

WELSH LANGUAGE SERVICES



ANNUAL MONITORING REPORT

2018 - 2019



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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 its Welsh Language Scheme. The Health Board has continued to make progress in implementing its Welsh Language Scheme, and in many areas has gone above and beyond its expectation. Focus has now progressed to the implementation of the Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

The report reflects the format and content included in the guidance produced by the Welsh Language Commissioner and details compliance against performance indicators within the domains outlined in the Health Board's Welsh Language Scheme:

- Policy Impact Assessment
- Services provided by others
- Workforce Planning
- Information Technology
- Recruitment
- Language Skills
- Training to improve Welsh language skills
- Language awareness training
- Complaints

It gives an overview of general progress including key achievements and good practice as well as areas for development. The report also takes into account the feedback received from the Welsh Language Commissioner following submission of the 2017-2018 Annual Monitoring Report.

This 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. The work undertaken by the Health Board also incorporates Welsh Government's Strategy *Cymraeg 2050: A million Welsh speakers*. A Strategic Plan and associated Work Programme are in place to ensure comprehensive delivery of these requirements. Self-governance and monitoring are also 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.

April 2019

Foreword

This report not only reflects the Health Board's progress against performance indicators, 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* 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 organisations 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.

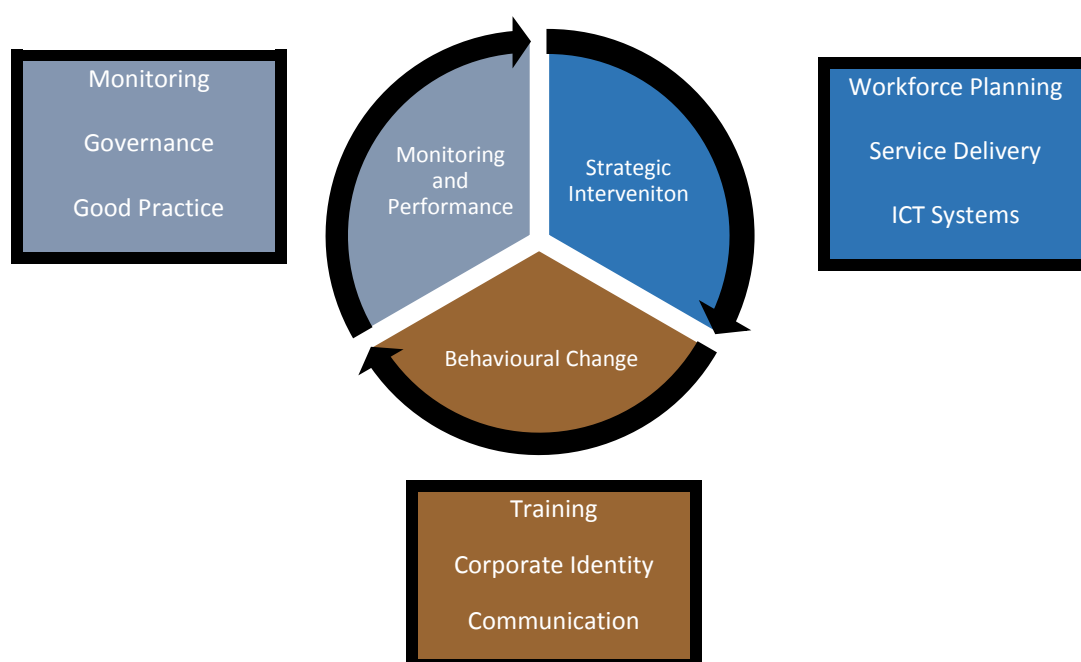
BCUHB Staff Survey 2018

The success of the support network outlined above is reflected in the findings of the NHS Wales Staff Survey 2018, with scores regarding provision of services in Welsh and meeting language needs of service users significantly above the NHS Wales average. In terms of being able to deliver services in the patient's preferred language, 69 per cent of staff said that they were able to deliver on this, with 74 per cent noting that they knew how to access Welsh language support in the workplace. Both these findings were significantly higher than the national average, with further improvements seen since the 2016 survey. However, as we continue to develop the Welsh language agenda, these findings will also allow us to target support where it is needed.

Therefore, this Welsh Language Services Annual Monitoring Report brings together strategic planning and operational activities during the 2017-2018 reporting period, and reflects the work undertaken to address the indicators as set by the Welsh Language Scheme and the Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

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 been de-escalated in 2018-2019, 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 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 assured that Welsh language is mainstreamed into internal processes and monitoring, securing an organisation wide platform for ownership and delivery.

Internal Performance Assurance

A new Bilingual Services Monitoring Scheme was initiated in March 2018, in order to scrutinise the availability and quality of Welsh-medium services across the Health Board.

By utilising a combination of site visits and mystery shopper surveys, this ongoing scheme focuses on organisational compliance with key requirements within the Welsh Language Standards. This includes the displaying of signage, both permanent and temporary, and the provision of reception and telephone services at various sites.

A number of community hospitals, managed practices and acute main hospital services are surveyed each quarter. Individual audit reports are then presented to each site, practice, department and service leads which includes an overview of the findings as well as actions required to achieve a level of compliance. Members of the Welsh Language Team then arrange to meet with the area leads, before working alongside them to ensure that any necessary changes and improvements are put in place.

The implementation of the scheme has already resulted in a number of minor shortcomings being rectified at various sites and this has naturally contributed to a general improvement in the quality of Health Board's Welsh-medium service provision during the past year. Managers have consequently welcomed the scheme and their commitment to implementing the proposed improvements has been commendable. This has contributed greatly to the behavioural change dimension within service delivery.

At the same time, numerous examples of existing good practice have become apparent, and as part of the scheme, these are shared with other sites, practices and departments. To ensure increased accountability, general findings are reported to the Area and Hospital Management Teams with quarterly reports presented to the Welsh Language Strategic Forum. This process has allowed broader trends to be identified and addressed, alongside more localised issues.

The Bilingual Services Monitoring Scheme will continue during 2019-20 with the aim of surveying services for the second time to ensure the amendments and improvements have been upheld.

Welsh Language Standards

The Health Board has continued to prepare the organisation for the forthcoming Welsh Language Standards and is now in a position to be delivering against the Standards.

The Welsh Language Standards Project Management Group that was established to lead and drive the delivery of the Welsh Language Standards continues to meet quarterly. The Group's membership includes representatives from the three Area Management Teams, along with influential managerial staff from a number of services and divisions, who are primarily responsible for leading and co-ordinating the introduction and implementation of the Welsh Language Standards across the Health Board. The Welsh Language Standards Compliance Officer has been working alongside members to roll out the objectives established within the Work Programme.

The Health Board received its Draft Notice of Compliance in July 2018, followed by a three month consultation period to engage the organisation in discussions around potential challenges. The Final Notice of Compliance was issued to the organisation on the 30 November 2018. The Compliance Officer has since attended numerous management and team meetings to share key messages and to develop local actions plans to deliver our objectives and to address any barriers or issues to overcome.

