

Cymraeg

WELSH LANGUAGE STANDARDS ANNUAL REPORT 2020 / 2021



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

FOREWORD



I am pleased to endorse the publication of Aneurin Bevan University Health Board's 2020-21 Welsh Language Standards Annual Report, which demonstrates our continued commitment to developing our bilingual provision.

We are constantly working to improve the status of the Welsh language in the Health Board area and as a Health Board, we want to lead from the front. We have made great strides but acknowledge there is more to be done. This report is both a reason to celebrate and an opportunity to reflect upon the distance we still have to travel.

I hope that you enjoy reading about the progress we have made over the past year, in what continues to be a challenging time for the Health Board, and I invite you to get in touch if you have any comments for us on how we can continue to improve.

Judith Paget

JUDITH PAGET CBE
CHIEF EXECUTIVE

FOREWORD

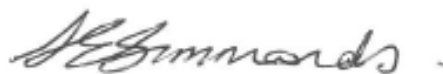
I am delighted to support the publication of the Health Board's second Welsh Language Standards Annual Report.

Our experiences responding to the Covid-19 pandemic has intensified the importance of communicating bilingually with our staff and patients.

Over this period we have grown our Welsh Language team which has had a positive impact on our ability to work closely with our staff, patients and communities to improve access and patient experience.

The report will show how we have made improvements in our social media followers, our inpatient and patient experience and our relationships with external groups including working with partners.

We remain committed to creating opportunities for the Welsh language to grow and thrive within the Health Board and our communities, continuing to strive to make the "Active Offer" a key feature of inclusive care.



SARAH SIMMONDS,
DIRECTOR OF WORKFORCE & ORGANISATIONAL
DEVELOPMENT

INDEX

Index of Contents	
Introductions	5
The Figures	6
Management, administration of and compliance with the Welsh Language Standards	7
Annual Summary	9
Surveys	10
Service developments and key achievements	11
Bilingual Online Services	12
- Corporate website	12
- Welsh medium social media accounts	13
Primary Care and Patient Experience	14
Inpatients	15
Covid-19 Mass Vaccination Programme	16
Bilingual Skills Strategy	17
Collaborative Working	18
- Frind i Mi	19
- PartnerIAITH	20
Working with Careers Wales, schools and colleges	22
Cymraeg i Blant Project	23
Performance Indicator Data	24
Welsh Levels	25
Workforce planning: Recruiting to Vacancies 2020 – 2021	26
Training to improve Welsh language	27
Feedback from staff	28
Dwli Dysgu Day	29
Exemplar of achievements and accomplishments in learning Welsh	30
Complaints	31
Conclusion and vision for 2022 – 2023	32

INTRODUCTION

This report addresses the statutory duty of Aneurin Bevan University Health Board to provide an annual account to the Welsh Language Commissioner on compliance with its Welsh Language Standards under the Welsh Language (Wales) Measure 2011. The report has been prepared in accordance with Welsh Language Standard 120.

This report sets out how the Health Board has complied with the Welsh Language Standards requirements from 1st April 2020 - March 2021.

The Covid-19 pandemic continues to have a significant impact on our services and we have had to continue to make changes to the way we operate over the past year. Nevertheless, we have remained committed to the principles of the Welsh Language Standards. We continue to strive to comply with the standards in what continues to be a difficult environment.

The organisation has made significant progress in developing working practices and systems to assist in compliance together with facilitating and monitoring the implementation of the Welsh Language Standards and good bilingual practice.

Internal auditing processes undertaken in the reporting period have highlighted that inconsistencies remain across various service areas. Service area action plans have been devised to address these inconsistencies and will be closely monitored during 2021-2022 to ensure consistency both within and across service areas.

As well as outlining the Health Board's general compliance, this report also contains specific information required by the standard. This data includes:

- The number of complaints we have received,
- The Welsh language competency level of our existing staff,
- The training we offer through the medium of Welsh and,
- The level of Welsh we require on all vacant and new posts advertised during the reporting period.

