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Betsi Cadwaladr
University Health Board

Welsh Language Services Annual Monitoring Report **2022-2023**





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Executive Summary

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

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

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

This report also gives an overview of progress including service developments and key achievements from April 2022 to March 2023.

In addition to continuing with our refreshed outlook following the COVID-19 pandemic, this year, we have been in a position to successfully combine our new ways of working and our traditional grass roots approach. Some service provision has continued to be delivered virtually, such as our Welsh Language Training Programme. Virtual models of learning has provided opportunities that may otherwise not have reached such a wide audience. At the same time, our more operational and hands-on schemes have resumed, such as our mystery shopper exercises, with the original format of site-based visits and engagement. We have learned from our experiences, and have put into practice improved delivery models to optimise the guidance and support that we provide.

The delivery of the Welsh Language Standards continues to be at the forefront of our planning, however, we have also embraced the introduction of the Welsh Government's *More than just words* Five-Year plan. Many of the targets outlined in the plan have already been achieved by the Health Board. The Health Board embraces the "Active Offer" principle, meaning the provision of a Welsh medium service without the service user having to request it, by continuing to embed the "Active Offer" in service delivery with the Language Choice Scheme, operational in our acute and community settings.

Additional priorities have been aligned with the main themes of *More than just words*, such as:

- embedding Welsh language planning in guidance and policy
- implementing a targeted Welsh language training and workforce strategy to support our current staff

- working in partnership to raise awareness of the importance and advantages of Welsh language skills when considering the health sector as a career, supporting the creation of a bilingual future workforce

This report reflects the positive impact of key policies that were developed during the last reporting year. The implementation of the *Bilingual Skills Policy and Procedure*, has impacted on the way we look at workforce planning and development. Front-line posts have been identified with the ability to speak Welsh as an essential requirement, and these have now been aligned with our workforce systems to ensure any gaps in recruitment are highlighted. However, if, following a robust recruitment process, candidates do not have the linguistic requirement to meet a certain front-line post, these are now roles for which Welsh language skills must be learned or improved to a certain level upon appointment. It has ensured that the number of posts advertised as 'Welsh Essential' has doubled over the last year, with individuals also referred for training as part of their appointment process.

The development of key strategies such as our five-year plan for increasing our ability to provide clinical consultations in Welsh (in line with standard 110 of the Welsh Language standards), along with the fresh enabling approach presented in *More than just words*, we have strengthened our foundation that will support us to continue with our priorities for 2023-2024. We have been ambitious in the targets that we have set for ourselves in our annual operating plan, using a team and service-based focus to ensure we are able to offer the best level of support to our staff.

Background and Current Position

This report not only reflects the Health Board's progress against the requirements noted in Standard 120, it also demonstrates how we design 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, 64.4 per cent, although we know that this can be much higher in some areas of the county. Elsewhere in North Wales, 55.8 per cent of residents on the Isle of Anglesey speak Welsh, 25.9 per cent in Conwy and 22.5 per cent in Denbighshire. The proportion of Welsh speakers in Flintshire (11.6 per cent) and Wrexham (12.2 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.

The Welsh Language Services of the Health Board

The Health Board's Welsh Language Team has been structured to ensure its workstreams provide the necessary support to meet the linguistic needs of the population. It consists of four services that support 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 Training Manager and Support Officer ensure organisational development in line with our *Bilingual Skills Policy and Procedure* and the wider Welsh language agenda.

4. Translation Services

Our Translation Manager, Senior Translator and team of 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

Overall Board Accountability

Our structural accountability has been maintained, with our Welsh Language Strategic Forum, chaired by our Executive Director of Public Health, establishing our internal governance arrangements. The Terms of Reference steers our strategic approach, with membership consisting of senior and active leaders who are able to drive requirements forward. There is a scrutiny route for escalating any issues of significance, as well as annually reporting to the Board on compliance and achievements.

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 *More than just words*, and delivering the *Bilingual Skills Policy and Procedure*.

All risks have been reviewed during 2022-2023, with all three risk ratings currently at moderate or minor. In assessing our current position, no risks required escalation.

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

Internal Performance Assurance

In order to scrutinise the Health Board's own performance and the availability and standard of Welsh-medium services across the organisation, the Welsh Language Team continued to conduct periodic quality assurance surveys during this reporting year.

Following the resumption of 'mystery shopper' telephone calls in 2021 following temporary suspension of the scheme during the COVID-19 pandemic, site-visits and 'face-to-face' surveys were reintroduced during the last quarter of 2022.

In a change from the usual schedule, which sees various community hospitals, managed practices and acute hospital services evaluated on a quarterly basis, a decision was made to focus on the Health Board's COVID-19 vaccination centres during the October and November round of surveys.

The Health Board had received a number of minor complaints about aspects of bilingual service delivery at local vaccination centres during 2020-2021. The aim of conducting site visits during the late autumn of 2022 was to ensure that all centres had put into practice the necessary preparations in relation to the Welsh language, before the winter immunisation and booster programme was rolled-out.

A schedule of site visits was arranged, and vaccination centres from Amlwch and Llangefni in the west, to Flint and Mold in the east, were subsequently surveyed.

Date and time of visit	Location	Area
Thursday, 13 th October (at 12:30pm)	The OpTIC Centre, St. Asaph	Central
Friday, 21 st October (at 2:30pm)	Ffriddoedd Road, Bangor	West
Tuesday, 27 th October (at 12:05pm)	Mold Rugby Club	East
Monday, 7 th November (at 11:25am)	St Peter's Church, Holywell	East
Monday, 7 th November (at 12:20pm)	Flint Town Hall	East
Monday, 7 th November (at 2:15pm)	Llangefni Football Club	West
Friday, 18 th November (at 2:00pm)	Amlwch War Memorial Hall	West

In keeping with previous Bilingual Service Monitoring Scheme surveys, this round of site visits focused on the availability and quality of reception services (i.e. how members of the public were greeted and advised / instructed on their arrival at the vaccination centres), and the use of signage at each location.

This round of site visits also encompassed the procedure of recording personal details on vaccination cards. This was done in response to previous complaints from service users that the English side of vaccination cards had been completed without the offer of the Welsh version being completed.

Furthermore, pertinent examples of good practice were also recorded during the site visits and these were subsequently shared with the Health Board's COVID-19 Vaccination Programme senior management team.

The findings of the COVID-19 Vaccination Centre 'Mystery Shopper' Survey were used as a case study to determine the effectiveness of the scheme, and the results are noted below.

Reception Services (Greeting Service Users)

- The Site / Nurse Managers at each of the surveyed centres noted that the importance of greeting service users bilingually had been clearly conveyed to all staff and volunteers (whether they are Welsh speaking or not).
- Numerous examples of staff / volunteer conduct seemed to confirm this. On arrival at the OpTIC Centre, for example, the volunteer at the main entrance said 'Pnawn da', before adding (in Welsh):

'Dwi ddim yn gallu siarad Cymraeg, mae'n ddrwg gen' i... But I do greet everyone bilingually'.

- Similarly, the staff member at the main entrance at the Amlwch War Memorial Hall said 'Su'mae', before explaining that he could understand Welsh, but didn't have the confidence to converse in the language.