One of the main focus areas has been assessing the scope of the Standards relating to providing bilingual reception services. The Compliance Officer has worked with the representatives on the Project Management Group to gather data on reception areas, staffing numbers and current Welsh speakers within those areas. Any gaps in provision have been identified and actions established to ensure full compliance with the Standards. Following scoping work with switchboard services' leads, the Health Board's in-house Welsh Language Tutor has developed a course specifically tailored for reception and switchboard staff in order to give them the required skills to deal with queries through the medium of Welsh.

Another focus for the Welsh Language Standards Project Management Group has been around providing education courses for the public. Services have worked collaboratively to develop an assessment that is fit for purpose to ascertain the scope of offering a course through the medium of Welsh.

A policy on using Welsh with inpatients is currently in development and will focus on rolling out the Language Choice Scheme using the orange 'Working Welsh' logo in magnet form to identify patients' preferred language. 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 been established in order to address more local issues and information or good practice is then fed back to the Project Management Group.

The Compliance Officer is also currently working on an internal campaign to raise awareness of the new legislative requirements with the strapline 'Are you ready?'. A Health Board-wide campaign will be launched in May 2019 to engage with staff on patient-centred care through the Welsh language. A specific signposting guide has been produced, targeted at staff at all levels and across all services, offering guidance and support on delivering the Standards.

More than just words

The Welsh Government's Follow-on Strategic Framework for Welsh Language Services in Health, Social Services and Social Care, *More than just words* concluded in 2019 and the Health Board undertook a broad overview of compliance against its main targets and themes. Innovative actions and schemes have been established to deliver the concept of the "Active Offer", meaning providing a service in Welsh without someone having to ask for it, and some of the delivery examples will be demonstrated within this report.

The Health Board was primarily responsible for the establishment of the North Wales *More than just words* Forum in May 2016. The group and its work programme has continued to thrive during 2018-19 with representatives now consisting of 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. The Forum continues to meet on a quarterly basis to facilitate the implementation of the *More than just words* collaboratively across North Wales. It is also a platform for sharing best practice and learning. The Corporate Director of Social Services at Gwynedd Council, who is also a BCUHB Associate Board Member, chairs the Forum.

The Health Board was involved in a *More than just words* workshop, focusing on identifying actions for the 2019-2020 *More than just words* Action Plan. The Health Board has developed an annual operational plan for 2018-2019 based on the trajectories of the 2019-2020 *More than just words*. Once again, we have cross-referenced these with the Welsh Language Standards and our delivery dimensions to ensure a seamless approach across all themes and infrastructures.

Welsh Language Training Developments

Welsh language training has evolved strategically during the year. Working collaboratively in identifying specific groups e.g. Care of the Elderly, has allowed the Welsh Language Tutor to tailor courses at specific Welsh language skill levels to facilitate planning and supporting future developments. This area is a key organisational development aspect of the Health Board's Bilingual Skills Strategy and is an increasingly successful and evolving element of the strategy.

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

This year, the focus has mainly been on upskilling Welsh language ability in line with the Welsh language skills matrix on the Electronic Staff Record (Level 0-5). This has allowed the Tutor to work closely with specific groups to identify staff that have a good knowledge of Welsh but perhaps lack the confidence to use their Welsh at work. This approach has led to an increase in the number of services able to undertake clinical and cognitive assessments through the medium of Welsh:

"I know how much the staff appreciate the input of the Tutor, and it's fantastic that they're now able to perform ADOS assessments through the medium of Welsh"

Dr Elin Walker Jones, Consultant Clinical Psychologist, Denbighshire and Conwy Childrens Development Centre

- Dementia Care Workers in Ysbyty Glan Clwyd, Ysbyty Gwynedd and Wrexham Maelor Hospital
- Speech and Language Therapists
- Occupational Therapists

This level of outcome following in-house investment in Welsh language training, has had a direct positive impact on the range of services we are able to offer our patients.

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.

This year, ten members of staff applied, with participants ranging from consultants in older people mental health, to surgeons and specialist nurses. All participants have successfully gained the qualification. Following the success of the scheme, the Health Board has been offered to continue its collaborative working with the *Coleg Cymraeg Cenedlaethol*, extending the agreement further.

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

Work Welsh is an initiative funded by the Welsh Government and is co-ordinated by the National Centre for Learning Welsh. A formal agreement was established between the Health Board and the Centre, with the Centre providing additional funding to deliver on specific targets and service objectives with the aim of increasing the use of the language in the workplace. The outcomes of the *Work Welsh* agreement supported and



Chief Executive, Gary Doherty, completing the Work Welsh online course

complemented our current training provision, maximising opportunities for staff through a variety of models:

- An online welcome/reception course and health online course
- Intensive courses in the workplace
- Tailored residential courses to increase confidence to speak Welsh

Since its commencement in April 2018, 81 members of staff have attended residential courses in Nant Gwrtheyrn, with over 516 members of staff enrolling onto the online Work Welsh Courses. This past year has also seen the Intensive Welsh Courses being piloted, with an unprecedentedly high response, leading to a total of 164 applications. Due to limited availability, the final number attending the courses was 35, on three ability levels and three sites across North Wales.

Appointment of a Welsh Language Training Support Officer

This year saw the appointment of a Welsh Language Training Support Officer, a position funded by the National Centre for Learning Welsh. The role was created to ensure that staff who had enlisted on *Work Welsh* courses were provided with continuing linguistic support and training opportunities once they had returned to the workplace. As part of our annual training programme evaluations, staff have noted that there was a need for continuous support to maintain momentum and further develop language skills in informal and work-based settings.

The work undertaken by the Support Officer has been invaluable in providing after-care and mentoring aid through a number of initiatives and models including:

- Supporting 40 members of staff who have registered onto the online courses by providing classroom based support to coincide with the digital training and to improve pronunciation and speaking skills;
- Providing informal opportunities for staff who have attended residential courses to put their Welsh into practice in friendly and informal environments through various clubs and sessions, e.g. 'Cymraeg, Coffi a Chacen'/'Welsh, Coffee and Cake';
- Establishing a Learners' Club to discuss Welsh novels, television or radio shows, or any local cultural event;
- Holding 1-to-1 sessions with a number of staff in preparation for residential courses, and providing follow-on mentoring for 35 members of staff who had attended courses;
- Establishing quarterly workshops for learners at every level. These workshops are aimed at introducing various topics presented by guest speakers allowing learners to gain more confidence and encourage the transfer of Welsh language skills from the classroom to the workplace. The first session attracted learners at various levels, and 88% indicated that the workshop had been 'very suitable' for developing their Welsh in the workplace;
- Creating a network of Welsh learners, including all staff members that have attended face to face courses. The network has allowed us to promote upcoming events and Welsh language training to aid staff to further develop their Welsh language skills. Further workshops have been arranged during 2019.

- Creating an electronic database regarding the learning history of every learner that has registered with our service, known as the Learners' Network. This ensures that information can be filtered to specific groups of learners to inform them of new suitable learning opportunities which can now be swiftly and efficiently achieved.

Following discussions with learners at the Intermediate and Advanced levels, when questioned whether they make regular use of their Welsh language skills at work, a

key deterrent identified was a lack of confidence. An initiative we have therefore put in place in order to address this is the *Ffrindlaith* scheme. Fluent Welsh speakers support learners by pairing individuals with similar interests, providing an opportunity for the learners to converse naturally in a friendly environment. This scheme supports the normalisation of the language, thus allowing them to gain the necessary confidence to use it on a regular basis in the workplace.