The report also reflects work undertaken to progress the Bilingual Skills Strategy, to assess local population needs through a research project to scope public awareness of Welsh language rights within healthcare, assess the availability of Welsh language Primary Care services, and further develop opportunities for using the Welsh language internally.

An Implementation Plan and associated Work Programme are in place to ensure comprehensive delivery of these requirements. Self-governance and monitoring are key aspects of the work undertaken, which has led to tighter performance measures and accountability.

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

THE FIGURES

% OF STAFF WHO HAVE
RECORDED THEIR WELSH LANGUAGE
SKILLS VIA ESR

51%

2020/21

38.45%

2019/20

32.87%

2018/19

MANAGEMENT, ADMINISTRATION OF AND COMPLIANCE WITH THE WELSH LANGUAGE STANDARDS

Accountability, Governance and Assurance

The Executive Director of Workforce and Organisational Development is responsible for the Welsh Language portfolio within the Health Board. The Health Board has ultimate responsibility for the implementation of the standards. However, it is recognised that each member of staff has a role to play in the successful implementation of the standards.

Welsh Language Unit (WLU)


The WLU includes staff working at a strategic, managerial and practical level in the areas of language policy and training and development. The WLU sits within the Workforce and Organisational Development Division and facilitates the early resolution of any issues that may occur. The function supports staff in the delivery of services in accordance with the duties placed on the Health Board. The role of the WLU is to provide leadership, advice, guidance and support regarding Welsh language matters to the organisation.

The WLU provides regular updates on progress, issues and good practice to the Welsh Language Strategic Group, which approves the WLU's work plan.

Welsh Language Strategic Group (WLSG)

The purpose of the WLSG is to provide advice and assurance to the Board in discharging its functions and meeting its responsibilities with regard to Welsh language service provision for patients and service users.

The reporting mechanism for this group is through the Health Board's People and Culture Committee. The Committee has a key role with regards to workforce related legislation and the legislative frameworks provided by the Equality Act 2010 and the Welsh Language (Wales) Measure 2011. The Committee provides assurance and advice to the Health Board in relation to the appropriateness of the arrangements for workforce planning, workforce development and engagement which are in line with the Health Board's Integrated Medium Term Plan, the Clinical Futures Programme and arrangements to meet organisational Welsh language strategic objectives.



The WLSG presents an Annual Monitoring Report to the Executive Team, which provides assurance that the Group has met its terms of reference and key duties, in addition to assurance reports to the People and Culture Committee.

The WLSG is chaired by the Executive Director of Workforce and Organisational Development and meets every quarter. Members include:

- Executive Directors or nominated deputy
- Independent Board Member
- Director of Operations
- Board Secretary
- Assistant Director of Communications and Engagement
- Staff Representative
- Community Health Council Representative
- Local Negotiating Committee (LNC) Representative
- Head of Welsh Language Services
- Welsh Language Officer

The meeting is serviced by the Workforce and Organisational Development function through the WLU.

The Welsh Language Standards are a standing item on the agenda of the WLSG. A comprehensive implementation plan is monitored by the WLSG and any gaps in capacity, or issues of compliance, are escalated to the People and Culture Committee and Executive Team.

Corporate Risk Register

The Health Board sees active and integrated risk management as a key element of all aspects of our functions and responsibilities. Risks in relation to the Welsh language, are recorded in the Corporate Risk Register.

Current potential risks include meeting the requirements of the Welsh Language Standards, delivering the Bilingual Skills Strategy and implementing the 'active offer' principle of providing a service in Welsh without someone having to ask for it. Having Welsh language recorded as a corporate risk ensures that the actions and controls are regularly reported to and reviewed by our Executive Team.

ANNUAL SUMMARY

The Standards, which have been applied to the Health Board under section 44 of the Welsh Language (Wales) Measure 2011, are contained in the Compliance Notice which can be found on our website - <https://abuhb.nhs.wales/files/welsh-language-standards1/compliance-notice-section-44-welsh-language-wales-measure-2011-pdf/>.

