Welsh Language (Wales) Measure 2011, the Health Board has developed a Bilingual Skills Strategy which is underpinned by relevant Health Board Workforce policies. The Strategy is designed to, *"enable effective workforce planning and recruitment to ensure the delivery of bilingual services through the medium of Welsh and English, according to individual choice and the needs of the population in the area"*.

The Strategy states that the aim of the skills strategy is:

*"...to ensure that BCUHB has the sufficient number of staff with the appropriate Welsh language skills, to provide a healthcare service to the public bilingually, according to the needs of the local community."*

As part of the requirements, the Strategy mandates certain Health Board posts as Welsh language essential. The following posts are deemed as such: Switchboard Staff, Patient Booking Centres / Call Centre Staff and Receptionists.

This review focused solely on the management and administration of Welsh essential posts, and compliance with Section 5 of the Bilingual Skills Strategy, WP1 BCUHB Policy for Safe Recruitment Selection Practices, and WP1a BCUHB Safe Recruitment Selection Practices Guidelines.

Whilst the Health Board has robust policies, guidance document, and reporting in place to support adherence to the Welsh Language (Wales) Measure 2011, some issues and limitations were noted, including the Bilingual Skills Strategy requirements not explicitly stated in the policy documentation, and some lack of awareness of the Bilingual Skills Strategy.

There were three recommendations included within the report

- Management should review current practice and put in place controls to ensure that essential post requirements are either met or that training is undertaken allow successful applicants to meet the requirements.
- Management should review current practice and put in place controls to ensure that the requirements of the Bilingual Skills Strategy are met.
- Consider whether current practice meets the requirements of the Bilingual Skills Strategy.

In light of this report, the Bilingual Skills Strategy has been updated and strengthened and is awaiting final approval. The Workforce team has taken the recommendations on board and has tightened processes to ensure it fully meets the requirements of the Welsh Language Standards.

**2019 / 2020 Data:**

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

**2018 / 2019 Data:**

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

**2017 / 2018 Data:**

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



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

**Across the organisation**

Count of Employee Number	2017/18		2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%	Total	%
0 - No Skills / Dim Sgiliau	7165	38.57	7954	43	8031	42.4%
1 - Entry/ Mynediad	2336	12.57	2366	13	2443	13%
2 - Foundation / Sylfaen	1171	6.30	1185	6	1227	6.5%
3 - Intermediate / Canolradd	1203	6.48	1243	6.5	1254	6.6%
4 - Higher / Uwch	1546	8.32	1502	8	1525	8.1%
5 - Proficiency / Hyfedredd	2141	11.53	2217	12	2338	12.4%
Total	15,562	83.77%	16,467	88.5%	16,818	89%
Total number of staff	18,577		18,624		18,922	

- **Number and percentage of employees working in the following priority group services, whose Welsh language skills have been assessed, 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

<b>Paediatrics</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	230	40	127	33.2%
1 - Entry/ Mynediad	69	12	52	13.6%
2 - Foundation / Sylfaen	33	6	22	5.7%
3 - Intermediate / Canolradd	36	6	24	6.3%
4 - Higher / Uwch	32	6	19	5%
5 - Proficiency / Hyfedredd	85	15	66	17.2
Total	485	85%	310	81%
Total number of staff	571		383	

<b>School Nursing</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	54	41	58	45
1 - Entry/ Mynediad	22	17	17	13.2
2 - Foundation / Sylfaen	2	2	1	0.8
3 - Intermediate / Canolradd	4	3	3	2.3
4 - Higher / Uwch	17	13	18	13.9
5 - Proficiency / Hyfedredd	26	20	26	20.1
Total	123	92.5%	123	95.3%
Total number of staff	133		129	

<b>Health Visiting</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	105	34	123	38.4
1 - Entry/ Mynediad	47	15	53	16.6
2 - Foundation / Sylfaen	20	6	17	5.3
3 - Intermediate / Canolradd	24	8	26	8.1
4 - Higher / Uwch	36	12	34	10.6
5 - Proficiency / Hyfedredd	48	16	52	16.3
Total	280	91%	305	95.3
Total number of staff	308		320	