The scheme was initially implemented and launched in the Pharmacy Department at Ysbyty Glan Clwyd with a targeted group typically representative of learners who have the adequate skills to speak Welsh but are not confident enough to do so. A membership base has been established and is growing, allowing for adequate number of registrants for appropriate pairing. Guidelines to aid fluent speakers with regards to etiquette for supporting Welsh learners have been developed.



Glan Clwyd's Pharmacy Department implementing Ffrindlaith

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.

Dr Anita Staddon – Clinical Fellow Oncology in Ysbyty Glan Clwyd

Dr Anita Staddon recently moved to Wales from Ireland and has since been working at Ysbyty Glan Clwyd, recently completing the Level 1 Welsh language training course. With further support from our Support Officer, she is now able to speak basic Welsh and put greetings, introductions and day to day phrases to use.

"I do feel that it is helpful in my line of work, especially to connect with my Welsh-speaking patients. Because most people are bilingual and very fluent in English, it's easy to forget that some people feel more comfortable in their mother-tongue. I often get a surprise smile from patients when I tell them that I'm learning Welsh, and I found that it's been a very receptive audience – that most people appreciate that we're making the effort to learn their native language".



Dr Anita and Catrin, our Training Support Officer

Welsh Language Skills Certificate Group

Some of the staff who have undertaken the certificate previously attended a residential gaining confidence course leading to their desire to achieve an accredited certificate evidencing their Welsh language skills and ability to work through the medium of Welsh. The course has allowed them to refine their Welsh grammar and oral Welsh,



giving them the confidence and support needed to transfer these skills into the workplace. The course is challenging and requires commitment and revision, which has paid off as they have fully immersed into the course and have achieved success in both the written and oral examinations.

The Health Board has commissioned an independent company to undertake a full evaluation of its Welsh language training provision through the funding provided as part of the Welsh Government's Work Welsh Scheme.

Primary Care Services

The Welsh Language Team has been proactive in encouraging primary care contractors to provide bilingual services, despite there being no statutory requirement for them to comply with the Health Board's Welsh Language Scheme. The Health Board has therefore gone above and beyond with the level of support provided to contractors. Individual practices continue to be targeted, with numerous GP Practices benefitting from direct support and guidance from the Welsh Language Team.

Using your **Welsh** at the Pharmacy
Defnyddio'r **Gymraeg** yn y Fferyllfa

How? / Sut?	Medicines / Ffisig
Take Cymrwch	Five millilitres Pum millitr
Give Rhwch	Ten millilitres Deg millitr
Rub Rhwblwch	Fifteen millilitres Un deg pump millitr
Swallow Lyncwch	

How many? / Faint?	Drops / Difertion
One tablet Un tabled	One drop Un diferyn
Two tablets Dau dabled	Two drops Dau ddiferyn
Three tablets Tri tabled	Three drops Tri diferyn
Four tablets Pedwar tabled	Four drops Pedwar diferyn
Half a tablet Hanner tabled	

Despite the success of this level of support offered to GP Practices the Health Board wanted to extend its support to other areas within primary care provision. As a result of a joint project with Hunaniaith and Menter Iaith Bangor, the Health Board was able to drive forward support within pharmacies across the area. A *Welsh in the Pharmacy Pack* was developed with the aim of encouraging more pharmacy staff to use the Welsh language, and to make

the language more visible within pharmacies, for the benefit of Welsh speaking patients. The packs facilitate pharmacists and pharmacy staff to develop a Welsh language face-to-face service for the public, by providing sector-specific useful

phrases. In displaying the tailor-made pharmacy posters, it also informs and reminds the public that they are welcome to speak Welsh when accessing services. In addition to strengthening pharmacists and pharmacy staff Welsh language skills, these packs will also be of benefit to members of the public who use the services, and could boost their confidence to use the Welsh language when they use the pharmacy services.

On 13 June 2018, the *Welsh in the Pharmacy Pack* was launched at Morrisons Pharmacy, Bangor. Head Pharmacist at Morrisons, Cameron Kinnell emphasised the value of the collaboration work:

“It's been an honour and privilege on my own behalf and on behalf of Morrisons Pharmacy to have been part of this project from the beginning. The help and support we've received from the Health Board, Hunaniaith and Menter Iaith Bangor has been invaluable and we look forward to continuing to progress and provide the best care to our patients through the medium of the Welsh language.”



*Launch of the Welsh in the Pharmacy Pack at
Morrisons, Bangor*

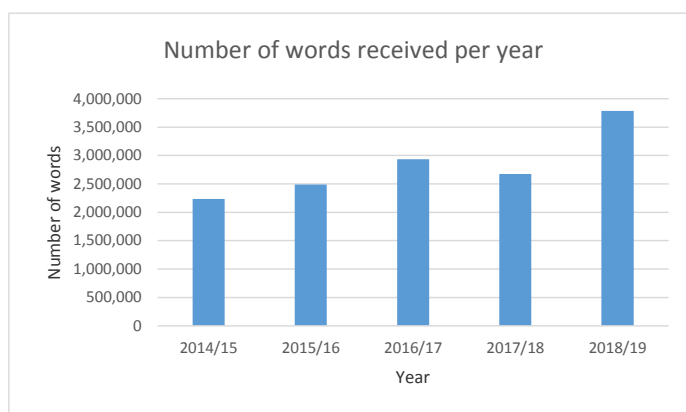
Managed Practices

The Health Board has been expanding and improving its Welsh language services at a number of GP practices that are managed by the Health Board. Practice Managers meetings have been attended to provide information about the Welsh language statutory benchmarks and offer advice about how their introduction is likely to impact on managed practices. A regional work programme was developed in order to ensure that the delivery of bilingual provision at those sites could be improved in a prompt and consistent manner, following successful roll out of support in Ruabon Medical Centre. Welsh language awareness sessions have been held for staff at the Forge Road Surgery in Southsea, Hillcrest Medical Centre and Borrass Park Surgery in Wrexham, and a number of tangible steps have also been taken in relation to written correspondence, signage and telephone services. The Health Board's Translation Team has also provided additional support to convert a large number of generic letter templates into Welsh.

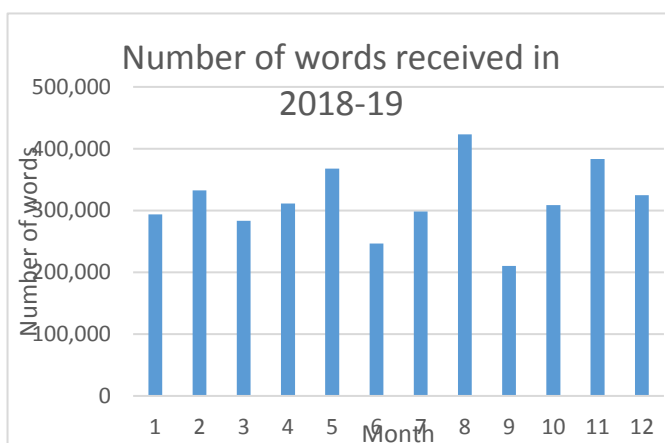
The work programme was subsequently rolled out to all managed practise across North Wales, and further support in the form of taster sessions delivered by our Welsh Language Tutor have also been arranged. As managed practices are included as part of the Welsh language services accountability framework, work is ongoing to further develop and monitor the progression of services.