Staff are routinely briefed on issues around bilingualism and signposted to resources for guidance and learning via targeted emails and regular articles shared on the intranet. Dedicated Welsh language pages on the intranet provide guidance and support for staff on complying with the Standards. These include out of office messages, email signature templates, a suite of protocols and 'how to guides' that provide employee guidance (on complying with the standards) and the translation process.

Welsh Language Awareness training is now being delivered as part of an online corporate induction and the WLU have evaluated and reviewed our internal training offer to include a new Incidental Welsh course. In addition, the WLU continue to provide tailored Welsh Language Awareness training to Divisional and Senior Management teams.

In response to concerns raised by the Commissioner regarding the provision of bilingual services within the national Mass Vaccination Programme, during June 2021, tailored staff training was provided across all of our mass vaccination and vaccination booking centres.



The 2019/20 Annual Report highlighted the Health Board need to undertake activity to verify compliance with the Standards. With this in mind, during the reporting period, work has commenced in the Health Board, with the assistance of the WLU, to further verify compliance with the standards. This includes dip sampling, desk top research and mystery shopping activities.

Themes reviewed included the availability of Welsh language on the Health Board web pages, reception services, language choice whether through telephone, online, email or via social media. This has identified broader trends, alongside more localised issues.

SURVEYS

MYSTERY
SHOPPER

WORKPLACE
SURVEYS

PATIENT
SURVEYS

Overall, compliance was generally positive amongst service areas. However, inconsistencies within and across some services were highlighted. Areas of particular concern identified included the use of Welsh in service specific reception areas, dealing with particular aspects of telephone calls, recording language choice and producing documents.

The 'mystery shopper' surveys have also continued to uncover numerous examples of existing good practice in relation to the Welsh language. These are all recorded and subsequently shared across the Health Board as appropriate.

To ensure increased accountability an overview of findings are shared with the Health Board's WLSG members on a quarterly basis.

Service Developments & Key Achievements



Corporate Website

The corporate website interface allows users to access the website in both Welsh and English equally.

Welsh Social Media

Two years since the launch of our Welsh Social Media accounts, we have increased or number of followers and interactions.



Primary Care

We work closely with our Primary Care contractors to encourage and support them in the delivery of a bilingual service

Inpatients

Development of local level action plans to increase visibility of Welsh language on wards & ensure an active offer of Welsh to inpatients.



Covid Mass Vaccination

Mass Vaccination booking centre & vaccinators have received both Welsh Language Awareness & 'Meet & Greet' courses tailored to the service.

Enhanced Communication

Development of bilingual animation reels for training and promotional purposes & podcasts featuring Welsh speaking Health Board staff.



Patient Experience

We developed a research project to scope public awareness of Welsh language rights within healthcare and how we can improve.

Integrated Wellbeing Network

Welsh provision of easy access information on Covid Vaccination in a virtual presentation working collaboratively with local Mentrau Iaith.



BILINGUAL ONLINE SERVICES

Corporate Website

The corporate website is one of the key information platforms for our service users. We are therefore pleased to report that, overall, compliance is positive in this area.

The WLU are progressing an audit of our corporate website to identify any remaining gaps in compliance and additional translation. The audit will form the basis of an implementation plan to translate any content that remains monolingual over the coming year. Proofreading resources have been allocated to the communications team to support implementation.

As part of the auditing process, the translation, accessibility and links are being assessed to ensure compliance. From our evaluation of the data to date, it is evident that generally, the translation of content is accurate. Some minor inconsistencies have been highlighted in the functionality of links, where there is no Welsh language document linked or the link refers users back to the English pages. There were also several videos identified without Welsh language subtitles. However it is important to note that these were created before the establishment of the Health Board's Welsh-medium YouTube Channel.

Consequently, it was encouraging to observe that the most recent content was fully compliant with the standards and the majority of inconsistencies are related to historic content.

Additional translation resource has been allocated for the communications team to meet the growing demands for Welsh language content, as well as additional resource from the WLU Unit to support implementation.

Engagement with the Welsh language medium corporate website has remained consistent across the past six months, though we have seen a gradual increase in users throughout the year. The merging of the communications and engagement team has also had a positive impact on the Health Board's engagement with Welsh-speaking residents, particularly with regards to parents and teachers at Welsh-medium schools.