Temporary Signage

- It was clear that a conscious decision had been taken to limit the usage of temporary notices at all the sites that were being used as Vaccination Centres during the programme.
- This was because the centres were based within buildings that aren't owned by the Health Board and many (e.g. St Peter's Church, Holywell; Flint Town Hall; Mold Rugby Club; Llangefni Football Club and Amlwch War Memorial Hall) were merely 'pop-up' sites, which were only used to provide vaccinations on a day or two each week.
- Whilst there weren't any temporary notices on display at a number of the surveyed sites, the few Health Board-produced signs that were found (e.g. at Ffriddoedd Road) were fully bilingual.
- Although the Health Board couldn't be held responsible for other notices that may have been displayed within the (non-Health Board) buildings that hosted the Vaccination Centres, it was noted that a number of notices at the OpTIC Centre were also bilingual.
- Bilingual Health Board-branded directional signage were displayed outside each of the listed vaccination centres (see below).



Vaccination Cards

- All vaccination centre staff and volunteers had been clearly informed of the need to check whether each individual service user wanted their details to be recorded on the Welsh or English side of their COVID-19 and / or flu vaccination record cards.
- It became evident that this message had now been shared and understood throughout the region and non-Welsh speaking staff / volunteers seemed to be happy and comfortable to input the requisite details on the Welsh side of the cards.

Examples of Good Practice

- At all three West Area centres, procedures had been put in place to ensure that at least one of the staff members on each vaccinating station (i.e. either the vaccinator or vaccination assistant, or both) were Welsh speaking.
- There were also Welsh-speaking vaccinators on duty at the OpTIC centre.
- Although there are generally fewer Welsh-speaking staff in the Health Board's East Area, clear efforts were made to ensure that there were always at least one Welsh speaker on duty at the vaccination centres in Mold, Holywell and Flint.
- Furthermore, it was noted that the one Welsh-speaking staff member who was on duty at St Peter's Church, in Holywell was stationed on the welcoming desk, whilst a Welsh-speaking vaccinator at Mold Rugby Club was purposefully located on the vaccination station that was closest to the entrance.
- This ensured that all visitors to both centres were immediately made aware that a Welsh-medium service was available.

- Alongside the steps taken to arrange rotas in order to make the most of the Welsh language skills that are available, a procedure had also been put in place to enable East Area centres to contact each other, so a Welsh-medium service could be provided over the telephone.

Documentation and Information Leaflets

- Everyone who was vaccinated at the Health Board's East Area centres during the winter of 2022-23 received a fully-bilingual information leaflet, entitled 'Brechu COVID-19: Canllaw i frechiad atgyfnerthu COVID-19 (Mawrth 2022) / COVID-19 vaccination: A guide to the COVID-19 booster vaccination (March 2022)'. This leaflet was produced externally by NHS Wales / Public Health Wales.
- Visitors to the East Area centres also received a copy of the Biontech / Pfizer 'Information for the user' 'package leaflet'. This 'English-only' document is produced by the vaccine manufacturers and hasn't yet been made available in Welsh. The Health Board informed the Welsh Language Commissioner's Office about this in early 2021.
- Visitors to the West Area centres weren't provided with hard / paper copies of the aforementioned documents. However, they were informed that a digital version of the bilingual NHS Wales / Public Health Wales information booklet, and other related information, could be found online.

Welsh Language Resources

- Following the visit to Mold Rugby Club, the COVID-19 Vaccination Project Lead in the East area, received a range of 'Welsh language resources' (including orange 'Cymraeg' pin-badges and stickers; 'Dwi'n dysgu Cymraeg' pin-badges; basic Welsh phrase cards and plastic 'Defnyddiwch eich Cymraeg yma / Use your Welsh here' desktop signs), to be distributed amongst East Area vaccination centre staff and volunteers.
- Similarly, the Deputy Nurse Manager in the West area, and the Nurse Manager in the West area, also received badges and desktop signs, for distribution amongst West Area vaccination staff and volunteers.

The positive findings of the case study demonstrates that the work undertaken during the previous vaccination programme resulted in the availability of Welsh language services.

Welsh Language Standards

The Welsh Language Standards have now been in operation since the imposition date of 30 May 2019. Significant progress has been made in advancing our compliance with the Standards. The Welsh Language Standards Compliance Officer provides

organisation-wide directive on implementing the Standards, as well as supporting and facilitating delivery at grass roots level.

Clinical-based Standards

Over the last year, work has focussed primarily on producing a five-year plan in line with Standard 110 which requires the Health Board to increase its capacity to provide clinical consultations through the medium of Welsh. An external consultant was appointed to drive this work forward, allowing us to consider clinical requirements along with Welsh language needs of service users. As part of its development, consultations and discussions have been held with key services, including staff members from Stroke Services and Care of the Elderly Wards. In-depth discussions and engagement with clinical staff was essential to ensure that we developed a plan that would work alongside other clinical processes and procedures. Priorities identified included promoting Welsh lessons amongst staff, ensuring that staff have recorded their Welsh language skills within the Electronic Staff Record, promoting the “Active Offer”, and utilising various systems to identify and record patients’ preferred language. In rolling-out the plan, work will initially focus on improving access to bilingual services for vulnerable groups, which includes service areas such as older people, children and young people, mental health service users, people living with dementia, stroke, speech and language therapy and learning disabilities. There will now be an internal consultation and scrutiny process, prior to approval and formal adoption and implementation. The Welsh Government and other health organisations have approached us to learn how we are moving this work forward with a view to sharing as best practice across Wales.

New Developments and Initiatives

Work has also continued to provide advice and support to the organisation with various aspects of complying with the Standards, and this year there has been a focus on the development of bilingual Apps, instructional videos, bilingual documentation and policy reinforcement.

Specific work has been undertaken in strengthening policy documents to ensure that there are positive effects, or increased positive effects on opportunities for persons to use the Welsh language, and for treating the Welsh language no less favourably than the English language. The Equality Impact Assessment (EQIA) and the wider Integrated Assessment Screening Tool have been updated to ensure a more robust process of considering the requirements of the Welsh Language Standards. A guidance document has been developed, providing detailed advice on completing the Welsh language section of the EqIA. This will facilitate policy developers to fully consider the Welsh language when forming a new policy, large-scale transformation projects or newly-established services.

The Welsh Language Team have been actively involved with a Dementia-Friendly Environments Assessment App Project, with representation from the team on the Project Steering Group from the outset.

The Kings Fund developed a suite of globally-used dementia friendly environment assessment tools over a decade ago. These are paper based assessment tools that are now hosted by the University of Worcester. Funding from the Mental Health and Learning Disabilities Division, is supporting a project to convert the tools into apps to make assessment of our hospitals and wards easier for walk-around assessments.

They can also be used to involve students and patients in the assessment process to see how dementia-friendly environments are, and to learn from the process of doing the assessment and developing an action plan. The tool identifies needs such as improved signage, dementia-friendly crockery, large clocks and appropriate artwork. There are separate tools for wards, hospitals, care homes, outside spaces, housing and health centres. The suite of assessment tools are being translated into Welsh. The intranet-based project description and instructions on using the apps are also being made available in Welsh. The assessment tools have been revised to ask whether environments consider Welsh language such as in patient signage, orientation boards describing the weather and days of the week as well as other activities. The global launch of the finalised apps is being planned for July 2023. The Health Board is pleased to have been innovative and prominent in ensuring that this particular priority group of patients will be catered for bilingually.

Policy Review

As well as implementing new initiatives to take the organisation forward with legislative compliance, we have also been revisiting previously-implemented policies and projects, with a view to measure their effectiveness and whether progress has made.

The *Policy on Using Welsh Internally*, which was first introduced and implemented in 2019, has been reviewed during the year. Following a scrutiny process, minor amendments have been made to the policy to ensure current practises reflect the requirements for using Welsh within the Health Board's internal operational activities, and to develop arrangements already in place. In line with the review, an evaluation has been conducted to ascertain the impact of the policy.