The Translation Service

The translation service has seen a significant increase in the number of translation requests received this year. 1,107,840 more words were received in 2018-19 compared to 2017-18, a significant increase of 41.4 per cent as demonstrated below.



Below is a breakdown of the number of words translated each month during the reporting period:



This reflects the work undertaken to raise awareness of the Welsh Language Standards. It also reflects the work done to continually promote the Health Board's Translation Service to staff. During the reporting period, the team visited community sites and managed practices in order to promote and expand the service. We also have an established process for translating internal correspondence and newsletters for staff.

We have established and facilitated a North Wales network of partners from public sector organisations who meet bi-annually to share learning, identify training needs and address issues such as recruitment. We also work closely with *Cymdeithas Cyfieithwyr Cymru (the Association of Welsh Translators and Interpreters)* to facilitate training and professional development opportunities.

We have continued to up-skill and enhance our training for the whole team to provide simultaneous translation for Health Board committees and forums. This will be further expanded during the coming months, and has included partnership working with other public sector partners such as Gwynedd Council and North Wales Police.

The translation service has also embarked on an exciting translation project at the request of the Health Board's CAMHS service. The FRIENDS Resilience Programmes were developed in Australia and are an internationally recognised group based interventions that teach children, young people and adults techniques to cope with anxiety and promote wellbeing, social and emotional skills and resilience. The translation team are undertaking this work, the first of its kind in Wales, and the Health Board will be fully recognised for translating all the workbooks and facilitator handbooks into Welsh so they're available for schools and practitioners across Wales.

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 Wales.

Language Choice Scheme

The Language Choice Scheme, which utilises orange magnets to identify Welsh-speaking patients and staff on wards, has continued to thrive with positive feedback consistently being received from service users, their families and Health Board employees alike.

Having initially been piloted on specific wards at Ysbyty Gwynedd in early 2017, the scheme has now been greatly expanded and is in operation on numerous wards at both acute and community hospitals throughout North Wales. This expansion is set to continue during 2019-20, introducing the scheme in community hospitals across North East Wales beginning with Chirk Community Hospital. The Language Choice Scheme is already in operation within the Neonatal Unit in Glan Clwyd Hospital, however, on 1 May 2019, the Scheme will be launched and rolled out on all wards in the hospital.



The Senior Staff Nurse at the Neonatal Unit outlines below that both staff and parents are benefitting from being able to easily identify other Welsh speakers:

What are the advantages for you of implementing the Scheme?

Staff within the Unit have become more aware of each family's specific / individual needs. The magnets allow us to see if new parents are Welsh-speaking, without having to ask.

Has the scheme allowed you to pair Welsh speaking staff with Welsh speaking patients?

Yes. When Welsh-speaking members of staff are on duty within the Unit, they are now paired with Welsh-speaking parents.

What difference has the scheme made to the family?

As our staff also wear the 'Speak Welsh' logo on uniforms, this Scheme works both ways as parents can also see which staff members are Welsh-speaking without having to ask. This ensures that they feel more comfortable, as they can communicate with those staff members in their first language.

Language Choice Scheme – Electronic Whiteboards

By working with the Health Board's Informatics Team, an innovative development has been piloted on a number of wards in Ysbyty Glan Clwyd. Information about patients are placed on a large electronic whiteboard allowing ease of access for staff. The Informatics Team have amended the system so that the orange 'Cymraeg' logo will be displayed beside the names of Welsh-speaking patients. Including information about linguistic preferences on the screens will naturally facilitate the implementation of the Language Choice Scheme, by making it easier for staff to identify which patients prefer to communicate through the medium of Welsh.

Use your Welsh...at Work!

On 18 February 2019, the Health Board re-launched its *Use Your Welsh* campaign, with a new twist of encouraging staff to use their Welsh at work, with colleagues, patients and visitors. The campaign encourages every staff member to use their Welsh, whether they are fluent, or if they are only able to say a few words. One of the key messages of the campaign was focused around the fact that staff members should not be afraid to use any Welsh they have, and should never think that their Welsh language skills are not good enough. Past experience has demonstrated that any effort made to speak Welsh with them is appreciated. By introducing this campaign across the three main hospital sites, it has raised awareness



of the Welsh language internally among staff and its importance within the health sector, and as a result has increased the opportunities patients have to use the language.



BCUHB Staff celebrating our 'Use your Welsh at Work' campaign!

The *Use Your Welsh at Work* campaign saw the publication of the widely- distributed second edition of Betsi Cadwaladr University Health Board's Welsh Language Team newsletter. As part of the newly re-designed campaign, focus was also aimed at the rights of staff to use Welsh as part of their working life. This strengthened and confirmed the Health Board's commitment to implementing the Operational Standards following the approval of our *Health Board Wide Procedure for Using Welsh Internally* in 2017.

Staff members shared their experiences and different messages regarding the importance of using the Welsh language in the care setting on the Health Board's social media channels. Fluent Welsh speakers, fluent Welsh learners, and staff members who are commencing their journey in learning the language also contributed to the campaign, all focusing on the benefit of using the Welsh language with patients, with over 10,000 views on social media. Promotional stalls were held in three main acute hospitals, distributing supporting resources to staff members. Staff engagement continued with the Welsh Language Team, visiting the wards and talking with clinical staff. A successful *Use your Welsh* workshop was also held, with guest speakers from the *National Centre for Learning Welsh* in attendance to give presentations and useful tips on how to use the Welsh language and language transmission within the workplace. The *Ffrindlaith* Scheme was also launched as part of the campaign, affording the opportunity for Welsh learners to practice speaking Welsh in a friendly environment, and to increase their confidence in using the language. The campaign was welcomed with enthusiasm and positivity, with high level of engagement and participation within the workplace from staff on all levels.



Members of the Welsh Language Team launching the campaign

Cymraeg i Blant / Cymraeg for Kids

One of the key development areas of Welsh Government's strategy *Cymraeg 2050: A million Welsh speakers*, is language transmission within the family. As part of the delivery of the strategy, health boards have a key role in supporting parents. The Health Board has been working in collaboration with *Cymraeg for Kids*, a Welsh Government funded scheme that supports parents to use the Welsh language with their children. The Health Board's Women's Division has been actively working to support this initiative, providing *Cymraeg for Kids* resources such as bilingual scans, bilingual maternity folders and other supporting resources to increase the visibility of the Welsh language within the maternity services.



The Welsh Language Team and Cymraeg i Blant providing information to future parents.

Representatives from *Cymraeg for Kids* attended the Health Board's Midwives Conference in Wrexham during May this year, where they had the opportunity to engage with staff from our maternity services discussing the value of transferring and introducing the Welsh language to children from a young age. The collaborative working has seen *Cymraeg for Kids* officers attending Parent Craft sessions and yoga sessions for mother and babies. Information has also been included in the electronic maternity leave pack that all mothers receive prior to their maternity leave.