Engagement with the Welsh language medium corporate website has remained consistent across the past six months. Users have ranged between 116 and 167 with an increasing engagement time.

SOCIAL MEDIA PRESENCE

We are pleased to report that all communications products produced by the Communications Team are consistently fully bilingual, ranging from graphics, infographics and videos, to weekly and monthly newsletters.

Our social media accounts have also been used to promote bilingual campaigns across all our English and Welsh medium channels, and it has been pleasing to see Welsh medium campaigns gaining traction on English medium channels. We look forward to continuing to promote bilingual campaigns over the course of the following year.

As we continue to develop our Welsh language social media and digital communications over the coming year, we will be ensuring that we actively connect with the Welsh speaking community of Gwent to develop engagement mechanisms that will increase local appetite for Welsh medium content.

		Number of Followers 2019/20	Number of Followers 2020/21
Welsh		52	127
English		99,001	104,642
Welsh		131	194
English		18,400	22,100
Welsh		54	96
English		6,500	12,200

PRIMARY CARE & PATIENT EXPERIENCE

The Health Board continues to build on the relationships fostered with the contractors and their staff, and will continually encourage and support them in the delivery of a bilingual service. The Health Board will ensure what linguistic dimension is considered in the following areas of its services:

- In care standards
- In improvement programmes
- In new practice models
- In workforce development

Tangible steps have been taken to increase the visibility of the Welsh language within Primary Care settings. During the reporting period we have worked with the GP practices that are directly managed by the Health Board in an attempt to gain an immediate impact. We have created bilingual greetings for their phone lines, and we have translated standard letter templates. Within our local Neighbourhood Care Networks (NCNs) the aim is to cascade these templates of both phone messages and letters to non-managed practices.

Following a scoping exercise carried out in 2019/20, a further audit is being undertaken to extend the information on our current delivery. By sharing this information on our website we have a clear pathway for staff and patients to help navigate the right services.

The WLU are currently undertaking a research project to outline the public's awareness of their right to receive their care through the medium of Welsh, and how its provision (or lack thereof) may have impacted on patient experience.

Our main aims and objectives are research project to scope public awareness of Welsh language rights within healthcare. This will include a plan to outline the short and long term changes that the Welsh language community would like to see in our Welsh language provision and to further contribute to research analysing the effects of language on patient experience in healthcare.



INPATIENTS

During the reporting period, the WLU have carried out audits of all Scheduled Care, Urgent Care and Medicine wards across our acute hospitals to:

- Review availability of bilingual signage, notices and patient information;
- Evaluate staff awareness of the 'Active Offer' principle;
- Review mechanisms for recording language choice;
- Review the use of Working Welsh merchandise within the workplace.

A gap analysis led to the creation of local level action plans to ensure tangible steps are taken to increase the visibility of Welsh language on the wards and ensure an active offer of Welsh to inpatients.

The audits highlighted that inconsistencies remain across various service areas in embedding the 'Active Offer' principle. Despite language choice being part of the core documentation within the nursing assessment forms, it was evident that this question was not being systematically asked across all service areas. Service area action plans have been devised to address these inconsistencies and will be closely monitored by the WLSG during 2021-2022 to ensure consistency and improvement.

Welsh Language Awareness training has been delivered by the WLU at Nursing Divisional Management and Senior Management team meetings, and representation from the Nursing Division is now present at the WLSG meetings.

COVID-19 MASS VACCINATION PROGRAMME

Following concerns raised by the Commissioner regarding the Mass Vaccination Programme nationally, targeted training has been key in ensuring an improved position against providing a bilingual vaccination service.

Mass vaccination booking centres and vaccinators have received both Welsh Language Awareness and 'Meet and Greet' courses tailored to the service. These have been well-received and have increased confidence within the workforce in communicating with our Welsh speaking service users.

We are also pleased to report that the Health Board's Integrated Wellbeing Network were able to provide easy access information on the Covid-19 vaccination through the medium of Welsh in a virtual presentation on the history of the vaccine and the roll out of the programme across Gwent.