The policy focuses on giving staff the right and opportunity to use their Welsh at work. This has been delivered by focusing on the following areas:

- Simultaneous Translation
- Internal Communications
- Information Technology
- Disciplinary Cases / Capability / Attendance Management / Respect and Resolution Process
- Welsh Language Awareness
- Signage

Simultaneous Translation

All public Board Meetings are held with simultaneous translation facilities to ensure that all members are able to contribute in either Welsh or English equally. The Health Board conducts its public meetings bi-monthly, with the simultaneous translation facilities available as a separate live stream accessed via the Health Board's You Tube channel. The Annual General Meeting is also facilitated by simultaneous translation services.

Internal Communications

Since introducing the Policy, all-users email messages are now sent out bilingually. The weekly leadership updates are issued bilingually to all employees, as well as the Integrated Health Community newsletters. All internal emergency announcements and updates are sent bilingually to all users.

Information Technology

The Welsh Dictionary and spell-checker (Cysill/Cysgair) is available for installation on all computers to ensure all staff who work through the medium of Welsh are supported to do so.

The Welsh language skills of staff have been included in the Microsoft Outlook e-mail address book. There are four categories noted in the assistant field on the address book, which aids staff when communicating internally with colleagues. Some information might not have been updated recently. The uptake was reviewed as part of the policy evaluation process, and the results are outlined below.

	2017	2018	2023
Non Welsh speaker	3,335	7,484	10,507
Speaks Some Welsh	835	1,592	2,156
Welsh Learner	643	1,115	1,816
Welsh Speaker	1,329	2,640	3,661

The positive increase in figures represent a higher number of staff recording their preferred language for communication within Microsoft Outlook.

Disciplinary Procedures / Capability / Attendance Management / Respect and Resolution Process

All aspects of workforce procedures, as noted above, are now routinely offered and conducted through the medium of Welsh, through the Respect and Resolution process. Written and simultaneous translation support is offered to ensure that language choice of the workforce is taken into consideration, and acted upon.

Welsh Language Awareness

In January 2023, a new Welsh Language Awareness e-learning package was launched on ESR. This is part of the Mandatory Training, which is required to be completed by all staff, and repeated every three years. The figures below demonstrate that 67.22% of the workforce have completed this training within the first six months. It will be publicised further through the weekly corporate bulletin, to ensure that the 90% compliance target outlined within *More than just words* is achieved by the end of the next reporting year.

Comp Matrix - Default

Division	Compliant	Non-Compliant	Compliance %
 Health Community Centre (HCCX)	3242	1753	64.90%
 Health Community East (HCEX)	3331	1655	66.81%
 Health Community West (HCWX)	2781	1312	67.95%
 Integrated Clinical Delivery - Primary Care (ICDP)	472	82	85.20%
 Integrated Clinical Delivery - Regional Care (ICDR)	832	615	57.50%
 Mental Health & LDS (MX00)	1487	534	73.58%
 Midwifery and Womens Services (WXXX)	475	305	60.90%
 Corporate Services	1421	591	70.63%
Total	14041	6847	67.22%

'Use your Welsh here' signage

During the period of this policy, over 250 desktop signs have been distributed to clinical and corporate settings and officer, to be displayed at reception desks. The signage notifies patients and the public that a Welsh language service is available.

The evaluation demonstrated the positive impact that the implementation of the policy has had on the bilingual environment created within the organisation. The additional amendments, which were approved by the Workforce Policies and Procedures Group in August 2023, will ensure that this trend continues over the next three reporting years.

The “Active Offer”

The Health Board has embraced the publication of the *More than just words* Five-year plan and has established a specific outcome within the Welsh Language Services Annual Operating Plan:

- **Build on the ‘Active Offer’ approach to ensure timely access to language appropriate care** (*aligned to actions set within ‘More than just words’ Five-Year Plan*)

In setting our outputs for the year, we have focused on short-term and medium-term achievement in the following areas:

- Digital systems to embed the principles of the ‘Active Offer’ and Language Choice Scheme (*MTJW 30*)
- Identifying language choice of patients via implementation of ‘Language Choice Scheme’ (*Standard 110, WLS*)
- Primary Care Services to adopt the six duties outlined within the Welsh Language Standards by embracing a continuous stream of support from BCUHB (*MTJW 33*)
- Informing the future workforce of the opportunities Welsh language skills can provide for careers within health-care (*MTJW 20-28*)
- Promotional Events and Activities to raise awareness of the Welsh language, with a patient-focused approach
- Re-introduce Mystery Shopper exercise to ensure robust governance and self-regulation, and report quarterly to Welsh Language Strategic Forum
- Gather patient feedback on standard of Welsh language services offered and use findings to identify gaps in provision

An overview of the work that has already been undertaken to address the outcomes are outlined below.

Identifying language choice of patients via implementation of 'Language Choice Scheme'

The Health Board devised the award-winning Language Choice Scheme in 2017, which utilises orange 'Cymraeg' magnets to identify Welsh-speaking patients on wards. This facilitates the delivery of bilingual services and the 'Active Offer' principle on wards throughout the Health Board region.



Since its introduction, a number of other Health Boards have followed suit. In addition, as a result of implementation within Betsi Cadwaladr University Health Board, it has now been included within the *More than just words* Five-year plan.

The aim of the scheme is that staff are able to identify the language choice of patients following initial admission. It has had a positive impact on patient experience, and on workforce planning, as members of the wider clinical workforce, such as physiotherapists or pharmacists, utilise the magnets to ensure that their services are delivered in accordance with a patient's linguistic needs.

Having remained operational on many BCUHB wards throughout the COVID-19 pandemic, the simple scheme continued to thrive during 2022-23 and steps are now being taken to formalise its implementation on a greater number of wards. Vulnerable patient groups are being targeted in line with priority groups named within *More than just words*.



Many wards record the implementation of this 'opt-in' scheme and complete monthly audit forms to review uptake and impact. In turn, the receipt of more empirical evidence about the scheme's delivery will also provide greater assurance about its overall impact.

Digital systems to embed the principles of the 'Active Offer' and Language Choice Scheme

Despite the success of the Language Choice Scheme at ward level, in order to sustain its delivery for the future, the Welsh Language Team has been working with members of the Health Board's ICT Team to embed the Scheme into the newly implemented STREAM system.

STREAM is an internally developed discharge-planning tool, which is designed to support patient flow within healthcare settings. Accessed via an electronic screen on

each ward (or on personal electronic tablets), the application makes use of real-time data to support patient care across the Health Board and is therefore designed to replace the existing manual / bedside whiteboards. The system aims to provide better access to existing information (pulled from the WPAS and Pharmacy Order tracking systems), in order to support existing ways of working and facilitate the experiences of patients, whilst they are under the Health Board's care.

In accordance with this aim, the STREAM system provides information about each patient's individual linguistic preferences, utilising data that is automatically taken from Welsh Patient Administration System (WPAS). A digital version of the orange 'Cymraeg: iaith gwaith' is displayed on the screen, next to the name of every patient who is known to be a Welsh speaker.



This ensures that all staff members who use STREAM are informed about the presence of Welsh-speaking patients on their wards, which naturally facilitates the delivery of the Language Choice Scheme.

The STREAM system has already been introduced at the Health Board's main / acute hospitals and plans are currently in place to expand its use to community hospitals throughout the region.