*Sioned from the Welsh Language Team
discussing the advantages of raising children
bilingually*

The Health Board's Welsh Language Team, along with *Cymraeg for Kids*, held a stall at Ysbyty Gwynedd recently to allow them to meet with expectant mothers and discuss the advantages of the Welsh language in terms of children's development, and the benefits of raising children bilingually. This partnership working is currently being rolled out in Wrexham Maelor Hospital and will be rolled out into community services across North Wales.

Working with schools and colleges

Building on successful events that were held during the previous year, the Health Board up-scaled its work with schools and further education institutions in order to promote the benefits of having bilingual skills within a professional workforce.

Following on from the success of an initial workshop held at Ysgol Morgan Llwyd, in Wrexham, during the Health Board's inaugural Welsh Language Week in February 2018, a series of similar events were held at secondary schools throughout north Wales in July 2019.

The Welsh Language Team worked with *Social Care Wales*, *Coleg Cymraeg Cenedlaethol* and *Careers Wales* to arrange workshops for year 9 and 10 pupils at Ysgol David Hughes, Menai Bridge, Ysgol y Creuddyn, Penrhyn Bay, Ysgol Glan Clwyd, St. Asaph and Ysgol Maes Garmon, and Ysgol Morgan Llwyd. The workshops featured a series of presentations, which showcased the importance of Welsh-medium health and social care provision, whilst also highlighting the benefits of bilingualism as an employment skill.

'Hearing about the importance of the Welsh language within the Health Service was extremely beneficial to the students, especially as they got to hear directly from people who work in the sector, instead of teachers and lecturers. The discussions were lively and interesting, and emphasised the value of the Welsh language beyond the school and exams. Thank you very much.'

Trystan Derbyshire (Head of Year 10, Ysgol Morgan Llwyd)

A recently qualified nurse working in Ysbyty Gwynedd presented at the workshops, sharing her experiences of studying and working bilingually. These events were very well-received, with participating schools sharing their appreciation on social media.

Alongside these workshops, the Welsh Language Team also contributed to a similar event that was arranged for further education students at Coleg Cambria's Yale College campus in Wrexham.

Beyond this, members of the Welsh Language Team also attended further workshops for year 10 pupils at two English medium-schools, Ysgol John Bright, Llandudno and Rhyl High School.

'It was excellent because I learnt no matter how much or little Welsh I know, I can use it and that this will make a difference in relation to getting different jobs'.

Feedback from a year 10 pupil at Rhyl High School

This afforded opportunities for the Welsh Language Team to promote the importance of Welsh-medium healthcare services to audiences of young people that may not have previously been encouraged to consider the advantages of bilingualism.

The Welsh Language Team also accepted an invitation from *Careers Wales* to attend a 'Welsh in the Workplace Day' speed-networking event for local primary school children at Ysgol y Grango, in Rhosllanerchrugog, designed to help year 6 pupils to develop their communication skills and confidence whilst learning about the use of Welsh within various workplaces. The Health Board was one of six north east Wales-based employers to participate in the event, which was attended by over 160 ten and eleven year olds from four local primary schools. Following the success of this event, two further 'Welsh in the Workplace Days' have been arranged.



Work has also been undertaken with students studying Health and Social Care, with students from Grŵp Llandrillo Menai visiting Ysbyty Gwynedd to learn how Welsh language services are offered and provided to patients. The students received a Welsh language awareness session, which focused on patients' rights to receive Welsh language services, as well as initiatives and procedures implemented within the Health Board to ensure that patients' linguistic needs are met



Lesley, a dementia Support Worker in Ysbyty Gwynedd discussing the Language Choice Scheme with Grŵp Llandrillo Menai students

Work has also been undertaken with students studying Health and Social Care, with students from Grŵp Llandrillo Menai visiting Ysbyty Gwynedd to learn how Welsh language services are offered and provided to patients. The students received a Welsh language awareness session, which focused on patients' rights to receive Welsh language services, as well as initiatives and procedures implemented within the Health Board to ensure that patients' linguistic needs are met.

A brilliant insight to see the Welsh language being used. It was lovely to see the support that is available to staff in order to learn and use the Welsh language in the workplace, and the positive effect this has on service users.

**Health and Social Care Tutor,
Grŵp Llandrillo Menai**

Following the presentation, the students were provided with the opportunity to see a number of these initiatives in practice and visited Glaslyn Ward to see our Language Choice Scheme being implemented as part of the care provided to people living with dementia. They also had the opportunity to visit the Pharmacy Department to observe the Welsh language being used naturally in the health setting, and had the opportunity to speak to Yankier Perez, a Pharmacy Technician who originates from

Cuba, and has learned Welsh fluently to be able to converse with patients. The students and the tutors found all of the sessions beneficial, especially witnessing first-hand the Welsh language used in everyday situations.

Staff Engagement and Welsh Language Awareness

The Welsh Language Team has continued its aim of engaging further with the workforce in order to raise awareness of the Welsh Language Standards and repercussions for individual staff members. This year as part of our language awareness sessions we have engaged with our staff to determine their awareness of requirements as well as gaining valuable insight into whether information presented as part of language awareness sessions contribute to their overall approaches and understating in the workplace.

Interactive Awareness Sessions

One example is the work undertaken with the Posture and Mobility service. Three language awareness sessions were conducted, one in Bryn y Neuadd and the other with staff based in Wrexham, with a total of 28 attendees. The sessions had been structured to explain and reiterate the importance of bilingual healthcare provision and to empower staff to deliver their services accordingly. A questionnaire and feedback form was distributed at the end of each session to determine whether the information provided had contributed to their understanding of the subject and whether this would change of their working practices. The sessions were well-received and the findings are outlined below.

Question	Yes	No
Were you aware of Welsh language legislation before the session?	41%	59%
Did the presentation's content contribute to your understanding of the subject?	96%	4%
Do you feel that you have more awareness of the Welsh language following the session?	75%	25%
Are you going to act differently in the workplace after this session?	82%	18%

When asked what three things they had learnt, common themes included:

- That it's important to consider things from the patient's perspective
- That enabling the patient to use their first language is important (especially) as they may be under stress
- The importance of being able to offer a Welsh-medium service to young children, older people, mental health and learning disabilities service users
- How to use Welsh in the workplace and what to do in different situations

One of the most important part of the session was whether the information provided would have an impact on the way they undertake their work on an operational level. When discussing what one thing they would take with them back to the workplace, the main themes that became evident were:

- 'I'm going to learn more Welsh and use it more often'
- 'I'm going to implement the Active Offer'
- 'I'm going to remember to ask patients what their first language is'
- 'I will try to speak Welsh when a Welsh-medium service is needed and to make this easier, I will do what I can to improve my confidence'

Undertaking this engagement exercise has demonstrated that this level of feeding information has, and will make a difference to those staff who work on the ground, achieving the main aim of the sessions.

All-Wales online Welsh Language Awareness module

In order to ensure availability and ease of access to Welsh language awareness training, the health Board has been leading on the development of an all Wales online module. This module will be made available to all NHS Wales staff through ESR.

A draft of the new resource has been developed by the Health Board's Welsh language Team, and we are currently working with the NHS Wales Technology Enabled Learning (TeL) Programme Manager to transform that draft into a working interactive module. This will ensure that awareness training can be made available to all staff, be it face to face sessions delivered by the Welsh Language Team or via accessing online ESR training.