This session was well received by our Welsh speaking patients who attended and we hope to continue to work collaboratively with the local Mentrau Iaith to facilitate further events in the future.

BRECHU
...O FRECH Y FUWCHI I COVID

Bydd Dr David Llewellyn o Dîm Iechyd Cyhoeddus bwrdd Iechyd Aneurin Bevan yn rhoi cyflwyniad ar hanes y brechlyn a sut y mae'n cael ei gynnig yn ardal Bwrdd Iechyd Aneurin Bevan. Bydd ar gael i ateb unrhyw gwestiwn sydd gyda chi.

Nos Lun Ionawr 25ain 2021
7 yr hwyr
Ymunwch â ni ar Zoom.

Cysylltwch am ddolen wrth
elin@cyfrwng.cymru

neu eich Menter Iaith leol chi

Logos at the bottom include: GIG CYMRU NHS Wales, Bwrdd Iechyd Aneurin Bevan, Bwrdd Iechyd Prifysgol Aneurin Bevan, GIG CYMRU NHS Wales, and Bwrdd Iechyd Prifysgol Aneurin Bevan.

BILINGUAL SKILLS STRATEGY

Following last year's report, recruitment processes have been strengthened with the revision of the Bilingual Skills Strategy and introduction of a Welsh Language Skills Assessment tool to assess the language requirements for all vacant and new posts. Furthermore, Divisions will include Welsh language considerations as part of their workforce plans in line with the latest NHS Wales planning guidance.

The refreshed Bilingual Skills Strategy will:

- Be a working document and targeted, that will set progress goals stemming from the process of mapping and comparing capacity and informing departmental targets;
- Make the best use of the workforce's existing Welsh language skills and invest in the bilingual workforce of the future;
- Ensure that leadership is demonstrated across every level of the organisation to establish a supportive culture which ensures services are accessible to Welsh-speakers;
- Build on the 'Active Offer' principle.

This Strategy will ensure that the Health Board has the appropriate people, skills and support in place to enable the Health Board to deliver on its commitment to provide bilingual services to patients where needed.

This Strategy draws on the knowledge, experience and best practice and research-based evidence from across the Welsh public sector and beyond over the last two decades. It is intended to be a working document that is targeted to inform the overarching strategic direction of workforce planning, divisional and departmental targets.

The Welsh Language Skills Assessment tool determines whether any new or vacant posts should be advertised as Welsh desirable or essential, in accordance with the job role and contact with the public.

To support implementation, the WLU are facilitating a series of interactive, virtual workshops for recruiting managers in September 2021 which aim to:

- familiarise managers with the new Welsh Language assessment tool and Welsh language skills matrix;
- help recruiting managers to compare service capacity to population needs;
- advise on how to incorporate Welsh language into workforce planning;
- explore creative ways to recruit Welsh speakers;
- discuss resources and support available.



COLLABORATIVE WORKING

To further support implementation, the Performance, Appraisal and Development Review (PADR) processes has been suitably amended.

Divisions are now expected to promote the importance of the 'Active Offer' through asking staff as part of the PADR process how they support the linguistic and cultural needs of Welsh speakers. This also allows staff to be better supported to develop their Welsh language skills in relation to their professional development needs and the needs of their service.

Well-being of Future Generations (Wales) Act 2015

One of the seven goals of the Well-being of Future Generations (Wales) Act 2015 requires us to think more about the long-term aim of creating a country of vibrant culture and thriving Welsh language.

We continue to develop and foster positive collaborative relationships with our Welsh speaking communities, the local Welsh Language Forums, organisations and groups in the Health Board area. This helps us to maintain and improve engagement with Welsh language stakeholders and better understand the linguistic needs of the communities that we serve.

FFRIND I MI



The Health Board recognises the important and valuable contribution made by volunteers who give their time freely with the aim of improving the experience for patients, their families and carers. With this in mind, the WLU has continued to work closely with the Ffrind i Mi initiative to provide Welsh Language Awareness training on all volunteer inductions to make certain that volunteers are aware of the 'Active Offer' principle, and Welsh speaking volunteers are allocated Working Welsh merchandise.