A more detailed analysis of specific work undertaken as per the outcomes above are included within this report, such as informing the future workforce that the language is a skill for career development, self-regulation adopting the mystery shopper approach,

The “Active Offer” - Betsi at its Best!

Patient Story – Nicky John and Emi

The importance of bilingual healthcare services for children and their parents



Nicky John is instantly recognisable to many S4C viewers and Welsh football fans, due to her work as a presenter on the television programme ‘Sgorio’.

Away from the cameras and stadiums, Nicky lives in Caernarfon, with her husband, Gwion; her two children, seven-year old Sam and two-year old Emi, along with their dog called Mr Bailey!

In March last year, shortly after her first birthday, Emi was diagnosed with cancer of the kidney. She subsequently received long-term care at both Ysbyty Gwynedd and Alder Hey Children’s Hospital, in Liverpool. Thankfully, after twelve months of regular chemotherapy treatment, she is now on the road to recovery.

Last October, Nicky discussed her recent experiences as a mother of a young patient where she focused on the importance of bilingual healthcare services for children and their parents.

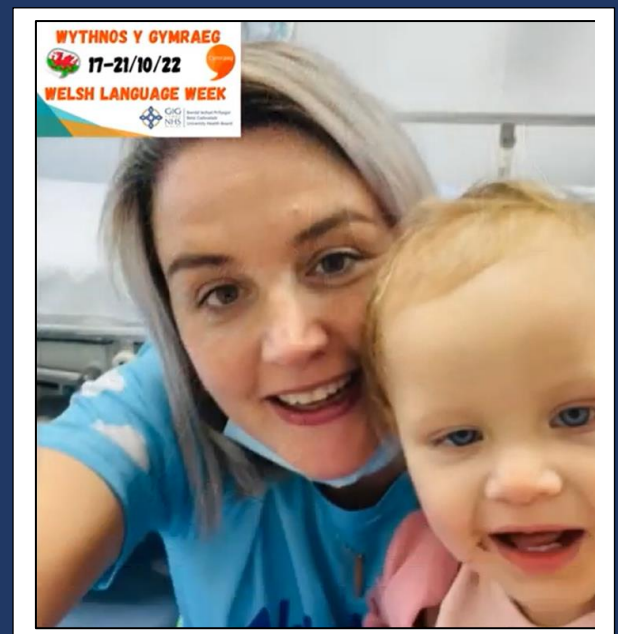
As Nicky explained:

‘One thing which has been vitally important to us during the process ... is the amazing support we are given by the staff in Ysbyty Gwynedd. The fact that we can speak with them in Welsh has been a huge comfort to us, as it makes us feel as if we were discussing our daughter’s care with friends rather than strangers. You feel close to the Welsh-speaking staff, which makes it easier for us to ask them questions and things like that.

Having that intimacy and being able to speak Welsh with staff has definitely made a very difficult situation easier for both Emi and myself.

The nurses and healthcare staff on Ward Dewi are just amazing people. When we’re staying on the ward – along with caring for Emi – I’ve noticed that the staff also make a point of checking how mum is doing. I can’t tell you how valuable that kind of care is: you can’t put a price on it.

In a horrific situation – that no parent wants to be in. Having that kind of care has been incredible’.



Nicky and Emi’s story was filmed for our 2022 Welsh Language Week, and the full video can be seen here:
<https://www.youtube.com/watch?v=wEJBCvHgik0&t=9s>

Welsh Language Training Programme

The Health Board's Welsh Language Training Team has had another successful year of creating and delivering a variety of Welsh language courses to meet the needs of our staff. Whilst most of our teaching is virtual, it has been pleasing to be able to offer some courses face to face across North Wales.

Provision of Welsh Language Training

Over the past reporting year, the Welsh Language Tutor has offered a variety of courses at different levels to staff. The Tutor continues to work strategically, providing in-house taster courses that are specifically developed for different areas within the health sector e.g. reception and front of house courses, answering and dealing with telephone queries, and chairing meetings bilingually. Feedback from these courses have been positive with many members of staff now attending weekly lessons or are completing the 60-hour self-studying 'Work Welsh' courses.

The Welsh Language Training Team renewed a twelve-month contract with the *National Centre for Learning Welsh* under the Welsh Government-funded 'Work Welsh Scheme'. This ensured the continuation of opportunities and collaborative working as well as employing our Support Officer. The Support Officer continues to offer lessons, tutorials, chat sessions and a permanent support for our learners.

885 members of staff have had access to our 'Work Welsh' courses over the last year; this is an increase of 27.16 percent from last year.

New Fast Track to learning Welsh course

In June 2022, as part of our collaboration with 'Work Welsh' we devised a brand new pilot course – 'Fast Track to Learning Welsh'. The course uses a combination of different learning methods with the aim of learners progressing to Foundation level (ESR level 2) from Entry level (complete beginners) in one year.

A great deal of interest was shown in the course, and so far our learners have completed the



The Fast Track to learning Welsh group at Nant Gwrtheyrn in April 2023.

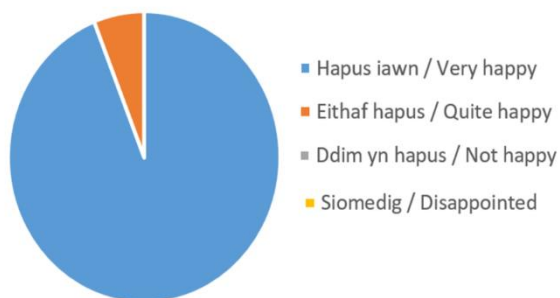
on-line 10-hour taster course, attended an Entry part 1 and Entry part 2 residential course at Nant Gwrtheyrn and completed the Entry part 2 60-hour self-studying course. The next step for our learners is to make a start on the Foundation part 1 self-studying course, before attending a Foundation level course at Nant Gwrtheyrn in the autumn. Our aim for the future is for our learners to continue to progress from Foundation to Intermediate level, and we hope to be able to launch a 'Fast Track' course again with a new cohort of learners.

Evaluation of Welsh Language Training

The Welsh Language Training Team ensures a constant cycle of evaluation throughout the year to ensure that all courses are fit for purpose and make best use of the resources available.

The responses to the variety of courses and their delivery has been positively received. At the end of every course, an anonymous Evaluation/Feedback form is given to all learners via a Microsoft Forms link.

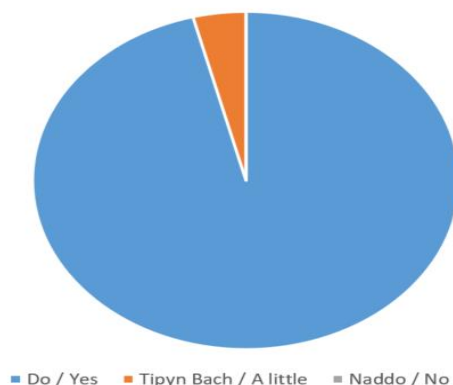
Pa mor hapus oeddech chi gyda chynnwys y cwrs?
How happy were you with the content of the course?



'Fantastic course and Tutor. Tutor has put in a lot of effort to help us in our learning. Lots of opportunities to siarad Cymraeg' / speak Welsh.