Performance Indicators Data

Performance indicators have been set by the Welsh Language Commissioner and are directly related to the Health Board's Welsh Language Scheme requirements.

Policy Impact Assessment

- ***Number and percentage of policies (including those that were reviewed or revised) where consideration was given to the effects the policy would have on the use of the Welsh language***

All new policies and initiatives produced by the Health Board are subject to an Equality Impact Assessment, which includes language impact assessment.

During 2018/19, 53 policies were produced or revised with 100 per cent scrutinised for language impact assessment. Of these, five policies (9 per cent) made specific reference to the Welsh language, where the policy would have an effect on the use of the Welsh language as part of the organisation's service delivery.

Policies which did not require reference to the Welsh language ranged from clinical policies (e.g. *Clostridium difficile* protocol, *Decontamination procedures*, *Influenza Management*), Medicine Management policies (e.g. *Restricted Antimicrobial Policy*) to Medical Devices Policies (e.g. *Procedure for the Selection, Loan and Procurement of Medical Devices*). The policies, as part of the robust impact assessments, had been identified as not having an effect on a patient's ability to receive services through the medium of Welsh.

2018 / 2019 Data:

53 policies were produced or revised, of which 100 per cent were scrutinised for effects on the Welsh language, with five of these (9 per cent) including references to the use of the Welsh language

2017 / 2018 Data:

43 policies were produced or revised, of which 100 per cent were scrutinised for effects on the Welsh language, with six of these (14 per cent) including references to the use of the Welsh language

- ***Example of an assessment deemed to have an impact on the use of the Welsh language and details of how the policy was amended as a result***

The Health Board's policy impact assessment procedures allow for the consideration of how certain policies and procedures will affect service provision. One example is the Health Board's Patient Transfer Procedure, which has been amended recently to include reference to the Welsh Language Standards in accordance with the *Policy Making Standards*:

Welsh Language

In accordance with the Health Board's Welsh Language Standards, the patient's preferred language should be identified at the earliest opportunity and this information included in the patient's handover to ensure that their needs are accommodated. A note should also be made in the healthcare record. Care and language go hand in hand and quality of care can be compromised by the failure to communicate with people in their first language.

Please find below an example of how the Health Board's robust policy impact assessment has ensured that the Welsh language was incorporated into the *Patient Transfer Procedure*.

Item 1 - [Patient Transfer Procedure](#)

Another example is the *Associate Hospital Managers Procedure*. The purpose of this procedure is to ensure that those appointed by the Health Board as AHMs will gain appropriate competencies and act lawfully in accordance with the principles set out in the Mental Health Act Code of Practice 2016.

References to the Welsh language include -

'The MHA Manager will ensure that day to day activities in relation to panel bookings are efficient and that hearings are fairly distributed, that hearings are facilitated within the language of choice by the patient and that there are sufficient Associate Hospital Managers who speak Welsh'.

'Every effort will be made to recruit AHMs from a diverse ethnic background reflecting the local population. In addition sufficient Welsh language AHMs will be recruited to provide panels with Welsh speakers.'

Item 2 - [Associate Hospital Managers Procedure](#)

A Policy Working Group was established in July 2017 for the purpose of reviewing the overall arrangements within the Health Board for the creation, cascading, accessing and storage of policies, guidance documents, protocols and standard operating procedures, and to propose and implement improvements across the Health Board to ultimately support patient safety arrangements. It is chaired by the Deputy Board Secretary and members include the Head of Transforming Nursing Care, Head of Informatics, Performance and Improvement Lead, Digital Media Officer as well as the Welsh Language Standards Compliance Officer. This provides the Welsh Language Team with the opportunity to further scrutinise policies for opportunities to include Welsh Language requirements.

Services Provided By Others

- ***Number and percentage of third party agreements monitored to ensure they comply with the relevant requirements of the Welsh Language Scheme***

2018 / 2019 Data:

Awaiting data.

2017 / 2018 Data:

Number: 290 contract reviews (this is a mix of formal contract reviews, site visits and annual due diligence checks / self-assessment returns)

Percentage: 61 per cent (of 470 healthcare contracts excluding Welsh public bodies who report separately to the Commissioner)

- ***Example of monitoring work undertaken to assess whether or not a third party agreement complied with the relevant requirements of the Welsh Language Scheme and details of any action taken as a result of the monitoring work***

The majority of formal monitoring of Welsh Language Compliance indicate independent providers are working to the requirements built into the contract, and have not resulted in any further action.

Within our monitoring regime, we do have specific Welsh Language Compliance questions, but also the Health Care Contracting Team will notice weaknesses when measuring compliance in other areas.

Awaiting further information.

Workforce Planning

- ***An update on progress made to adopt/implement the organisation's Welsh language/bilingual skills strategy***

The Bilingual Skills Strategy is designed to enable effective workforce planning and the recruitment of staff 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 vision is to provide a service that satisfies the needs of Welsh speakers and their families or carers, by ensuring that they are able to receive services in their own language through the care process. To deliver this, the Bilingual Skills Strategy has four key workstream areas to support the goal of ensuring that appropriate Welsh language skills are available within the workforce to deliver a bilingual service:

- Audit of current workforce Welsh language skills
- Assessment of the Welsh/bilingual service needs
- Identifying skills gaps
- Workforce planning and recruitment

Work continues to increase the data held on the Welsh language ability of staff. Data compliance has been included in the Integrated Quality and Performance report to the Board, with a target of 2 per cent increase per quarter. This has

ensured progression during the reporting year, which is reflected in the increased figures outlined below.

The decision has also been taken to advertise the following posts with the ability to speak welsh as the essential default:

- Receptionists
- Switchboard / Call Centres
- Patient Appointment Booking Centres
- Ward clerks

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	2016/17		2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%	Total	%
0 - No Skills / Dim Sgiliau	5785	32.41	7165	38.57	7954	43
1 - Entry/ Mynediad	2134	11.96	2336	12.57	2366	13
2 - Foundation / Sylfaen	1081	6.06	1171	6.30	1185	6
3 - Intermediate / Canolradd	1104	6.18	1203	6.48	1243	6.5
4 - Higher / Uwch	1558	8.73	1546	8.32	1502	8
5 - Proficiency / Hyfedredd	1896	10.62	2141	11.53	2217	12
Total	13,558	75.96%	15,562	83.77%	16,467	88.5%
Total number of staff	17,850		18,577		18,624	

- ***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

Paediatrics				
Count of Employee Number	2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	211	34.70	230	40
1 - Entry/ Mynediad	85	13.98	69	12
2 - Foundation / Sylfaen	32	5.26	33	6
3 - Intermediate / Canolradd	27	4.44	36	6
4 - Higher / Uwch	34	5.59	32	6
5 - Proficiency / Hyfedredd	88	14.47	85	15
Total	477	78.44%	485	85%
Total number of staff	608		571	

School Nursing				
Count of Employee Number	2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	49	33.56	54	41
1 - Entry/ Mynediad	11	7.53	22	17
2 - Foundation / Sylfaen	3	2.05	2	2
3 - Intermediate / Canolradd	5	3.42	4	3
4 - Higher / Uwch	28	19.18	17	13
5 - Proficiency / Hyfedredd	30	20.55	26	20
Total	126	86.29%	123	92.5%
Total number of staff	146		133	