<b>Elderly Care Medicine</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	74	30.5	67	28.1
1 - Entry/ Mynediad	23	9	18	7.6
2 - Foundation / Sylfaen	19	8	20	8.4
3 - Intermediate / Canolradd	14	6	18	7.6
4 - Higher / Uwch	44	18	47	19.7
5 - Proficiency / Hyfedredd	31	13	26	10.9
Total	205	84.5%	196	82.3
Total number of staff	243		238	

<b>Speech and Language Therapy</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	66	40	69	40.6
1 - Entry/ Mynediad	15	9	14	8.3
2 - Foundation / Sylfaen	7	4	9	5.3
3 - Intermediate / Canolradd	19	11	18	10.6
4 - Higher / Uwch	22	13	23	13.6
5 - Proficiency / Hyfedredd	36	22	35	20.6
Total	165	99%	168	99%
Total number of staff	166		170	

<b>Learning Disabilities</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	126	33.5	119	32.4
1 - Entry/ Mynediad	66	17.5	64	17.4
2 - Foundation / Sylfaen	39	10	41	11.2
3 - Intermediate / Canolradd	36	10	35	9.5
4 - Higher / Uwch	47	13	47	12.8
5 - Proficiency / Hyfedredd	54	14	51	13.9
Total	368	98%	357	97.2
Total Number of staff	376		367	

<b>Mental Health Services - overall</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	784	40	777	39.4
1 - Entry/ Mynediad	307	16	311	15.8
2 - Foundation / Sylfaen	153	8	161	8.2
3 - Intermediate / Canolradd	190	10	182	9.2
4 - Higher / Uwch	156	8	170	8.5
5 - Proficiency / Hyfedredd	234	12	236	11.9
Total	1824	94%	1837	93%
Total number of staff	1946		1974	

<b>Mental Health Services - CAMHS</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	117	51	115	50.4
1 - Entry/ Mynediad	30	13	38	16.7
2 - Foundation / Sylfaen	16	7	15	6.6
3 - Intermediate / Canolradd	14	6	15	6.6
4 - Higher / Uwch	10	4	11	4.8
5 - Proficiency / Hyfedredd	15	7	15	6.6
Total	202	88%	209	91.7
Total number of staff	230		228	

<b>Mental Health Services - Community</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	158	38	144	35.8
1 - Entry/ Mynediad	79	19	68	16.9
2 - Foundation / Sylfaen	32	8	38	9.5
3 - Intermediate / Canolradd	45	11	48	11.9
4 - Higher / Uwch	22	5	23	5.7
5 - Proficiency / Hyfedredd	55	13	57	14.2
Total	391	94%	378	94%
Total number of staff	418		402	

<b>Mental Health Services - Adult</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	233	43	260	42.6
1 - Entry/ Mynediad	66	12	90	14.8
2 - Foundation / Sylfaen	47	9	57	9.3
3 - Intermediate / Canolradd	57	10	55	9
4 - Higher / Uwch	33	6	40	6.5
5 - Proficiency / Hyfedredd	85	16	84	13.8
Total	521	96%	586	96%
Total number of staff	543		610	

<b>Mental Health Services - Elderly</b>				
Count of Employee Number	2018/19		2019/20	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	91	40	82	41
1 - Entry/ Mynediad	46	20	40	20
2 - Foundation / Sylfaen	10	4	7	3.5
3 - Intermediate / Canolradd	22	10	19	9.5
4 - Higher / Uwch	20	9	20	10
5 - Proficiency / Hyfedredd	24	11	22	11
Total	213	94%	190	95%
Total number of staff	226		200	

## Training to Improve Welsh Language Skills

As already outlined within the report, we have seen considerable progress in Welsh language training provision within the Health Board. The following data demonstrates significant increase in the number of staff accessing training, reflecting the positive outcomes of this innovative role within the health sector.

<b>Work Welsh Courses</b>	
Online Courses	893
Residential Courses at Nant Gwrtheyrn	61
Intensive Courses (3 hours a week)	34
<b>Total</b>	<b>988</b>

<b>BCUHB Courses 2020-21</b>	
Beginners – Level 0-1	72
Foundation – Level 2	73
Intermediate – Level 3	12
Advance – Level 4	6
Gain More Confidence Courses	6
Postgraduates YG course	42
Undergraduates YG Course	60
<b>Total</b>	<b>271</b>

**All numbers** : 1259

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

**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**

**2018 / 2019 Data:**

**Number of the organisation's workforce that have accessed training to improve their Welsh skills to a specific qualification: 837**