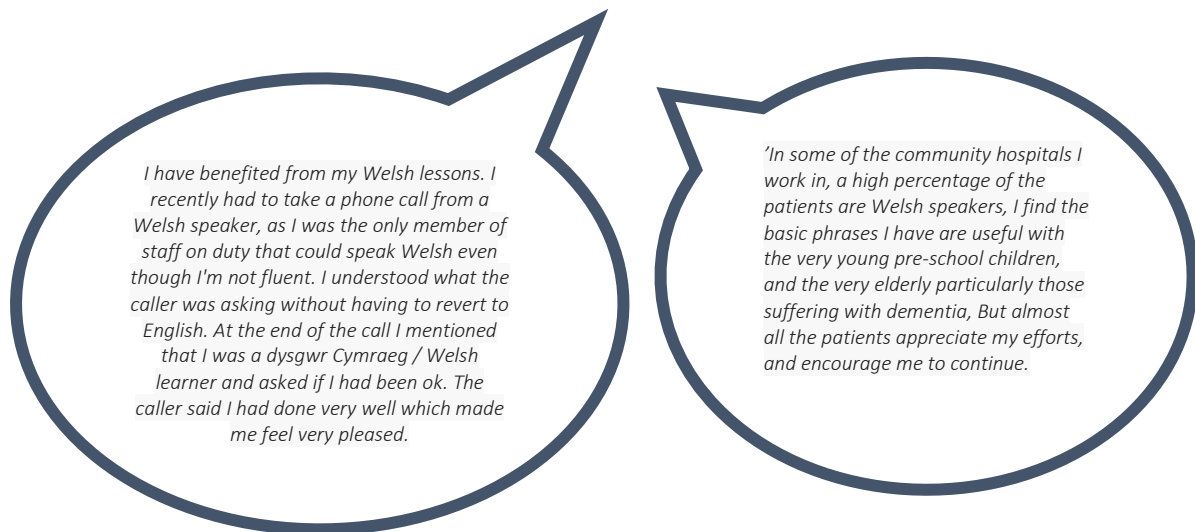
Findings from the evaluation forms stated that 95 per cent of the learners were 'very happy' with the provision of learning and 96.6 per cent of the learners 'enjoyed' attending the courses. These high percentages highlight the appreciation BCUHB's staff have for the Welsh language training team.

Wnaethoch chi fwynhau'r cwrs?
Did you enjoy the course?



'Beth was extremely friendly and easy to talk to and I felt well supported and helped with the course and she encouraged everyone to take part in the activities and made learning very enjoyable.'
"The course is perfect; it gives you confidence to practice your Welsh with patients and colleagues, at your own pace and not too overwhelming. Diolch.

86.44 per cent of the learners stated that they felt that they had made progress with their Welsh, and that they were more likely to use their new Welsh language skills with patients, colleagues and in the community. This is very encouraging as the ability to communicate in Welsh at any level brings comfort to our first language Welsh speaking service users.



100 per cent of those surveyed noted that they greatly appreciated the support given by the tutor and support officer. Learners' evidence found that the overall level of support given to them by the Health Board was highly praised. The enthusiasm and dedication of the tutor and support officer was repeatedly referred to and that their relentless encouragement had been an important factor in the linguistic development of a large number of those questioned.

Additional Training Support

Cinio Clebran

Cinio Clebran continues to be held every other Wednesday between 12.30 and 1.30pm virtually over Teams and it is pleasing to report that new participants attend almost every session. The Team continue to create PowerPoint presentations that have key vocabulary and phrases in Welsh with their translations to support the learners and to encourage them to take part in the discussions. Hearing learners chat and contribute naturally is fantastic and shows that the team are successful in encouraging staff to use their Welsh in an informal setting.

As part of the Welsh Language Team's annual Welsh Language Week within the Health Board, Manuela Niemetscheck, an Art Psychotherapist and the Health Board's Welsh Language Learner of the Year 2022 was invited as a special guest to the chat group. BCUHB's other Welsh language learners had the opportunity to ask Manuela questions regarding her Welsh learning journey and ask for advice on how to become fluent.

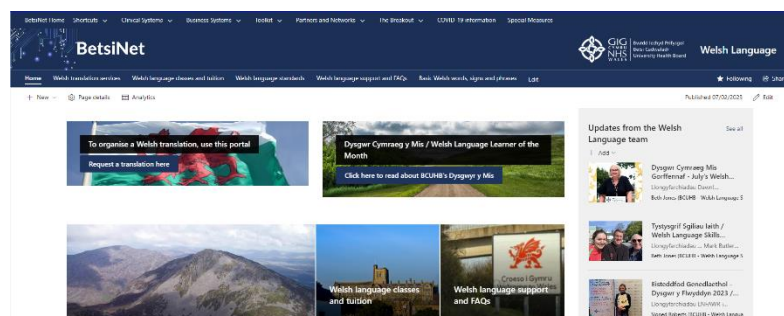
Betsi's Welsh Learners Facebook Page

BCUHB Welsh Learners Facebook Page 'Ffrindau Dysgwyr Cymraeg Betsi Welsh Learners Friends' is a private group for staff on Facebook. Over the last year the Team has engaged with its Facebook members by publicising Welsh language

events and advertising internal courses and activities. The Facebook group also gives learners the opportunity to interact, discuss and ask questions in an informal environment. Since June 2022, we have seen our members increase to 127, which is an increase of 36 per cent. The public 'Dysgwyr Cymraeg Betsi' Facebook group, continues to be used to showcase examples of good practice and success stories, with 289 followers at present, which is a 59.66 per cent increase since June 2022.

BetsiNet

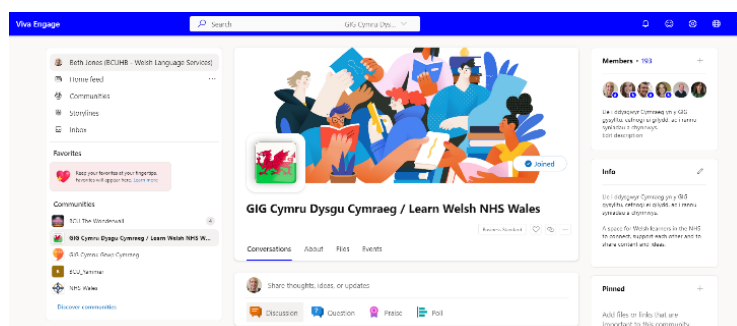
The Welsh Language Team have news to share with employees on a weekly basis, therefore it is important to advertise and promote our successes, courses and resources.



The Welsh Language Team's intranet pages were chosen to be one of the first to move over to the Health Board's new intranet platform, BetsiNet. We worked with the Communications Team to revamp and move our information pages over to the new site. 'BetsiNet' is now operational across the organisation, and the Welsh Language Training Team updates the pages weekly. There is also a News carousel at the side of the main page to indicate any new information. This is a new tool where health board staff can access information without having to search through the main intranet pages.

Yammer

Yammer is a social networking service which is used mainly for private communication within organisations. Back in January 2023, the Welsh language Tutor met with Powys Health Board's Welsh Language Manager



to discuss collaborating to create an all NHS Welsh Learners Yammer page. In February 2023, the page was created and we now have 205 members following the page. The page is a safe space for Welsh learners in the NHS to connect, support each other and to share content and ideas.

Welsh Learners Books available at BCUHB Libraries

The Welsh Language tutor encourages learners to actively use their Welsh language skills outside of the classroom which is a positive way to revise and reinforce Welsh vocabulary and phrases is by reading. The Welsh Language Learning Centre in partnership with The Books Council of Wales have created a series of books 'Amdani' which complements the Centre's Welsh courses, with titles graded for different learning levels, from beginners to experienced learning. The Welsh Language tutor encourages her learners to read the 'Amdani' books and is in discussion with BCUHB libraries to stock the series of books at the three main

hospital site libraries.