Health Visiting				
Count of Employee Number	2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	93	31.85	105	34
1 - Entry/ Mynediad	40	13.70	47	15
2 - Foundation / Sylfaen	18	6.16	20	6
3 - Intermediate / Canolradd	19	6.51	24	8
4 - Higher / Uwch	34	11.64	36	12
5 - Proficiency / Hyfedredd	41	14.04	48	16
Total	245	83.9%	280	91%
Total number of staff	292		308	

Elderly Care Medicine				
Count of Employee Number	2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	99	23.91	74	30.5
1 - Entry/ Mynediad	49	11.84	23	9
2 - Foundation / Sylfaen	32	7.73	19	8
3 - Intermediate / Canolradd	39	9.42	14	6
4 - Higher / Uwch	81	19.57	44	18
5 - Proficiency / Hyfedredd	49	11.84	31	13
Total	349	84.31%	205	84.5%
Total number of staff	414		243	

Speech and Language Therapy				
Count of Employee Number	2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	58	37.66	66	40
1 - Entry/ Mynediad	18	11.69	15	9
2 - Foundation / Sylfaen	7	4.55	7	4
3 - Intermediate / Canolradd	14	9.09	19	11
4 - Higher / Uwch	23	14.94	22	13
5 - Proficiency / Hyfedredd	30	19.48	36	22
Total	150	97.41%	165	99%
Total number of staff	154		166	

Learning Disabilities				
Count of Employee Number	2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	97	30.5	126	33.5
1 - Entry/ Mynediad	62	19.5	66	17.5
2 - Foundation / Sylfaen	29	9.12	39	10
3 - Intermediate / Canolradd	25	7.86	36	10
4 - Higher / Uwch	30	9.43	47	13
5 - Proficiency / Hyfedredd	54	16.98	54	14
Total	297	93.39%	368	98%
Total Number of staff	318		376	

Mental Health Services - overall				
Count of Employee Number	2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	718	36.90	784	40
1 - Entry/ Mynediad	289	14.85	307	16
2 - Foundation / Sylfaen	157	8.07	153	8
3 - Intermediate / Canolradd	183	9.40	190	10
4 - Higher / Uwch	166	8.53	156	8
5 - Proficiency / Hyfedredd	227	11.66	234	12
Total	1740	89.41%	1824	94%
Total number of staff	1946		1946	

Mental Health Services - CAMHS		
Count of Employee Number	2018/19	
Individual Proficiency Level	Total	%
0 - No Skills / Dim Sgiliau	117	51
1 - Entry/ Mynediad	30	13
2 - Foundation / Sylfaen	16	7
3 - Intermediate / Canolradd	14	6
4 - Higher / Uwch	10	4
5 - Proficiency / Hyfedredd	15	7
Total	202	88%
Total number of staff	230	

Mental Health Services - Community				
Count of Employee Number	2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	76	34.86	158	38
1 - Entry/ Mynediad	35	16.06	79	19
2 - Foundation / Sylfaen	13	5.96	32	8
3 - Intermediate / Canolradd	24	11.01	45	11
4 - Higher / Uwch	17	7.80	22	5
5 - Proficiency / Hyfedredd	32	14.68	55	13
Total	197	90.36%	391	94%
Total number of staff	218		418	

Mental Health Services - Adult				
Count of Employee Number	2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	251	36.43	233	43
1 - Entry/ Mynediad	96	13.93	66	12
2 - Foundation / Sylfaen	60	8.71	47	9
3 - Intermediate / Canolradd	72	10.45	57	10
4 - Higher / Uwch	45	6.53	33	6
5 - Proficiency / Hyfedredd	89	12.92	85	16
Total	613	88.97%	521	96%
Total number of staff	689		543	

Mental Health Services - Elderly				
Count of Employee Number	2017/18		2018/19	
Individual Proficiency Level	Total	%	Total	%
0 - No Skills / Dim Sgiliau	95	37.70	91	40
1 - Entry/ Mynediad	39	15.48	46	20
2 - Foundation / Sylfaen	13	5.16	10	4
3 - Intermediate / Canolradd	21	8.33	22	10
4 - Higher / Uwch	19	7.54	20	9
5 - Proficiency / Hyfedredd	25	9.92	24	11
Total	212	84.13%	213	94
Total number of staff	252		226	

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.

Training provided via the Health Board's Internal Programme

Courses	Location	Number
0-5 Welsh Language Skills Courses. Including Postgraduate and Undergraduate Courses	Ysbyty Gwynedd	104
Welsh Language Skills Certificate, Coleg Cymraeg Cenedlaethol	Ysbyty Gwynedd	10
Occupational Therapy Course	Ysbyty Gwynedd	6
0-5 Welsh Language Skills Courses	Ysbyty Glan Clwyd	32
0-5 Welsh Language Skills Courses	Ysbyty Maelor Wrexham	38
Speech and Language Course	Ysbyty Maelor Wrexham	15
Total Number of Staff		205

Training provided in collaboration with the National Centre for Learning Welsh

Courses	Registered	Completed
Online Courses	516	87
Intensive Welsh Courses, 4 hours a week for 11 weeks.	35	35
Residential Courses at Nant Gwrtheyrn.	81	81
<u>Total:</u>	<u>632</u>	<u>203</u>

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

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

2017 / 2018 Data:

Number of the organisation's workforce that received training to improve their Welsh skills to a specific qualification: 513

This total equates to 2.8 per cent of the Health Board's current workforce

This is an increase of 4.6 per cent since the introduction of the Health Board's Welsh Language Training Programme where only 90 members of staff accessed training during 2016 / 2017.

Recruitment

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

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
-

- ***Example of an assessment which shows how a decision was taken to advertise the post :***

- Welsh Language skills are essential;
- Welsh language skills are desirable;
- Welsh language skills are not required.

Welsh language skills requirements continue to be assessed as part of the Health Board's position request form. This assists managers to determine whether posts should be advertised as Welsh Essential or Welsh Desirable. The tool ensures that recruiting managers follow set formulae, looking at language needs of the population, current skill mix and skills gap within the team. This allows services to recruit individuals with the required level of Welsh language ability to ensure a comprehensive bilingual service is available.

Follow link to an example of an assessment undertaken that determined Welsh language skills were essential for a post:

Item 3 - [Receptionist / Clerical Officer Assessment](#)

Follow link to an example of an assessment undertaken that determined Welsh language skills were desirable for a post:

Item 4 - [Health Records Clerk](#)

All posts advertised require either Welsh language as an essential skill or Welsh language as a desirable skill. The Health Board undertook the innovative decision to ensure no post was advertised stating that Welsh language skills are not required.