**This total equates to 5.1 per cent of the Health Board's current workforce**

## **Recruitment**

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

**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                 |

**2018 / 2019 Data:**

- |                                       |                      |
|---------------------------------------|----------------------|
| - Welsh language skills are essential | - 59 (2 per cent)    |
| - Welsh language skills are desirable | - 2790 (98 per cent) |
| - Welsh language skills not required  | - N/A                |



## 2017 / 2018 Data:

- Welsh language skills are essential - 53 (1.9 per cent)
- Welsh language skills are desirable - 2845 (98.3 per cent)
- Welsh language skills not required - N/A
- 

Welsh language skills requirements continue to be assessed as part of the Health Board's recruitment processes in line with the Bilingual Skills Strategy. The number of posts advertised as Welsh essential has increased by 6% this year, following another drive to ensure Welsh language requirements are considered as a skill when advertising. Also, as previously mentioned, an Internal Audit was conducted during 2019 by Shared Services to establish whether there is a robust control environment in place within the Health Board to action the requirements of the Bilingual Skills Strategy which has contributed to this increase.

All posts advertised require either Welsh language as an essential skill, Welsh language as a desirable skill or Welsh language skills to be learnt. The Health Board undertook the innovative decision to ensure no post was advertised stating that Welsh language skills are not required. Should there be a requirement to amend the Welsh Language level of a post, this can only be changed through a full assessment with the WOD Bilingual Skills Lead.

A 'Welsh Language Requirements' section is included in the Personal Specification, ensuring Welsh language skills, whether essential or desirable for a post, are noted prominently.

## Complaints

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

From the 30<sup>th</sup> May 2019, any complaints received were in relation to compliance with the new Welsh Language Standards. The Health Board received five complaints during the year in relation to compliance with the new Welsh Language Standards, which were fully addressed under the *Putting Things Right* Regulations. Three complaints moved on to the investigation stage by the Welsh Language Commissioner. Although two investigations were responded to prior to the coronavirus outbreak, the Welsh Language Commissioner decided that no additional pressure would be put on the NHS and therefore they would delay making decisions about investigating any new complaints until the emergency is over. Similarly, they also delayed investigations that had already been opened where there was a need for contact with the Health Board and would not ask for evidence of the implementation of enforcement action imposed by previous investigations.

## Conclusion and Forward Vision for 2020 - 2021

Through its strategic planning, the Health Board has a clear vision for the next three years with its key focus on further developing the following service areas:

- Continuing to deliver the Welsh Language Standards across the organisation
- Planning the workforce through the implementation of the *Bilingual Skills Strategy*
- Promoting and implementing the 'Active Offer' principle in line with Welsh Government's Strategic Framework *More than just words*
- Develop and strengthen bilingual primary care services
- Provide a comprehensive translation service for the whole of the organisation

Partnership working will continue to be a focus for the Health Board with links already established to progress the *Cymraeg for Kids* project supporting the Welsh Government's Welsh language strategy *Cymraeg 2050: A million Welsh speakers*. We will see further developments with partners as we support wider integrated working with local authorities.

Having identified the need to raise awareness amongst young people of the Welsh language being an employment skill, and seeing the success of our visits to local schools and colleges, the Health Board will endeavour to continue to engage with both Welsh and English medium secondary schools although this may not be possible to the same degree as previous years because of the pandemic.

Work has been ongoing with the primary care sector as demonstrated within this report, and this work will be further developed as part of the Standards and proposed duties on contractors as well as a campaign to promote the services offered by the Welsh Language Team to support the primary care sector in developing their capacity to provide bilingual healthcare for Welsh-speaking patients.

We will also be expanding a project with our Mental Health Division to scope our current provision in other areas within the Health Board and through service user engagement, we will work together to identify areas and type of support required. These actions feed into the Health Board's wider planning and will be a continuous programme of work, monitoring and governance.

This is the Health Board's first report on the implementation of the Welsh Language Standards, and although the report is in a similar format to previous reports, all the work undertaken by the Welsh Language Team as demonstrated in the report, contribute to Health Board's compliance with the Standards.

Significant progress has been made 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

We are now eager to progress our work further in delivering statutory obligations so we can further improve our services for our Welsh-speaking patients in their language of choice, and endeavouring to change the way some of our work is undertaken within digital platforms with the current constraints placed on the healthcare sector.