Tystysgrif Sgiliau Iaith / Welsh Language Skills Certificate

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.

Three of our experienced learners sat the TSI exam this year, and all three passed, two of them with Merits. BCUHB's Welsh language tutor worked closely with the candidates, by preparing resources, organising 1:1 Tutorial sessions and creating past paper examples to ensure the candidates were well prepared for the oracy and written exam.

"I started to prepare for the oral exam last November, I felt very nervous, but Beth (BCUHB's Tuotr) gave me so much support, and by March this year, I was ready for the oracy exam. I enjoyed the experience of discussing and answering the examiner's questions about my job as a Chaplain at Ysbyty Glan Clwyd.

I was very nervous before I sat the written exam in May 2023 and worried about the standard of my Welsh, but after completing past papers and attending grammar sessions with Beth, I felt ready! I can't believe I have been successful in passing the TSI exam, the first time! Many thanks to Beth for her support, encouragement and patience."

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.

Ffrindlaith

On 1 March 2023, The Welsh Language Team set up a stand in each of the main three hospitals to celebrate and promote the Welsh language. To coincide with our patron saint's day we decided to launch our 'Ffrindlaith' scheme. 'Ffrindlaith' is a voluntary scheme within the hHealth Board, which pairs fluent Welsh speakers with staff who are learning Welsh. The aim is to enable the learners to gain enough confidence to use their spoken Welsh in the workplace and to use it regularly



with colleagues, patients and service users. The scheme provides regular and informal support for learners to practice their speaking skills.

This is a golden opportunity for our fluent Welsh speaking staff to help uphold the language by supporting a learner to become a confident speaker, also providing friendly support to encourage and inspire the learner. It is also an opportunity to contribute towards further developing bilingualism within the Health Board, which will benefit our patients and local communities.

Celebrating our Learners

Dysgwr y Mis / Welsh Language Learner of the Month

After the success of our Dysgwr y Flwyddyn / Welsh Learner of the Year competition back in March 2022, it was decided that we should celebrate and show our appreciation of the efforts our staff make to learn Welsh on a monthly basis. In June 2022, we introduced BCUHB's 'Welsh Learner of the Month' scheme.

Since last year, the scheme continues to grow from strength to strength. We accept nominations via e-mail from impressed colleagues.

"I've enjoyed reading BCUHB's Welsh Language Learner of the Month article and would like to nominate one of the occupational therapists, Nadine Murphy. She goes out of her way to use the Welsh language, she welcomes patients and has simple conversations, she joins in Cinio Clebran and attends Welsh lessons in the evenings. Nadine's confidence has increased so much as she practices regularly, and she has inspired new team members to start learning Welsh." (Operations Team Officer, Posture & Mobility Services)



We ask the nominated learner to provide a picture and respond to a series of questions asking them about their Welsh learning journey. We share their experiences on BestiNet and publically on our Facebook pages. The publicity of this scheme not only gives the individual much praise and attention but it also inspires other staff to start learning Welsh. The Welsh Learner of the Month is invited as a special guest to 'Cinio Clebran' where other staff have an opportunity to ask questions about their Welsh language journey and to share their top tips to learning the language. Accepting nominations was a bit slow when this scheme started, but

the last month has seen nomination fly in and amazingly, we have a Dysgwr y Mis / Welsh Learner of the month well into 2023-2024.

Eisteddfod yr Urdd Denbigh – May 2022



A highlight for the Welsh Language Team was attending the Urdd Eisteddfod, Denbigh in May 2022. The Welsh Language Tutor organised for a group of BCUHB learners to attend the Eisteddfod and to take part in a question and answer session at the Welsh Government pavilion. Present at the event was the Minister for Health and Social Services, Eluned Morgan along with the Health

board's Chairman and Executive Director for Public Health, the Director of Partnerships, Engagement and Communications and our Independent Board Member Welsh Language Champion.

Everyone was amazed by the learners ability to answer questions naturally in Welsh and their positive attitude towards the language.

During the session, Mark Butler, Information Officer at Ysbyty Maelor Wrexham, was awarded the 'Work Welsh' Learner of the Year Award (Advanced level) which is a national award. Mark was rewarded with the certificate by Siwan Iorwerth from the National Centre for Learning Welsh.



The Eisteddfod was another great opportunity to showcase our learners and to celebrate their successes.

Betsi's Welsh Learners' Case Study

"I am Ian Day and I'm the Chaplain at Ysbyty Glan Clwyd. I was born in Derbyshire, England and moved to Wales when I attended Bangor University. During the 1980s, I decided to learn Welsh when I was a parish priest in Minera, Wrexham. Unfortunately, due to various reasons, I stopped attending lessons and lost my new found Welsh skills.



In 2021, I started working in Ysbyty Glan Clwyd as the Chaplain, and I saw a poster advertising Welsh classes in our health board. I decided to give dysgu Cymraeg another go and registered for weekly lessons with Beth Jones, the Health Board's Welsh language Tutor. In addition to attending sessions with Beth, I attend the Health Board's virtual lunchtime chat group 'Cinio Clebran', it's a great opportunity to use and practice your Welsh in an informal setting with other BCUHB learners. Outside of work, I use Duolingo to solidify my learning and I'm on a 1186 day run; I'm trying to go for a 4 year run! I have also been fortunate to be able to attend weekly courses at Nant Gwrtheyrn through work; it's a very special place to improve your Welsh skills. I would highly recommend that learners attend the free Nant Gwrtheyrn courses as you are fully immersed in the Welsh language and leave with a newfound confidence and ability.

Last September, Beth, the tutor, asked me "How about sitting the Tystysgrif Sgiliau Iaith / Welsh Language Skills Certificate exam next year?" "Me?" I replied, I was very hesitant, as I didn't feel I had the Welsh skills to sit a first language exam. Beth informed me that the exam was in two parts, oral and written and she would support me every step of the way. With Beth's promise of support, I agreed. I went to Bangor University in May to sit the exam. I can't believe I have been successful in passing the TSI exam, the first time! Many thanks to Beth for her support, encouragement, and patience.



I get a lot of satisfaction using my Welsh skills at work, especially when dealing with vulnerable patients or bereaved family members. Being able to converse with someone in their first language is very important and I'm proud that I am able to provide a bilingual service to North Wales service users. My target for the future is to improve my formal written Welsh language skills so that I'm able to write services bilingually.

Betsi Cadwaladr University Health Board is very willing to help and support staff to attend internal training, and for this I am very grateful. If you work for BCUHB, I thoroughly recommend attending weekly courses, completely free of charge. My advice for other Welsh language learners is to enjoy using and speaking the language. The more you learn, the more you will be able to use it. The more you use, the more you will learn. Daliwch ati / Keep going!"

"It has been a joy for me to see Ian develop as a Welsh learner. Using our patients / carers mother tongue is essential in pastoral situations. I have myself seen the positive reaction from others when Ian speaks to them in Welsh. This is also very true when Ian has to take public services such as funerals or memorial services. His dedication to learning Welsh is a joy to see. The fact that Ian is of a mature age shows that it is never too late to begin to learn a language – a language that opens a new world of new experiences." (Wynne Roberts, BCUHB Chaplain Manager)

The Translation Service

The Translation Team has expanded over the past year and has successfully appointed additional translators employed both on a part-time and full-time basis. The Team have also been successful in appointing a full-time Administration Officer who is responsible for processing translation requests and allocates workload to the team. The Team have also appointed a Senior Translator who works alongside the Translation Manager to oversee the work of the team to ensure that quality control standards are upheld and to provide development support to the team.