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

- ***Of those posts advertised with an essential requirement, the number and percentage of posts filled by individuals who met the requirement***

2018 / 2019 Data:

** With the current reporting functionality, organisations are unable to correlate the Welsh Essential advertised posts with the skills of the applicants appointed to them. However, this has been identified as an area of concern and will therefore be possible in future when the Trac Recruitment System builds the customisable report.*

2017 / 2018 Data:

Welsh language skills are essential:

- **21 posts were unable to be recruited to**

- 26 were provided with job offers
- 1 post was withdrawn by North Wales Shared Services Partnership
- 23 were reportable (i.e. not at applicant stage)
- 3 of which data is currently being sourced
- 5 posts were appointed to without Welsh Speakers (none of which were BCU A&C Identified Posts), but of the 5 posts, 1 possessed Level 1 Welsh language skills and two had Welsh language skills at Level 2.

Language Awareness Training

- ***Number and percentage of the organisation's new staff (i.e. new since 1 April 2017) that received Welsh language awareness training***

The Health Board's Orientation Programme is mandatory for all new members of staff, with a specific session on Welsh language awareness delivered by members of the Welsh Language Team. These sessions have been structured to provide information on legislative requirements and the 'Active Offer', with evidence and best practice showcased to demonstrate the strategic and practical steps undertaken to ensure organisation wide awareness of the importance of bilingual healthcare services.

2018 / 2019 Data:

2778 newly appointed staff have received Welsh language awareness training

This total equates to 100 per cent of the Health Board's new starters

2017 / 2018 Data:

1307 newly appointed staff have received Welsh language awareness training

This total equates to 100 per cent of the Health Board's new starters

Alongside these regular orientation training sessions, members of the Welsh Language Team also provide Welsh language awareness sessions for certain groups of Health Board staff. Specific sessions are intermittently held for medical students from Cardiff University and Swansea University as a part of their orientation training at the beginning of work placements within the Health Board. Seven sessions were held at the North Wales Clinical School's Undergraduate Centre in Glan Clwyd Hospital during 2018-19, with a total of over 100 students attending.

Welsh language awareness training sessions are also held as a part of the Health Board's orientation programme for first year nursing students. Four events were held during 2018-19, two in Wrexham and two in Bangor, with 60 and 80 students respectfully were present at the sessions. A number of specific staff groups / departments within the Health Board have also been provided with specifically tailored Welsh language awareness training during the past twelve months.

After Wrexham Maelor Hospital's Main Outpatients' Department was surveyed as part of the Health Board's ongoing Bilingual Services Monitoring Scheme, Welsh language awareness refresher sessions were held for the staff. Both these sessions were well-attended and well-received and have contributed towards a further improvement in the delivery of bilingual services within the department in recent months.

A similar series of three Welsh language awareness sessions were also held for the Posture and Mobility Service at Bryn-y-Neuadd and Wrexham during October and November 2018, with one-off sessions were also held for staff at Rysseldene Surgery, Colwyn Bay and for all West Area Health Visitors and School Nurses.

- ***Number and percentage of the organisation's entire workforce that has received Welsh language awareness training since the training was introduced***

The training was introduced at the establishment of Betsi Cadwaladr University Health Board in 2009.

2018 / 2019 Data:

Number of the organisation's entire workforce that had received Welsh language awareness training since the training was introduced: 12,502

This total equates to 75.9 per cent of the Health Board's current workforce

2017 / 2018 Data:

Number of the organisation's entire workforce that had received Welsh language awareness training since the training was introduced: 9384

This total equates to 50.5 per cent of the Health Board's current workforce

Website

- ***Percentage of the organisation's website that is available in Welsh***

Our last audit showed that about 97 per cent of our website is available in Welsh. There is no need for the user to look for the information in Welsh, it is offered proactively and includes over 1000 pages.

We are in the process of developing a new website for the Health Board using a new content management system called Mura that has been developed by NWIS (NHS Wales Informatics Service). As we are starting from the very beginning with this new system, we can ensure that each page has a Welsh language equivalent. We are reviewing all content and pages on the existing website before they are moved over to the new website.

The new Mura system includes advanced auditing tools for administrators to monitor page activity from Devolved Editors, including alerts and notifications when a new page has been created and edited. Going forward with this system, we can ensure that there is a Welsh language equivalent before a pages go live on the website. We aim to have a soft launch of the new website by the end of June 2019.

The website will:

- offer users language choice proactively from the start of their visit
- provide a clear language choice on each page
- allow Welsh and English pages are of equal quality
- offer a search function that works in Welsh and English

Users can search in Welsh or English and the results are returned in the present interface language used at the time. The search results do not inform the user if there are additional results available in the other language.

The website interface is the same in both languages. The layout is of the same quality in relation to colour, size, font and text format.

- ***Information relating to the process used to ensure that existing content, updates and new content complies with the Health Board's Welsh Language Scheme***

The Communications Team and the Welsh Language Team have been monitoring existing web pages to ensure the information is up-to-date and available in both Welsh and English. The Communication Team is responsible for loading, editing and reviewing content on the Health Board's website but due to the organisation's substantial size, the task of editing the website has been delegated to a core of some 20 devolved website editors from various departments. As part of the process of re-developing the new website, from the very beginning each selected devolved editor will receive training to use the new 'Mura' content management system. During this training, the Communications Team will ensure that they understand the guidelines on publishing bilingual web pages and this will be an essential component of this training. They will also be informed that any content or pages that are submitted in English only will not be approved until it has been translated. The editors receive directions not to publish revised or new content on the website until it is available in Welsh and English, in order to ensure the consistency of pages in both languages.

When text is available to the editors in one language, they must arrange for it to be translated into the other language. A process has been established where a devolved web editor sends a request to the Health Board's Translation Service to prepare the text in the other language. The translated text is returned to the devolved editor for placing it on the new page and then the corresponding Welsh and English pages are simultaneously published on the website.

As we are in the process of developing the new website for the Health Board, this will be set up from the start. We will have less devolved editors and will have improved controls for managing existing content, and notifications when updates and new content is uploaded.

Complaints

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

The Health Board received seven complaints in relation to the implementation of its Welsh Language Scheme during this reporting year, all of which were fully addressed under the *Putting Things Right* Regulations. However, it must be emphasised that three of these were in relation to primary care. As independent contractors, the Health Board can only support and encourage providers to deliver services bilingually. As already demonstrated within this report the Health Board has gone above and beyond its requirements under the Welsh Language Scheme to address issues raised.

Of the other complaints, two were in relation to telephone calls received by the Health Board. However upon investigation it became evident that both occasions (within different services) were not reflective of the level of Welsh medium service usually offered by the services and following presentation of evidence, it was clear that there were adequate Welsh speakers within the team.

No external investigations were held during the reporting year.

Conclusion and Forward Vision for 2019 - 2020

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:

- Delivering 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

The Health Board will be focusing on rolling out its successes in terms of operationally delivering on the above pledges, and the work of the Project Management Group will be more crucial than ever as we move towards the new legislative landscape.

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. This will be a key trajectory moving forward and will mean a joined-up approach to implementing the new actions identified for care, health and social services within *More than just words*.

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 expand the work undertaken this year by engaging further with both Welsh and English medium secondary schools.

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.

We will also be working on a project with our Mental Health Division to scope our current provision 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 final report on its implementation of the Welsh Language Scheme. In reviewing the annual reports presented since the establishment of Betsi Cadwaladr University Health Board in 2009, the progress made within this period has been significant.

We have:

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

These successes have been acknowledged on a national level and we are at the forefront in sharing best practice and supporting other organisations within the sector.

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.