The Team continues to provide support for all departments in the form of written translations and interpretation services and has seen an increase in demand for its services over the past year. The North Wales division of Public Health Wales has also joined BCUHB and the Translation Team now provide translation support for them, further increasing workload. As a result, demand for translation services overall has continued to grow. This is regarded as a positive outcome as it demonstrates the Health Board's commitment to providing a bilingual service in line with its statutory requirements.

One area which has seen a significant increase in demand is for the translation of job advertisements and descriptions, with an increase of over 2000 posts advertised since the previous reporting year. Standard 107(a) of the Welsh Language Standards stipulates that all job descriptions must be published in Welsh. Betsi Cadwaladr University Health Board is the only health organisation in Wales that is fully compliant with these Standards, being the only one that translates all its job descriptions.

Urgent requests for translations have also included press releases, patient letters, information leaflets and public health information for social media. An out of hours service is also available for urgent communications, and is a means to ensuring that bilingual information is issued in a timely manner.

Demand for simultaneous translation has also increased, with the team supporting a wide variety of stakeholder events, forums, meetings and conferences. Support has also been provided at interviews for applicants who wish to have their interviews in Welsh.

The Health Board continues to provide a translation service to the Welsh Ambulance Service NHS Trust through a Service Level Agreement, which was initially established in April 2021. A new agreement to continue with this service provision was agreed as of 1 April 2022. Further discussions have been held with other organisations with a view to replicating this agreement with another Health Board during the next financial year.

Translation support continues to be provided to the primary care sector, both privately managed GP Practices, and independent contractors.

The Team has been using translation memory software in its daily work for a number of years and is currently exploring the potential to implement machine-assisted translation software alongside this. This will increase efficiency and facilitate the sharing of terminology banks with partner organisations with the view to standardising terminology and enhancing the quality of Welsh Language provision.

Meetings are held regularly to discuss terminology and the Team is now actively working to ensure the development of comprehensive terminology lists, in order to ensure that the terminology used is appropriate for the target audience and consistent with that employed by others within the healthcare field.

The total number of words received for translation during 2022-2023 was 2,912,344. This demonstrates the Health Board's commitment to ensuring compliance with the Welsh Language Standards.

Partnership Working

North Wales *More than just words* Forum

BCUHB continues to lead the way in maintaining a broad compliance with the aims and principles that are advocated within *More than just words*. Much of the Health Board's work in this regard 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 Five-Year plan for Welsh language services in health, social services and social care.

The Health Board's Welsh Language Team was primarily responsible for the establishment of this multi-agency group, which first met in May 2016. Alongside the Health Board's Welsh Language Officers, the North Wales *More than just words* Forum also includes representatives from a number of other 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 regional forum is chaired by the Health Board's Integrated Health Community Director (West) who took over the leadership role in 2022. This appointment has helped to ensure that the Health Board continues to have a leadership role, and strong and influential voice within this forum.

A smaller working group of forum members has recently been convened, in order to focus on the contents of the *More than just words* Five-Year Plan for 2022-27.

This sub-committee, which includes a member of the Welsh Language Team, will discuss priorities and develop ideas to promote the realisation of certain objectives throughout north Wales.

It remains an important stage for sharing information and examples of good practice in relation to Welsh-medium health and social care services. Its work continues to

demonstrate the benefits of following a collaborative approach, in order to secure the successful delivery of common objectives across the region.

Fforwm Iaith Ynys Môn (Anglesey Welsh Language Forum)

The BCUHB Welsh Language Team contributes to the work of *Fforwm Iaith Ynys Môn* (the Anglesey Welsh Language Forum). Arranged by *Menter Iaith Môn* (Anglesey Welsh Language Initiative), *Fforwm Iaith Ynys Môn* brings together a number of relevant bodies to promote and facilitate the use of the Welsh language on the island.

The group includes councillors and officials from various Isle of Anglesey County Council departments, alongside representatives from organisations such as *Menter Môn*, *Menter Iaith Môn*, Anglesey Young Farmers Clubs, *Urdd Gobaith Cymru*, *Môn FM*, *Môn CF* (Communities Forward), *Medrwn Môn*, *Mudiad Meithrin / Cymraeg for Kids* and *Merched y Wawr*. Prominent local employers such as North Wales Police and Bangor University, are also represented on the Forum.

In its capacity as an influential member of the Forum, the Health Board submits a number of specific, measurable targets for inclusion within *Fforwm Iaith Ynys Môn*'s annual work programme.

Along with partaking in general discussions pertaining to statutory and community based Welsh language issues, representatives from the Health Board have also recently contributed to the successful delivery of a number of collaborative projects, led by the *Fforwm Iaith*.

A bilingual app was created for prospective parents and parents with new-born babies and young children, named *OgiOgi*. Members of the Welsh Language Team and representatives from the West Area midwives and health visitor teams contributed to the development of app. It provides a platform that offers a treasure trove of information, with more than 400 useful links to local and national resources, which cover everything from general information on pregnancy and related healthcare and wellbeing services, to a local events calendar. The resource also includes a section on child development and guidance on the benefits of bilingualism and using Welsh from birth, along with plenty of built-in fun activities and playlists for young children and parents to enjoy together.

The app was launched in the spring of 2022 and initial data showed that it had already been downloaded on hundreds of occasions within the first few weeks after its release. Although the app was originally developed with the needs of Anglesey families in mind, its initial success has resulted in interest from other parts of Wales and the potential to expand the concept and develop it into an 'All-Wales' resource has consequently already been discussed with the Welsh Government.

Targets have been established for the next reporting year, one of which includes collaborative working across the primary care sector in Anglesey.

Working with Schools and Colleges

Investing in the workforce of the future is crucial if we are to nurture local bilingual talent, simultaneously increasing our capacity as an organisation to deliver services in Welsh. For a number of years, the Welsh Language Team have been pro-active within this area, and this vision has now been shared within the objectives of the *More than just words* Five-Year plan.

Careers Wales

Building on a constructive partnership that has now existed for a number of years, the Welsh Language Team continued to collaborate with *Careers Wales* during 2022-23, in order to promote the importance of Welsh-medium healthcare service provision, and the general advantages of bilingualism for young people, as they prepare to leave education and move into the workplace.

Members of the Welsh Language Team once again contributed to *Careers Wales*-arranged events at Ysgol Aberconwy in Conwy (in July 2022) and Ysgol Morgan Llwyd, Wrexham (in January 2023).

Both of these events were arranged specifically for Year 9 pupils and representatives from a number of other prominent North Wales employers also attended, in order to discuss the use of the Welsh language within their particular sectors.

After most *Careers Wales* engagement events had been held online during the previous two years – due to restrictions caused by the COVID-19 pandemic – face-to-face events within schools made a welcome return in 2022-23.

This allowed the Health Board's Welsh Language Officers to engage more directly with pupils and ensured that the events had a greater impact.

Alongside these events, the Welsh Language Team also contributed to an internal careers event at Denbigh High School, in early February 2023.

This event provided another opportunity to promote the advantages of bilingualism – and the related employment opportunities that exist within the Health Board, to Year 9 pupils.

Following on from the success of these events, the Health Board will be holding its own 'Secondary Schools Tour' as part of its 2023 Welsh Language Week. Arrangements are in place to work directly with a number of secondary schools across north Wales and will once again promote the advantages of bilingualism as a vital employability skill for youngsters who may be considering careers within the health sector across the region.

Bangor University

The Health Board has also continued to work closely with Bangor University. For the second year in succession, a member of the team once again contributed to the teaching of the '*O'r Senedd i'r Swyddfa*' ('From the Parliament to the Office') module.

A presentation was delivered about bilingual healthcare service provision, and how the use of the Welsh language is promoted within the Health Board, to first year students within the university.

The presentation was followed by a question and answer session and discussion groups, about the importance of bilingual services and how relevant statutory requirements such as the Welsh Language Standards, are put into practice within the workplace.

Beyond this, the Health Board also continued to work closely with the University's School of Healthcare Sciences. In September, the Welsh Language Team provided a Welsh language awareness session as a part of the induction event that was arranged for the school's latest cohort of nursing students. Following its success, a similar presentation for a smaller group of nursing students was also provided in February 2023.

Service Developments and Promotional Activities

All-Wales Online Welsh Language Awareness Training Pack

In accordance with Welsh Language Standards 102 and 103, all Health Boards in Wales have a legal obligation to provide Welsh language awareness training for their staff. Following discussions with the other members of the Welsh Government-chaired NHS Welsh Language Officers Group, the Welsh Language Team agreed to take primary responsibility for coordinating the development of an online Welsh language awareness training module, in order to facilitate the delivery of this statutory requirement.

Having created the contents for the proposed course, the Welsh Language Team subsequently worked alongside *SkillSet Ltd*, a tailored learning solutions firm, to convert the initial draft into a fully functional and interactive training pack. A finalised draft of the fully interactive module was agreed upon in early 2022 and *SkillSet* consequently worked directly with NHS Wales' Digital Learning Programme Manager to ensure that the new module could be uploaded onto the ESR platform.

The new course was officially launched through the publication of a *Welsh Health Circular* in November 2022 and it has now been designated as mandatory training for all NHS Wales staff.

The module has been divided into a number of themed sections, with each unit focusing on a specific aspect of bilingual healthcare service delivery. Alongside sections that focus specifically on *More than just words* and statutory Welsh Language Standards' requirements, the course also includes a comprehensive and interactive 'Patient Experience' unit. This sub-section features two animated stories, which are based on actual events and emphasise the importance of language choice in relation to assessment, diagnosis and consent.



The course ends with information-only 'Support for Staff' and 'Myth Busting' sections, which aim to provide NHS Wales employees with additional knowledge and confidence and to encourage them to use the Welsh language within the workplace, even if they don't consider themselves to be fluent speakers.

Staff across the health sector in Wales have embraced the module, and the Health Board is at a current 67.22 per cent compliance, with a target of 90 per cent by the end of the next reporting year.

Welsh Language Week

The Health Board's fifth annual Welsh Language Week took place between 17 and 21 October 2022.

The week's main purpose was to raise awareness of the importance of bilingual healthcare provision and to celebrate the fantastic work that continues to be done by our staff, in order to ensure that a wide range of services can be delivered through the medium of Welsh.

Whilst the two previous Welsh Language Weeks had consisted primarily of online events due to the restrictions caused by the COVID-19 pandemic, this year's celebration included a number of on-site and face-to-face events, which allowed the Welsh Language Team to once again engage more directly with staff and members of the public.

After they visited Ysbyty Gwynedd, Ysbyty Glan Clwyd and Wrexham Maelor Hospital at the beginning of the week, the Welsh Language Team subsequently held stalls at Ysbyty Penrhos Stanley, Llandudno General Hospital and Chirk Community Hospital, so that members of the workforce could receive resources, advice and guidance about various topics relating to bilingual service provision.

Because of collaborative work with Menter Iaith Fflint a Wrecsam, an event was also held within the Children's Unit at Wrexham Maelor Hospital. Magi Ann, a Welsh-speaking children's character, visited the young patients on the ward, which was welcomed by the staff, and patients.

The new patient experience video, as already referred to in this report that was filmed to raise awareness of the importance of bilingual healthcare services for children and their parents was also launched during the week. The mother's perspective on the care her daughter had received through the medium of Welsh put into focus what is at

the essence of the work done within the health board to ensure an “Active Offer” approach to service delivery.

Key Performance Indicators

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

Workforce Planning

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

Count of Employee Number	2020/21		2021/22		2022/23	
Individual Proficiency Level	Total	%	Total	%	Total	%
0 - No Skills / Dim Sgiliau	8158	41.6%	8324	41.7%	9101	46.9%
1 - Entry/ Mynediad	2601	13.3%	2652	13.3%	2914	15%
2 - Foundation / Sylfaen	1280	6.5%	1298	6.5%	1410	7.3%
3 - Intermediate / Canolradd	1307	7%	1307	6.6%	1456	7.5%
4 - Higher / Uwch	1568	8%	1596	8%	1700	8.7%
5 - Proficiency / Hyfedredd	2467	12.6%	2573	12.0%	2829	14.6%
Total	17,381	89%	17,750	89%	19,410	91%
Total number of staff	19,610		19,955		21,326	

2022 / 2023 Data:

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

2021 / 2022 Data:

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

Training to Improve Welsh Language Skills

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

2022 / 2023 Data:

Number of the organisation's workforce that have accessed training to improve their Welsh skills to a specific qualification: 1201 *

This total equates to 5.6 per cent of the Health Board's current workforce

**Please note this figure is in addition to the number of staff who accessed training during the last reporting year, as per noted below*

2021 / 2022 Data:

Number of the organisation's workforce that have accessed training to improve their Welsh skills to a specific qualification: 1,583

This total equates to 7.9 per cent of the Health Board's current workforce

Recruitment

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

2022 / 2023 Data:

- Welsh language skills are essential - 474 (5.4 per cent)
- Welsh language skills are desirable - 8177 (93.4 per cent)
- Welsh language skills to be learnt - 80 (0.9 per cent)
- Welsh not a required skill - 16 (0.18 per cent)
- Total number of vacancies advertised - 8747

2021 / 2022 Data:

- Welsh language skills are essential - 403 (6.4 per cent)
- Welsh language skills are desirable - 5828 (92.8 per cent)
- Welsh language skills to be learnt - 33 (0.5 per cent)
- Welsh not a required skill - 14 (0.2 per cent)
- Total number of vacancies advertised - 6278

Complaints

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

The Health Board received two new complaints during the reporting year in relation to compliance with the Welsh Language Standards.

The two new complaints were escalated to investigation status, and are currently at resolution stage. In addition, there were five investigations still ongoing from the previous reporting year. The investigations in general relate to a lack of bilingual service when responding to telephone calls and correspondence, Welsh language awareness training and information provided on our website relating to Welsh language services offered by Primary Care providers.

A comprehensive action plan has been developed to address issues relating to providing a bilingual telephone service, which requires looking into local induction for new staff, as well as providing guidance for current staff and developing a Welsh language training course to improve staff's skills and abilities to deal with telephone calls in Welsh.

All complaints and investigations were fully addressed in line the Putting Things Right Regulations.

Reflection and Forward Vision

This report has demonstrated that progress has been implemented in:

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

However, the Health Board is excited about the initiatives and opportunities in development for the next reporting year. Further site-based programmes are included within our annual work plan, in addition to extending our support to primary care colleagues. Work will also progress with our Language Skills Framework to target the current and newly-appointed workforce, in addition to engaging further with secondary and higher education sector to address the language skills of the future workforce.

A refreshed *More than just words plan* will be developed and we have already engaged with key individuals and stakeholders during the development stage to inform the final plan. It is anticipated that initiatives and actions already in operation within the Health Board will be included in the plan. However, we aim to build on these during the next year, supported by policy developments as part of the Welsh Language Standards.

March 2023