Ffrind i Mi is a partnership initiative involving the Health Board, Local Authorities, voluntary organisations, Coleg Gwent, Public Health Wales, Housing Associations, Age Cymru, SSAFA and the Veterans Forum, aimed at developing compassionate communities, volunteers befrienders, help and support patients in our network of hospitals.

In addition, we are delighted to report that, in collaboration with Ffrind i Mi colleagues, the WLU have been developing a card game aimed at supporting Welsh language learners who require more confidence in using Welsh.

The card game is currently in production and will be launched at the Gwyl Newydd in September 2021. The game is designed to encourage people to learn words in Welsh and incrementally build short sentences. This will be used as a resource for the intergenerational work undertaken by the Ffrind i Mi initiative both in the care home settings and hospital wards, as well as in local schools.

The game will also provide a valuable resource for Welsh language learning within the workforce. The Health Board have worked in collaboration with Menter Iaith Casnewydd and Menter Iaith BGTM to engage with local Welsh medium schools to run a competition for pupils to have their illustrations featured on the cards. We are all excited to see the final product in September 2021.



PARTNERIAITH

The PartnerIAITH Welsh speakers/new speaker's network has developed steadily over the past year, with 74 members of staff registering.

Regular virtual events are being hosted on a monthly basis, including informal 'Clybiau Clonc' (Chat clubs) and quizzes. The aim is to provide opportunities for Welsh speaking staff to use their language whilst at work and to meet other speakers.



New speakers are given opportunities to meet with one of our Welsh Language Support Officers to develop a personal development plan, and are signposted to appropriate resources and learning opportunities.

In addition, small groups or 1:1 sessions are also extended to new speakers to practice their Welsh language skills in preparation for assessments.



STAFF FEEDBACK

"I really appreciate that there are welcoming people in the Health Board with an active Welsh language network to join – it really has made a difference to my experience as a new member of staff".

**STEVE BLUNDELL, INTEGRATION
SPECIALIST SOFTWARE DEVELOPMENT**



"I've really appreciated every opportunity that we have had to come together to share our experiences through the pandemic. Using and promoting the Welsh language within our Health Board has helped me and others to cope with the situation in what has been the most difficult year in memory.

Thank you to everyone who has contributed".

**DR PAUL MIZEN, DIVISIONAL DIRECTOR
OF URGENT CARE**



WORKING WITH CAREERS WALES, SCHOOLS AND COLLEGES

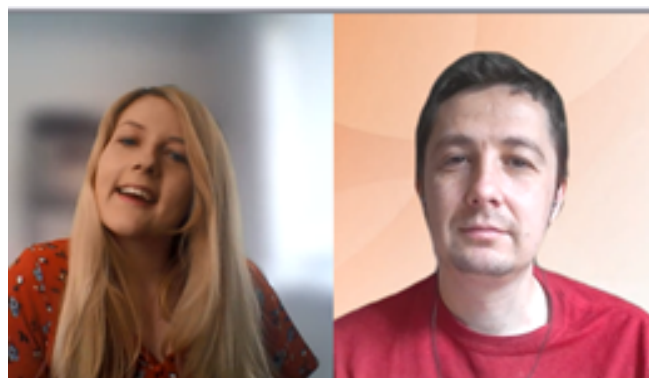
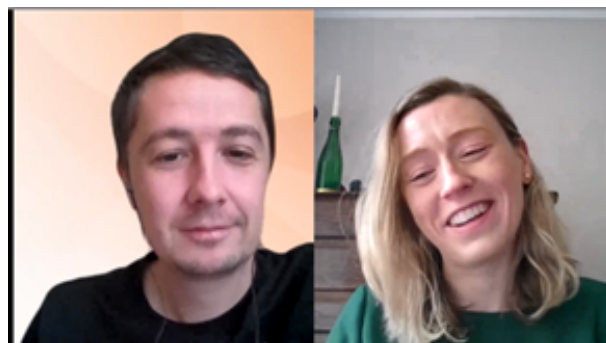
With many outreach opportunities continuing to be limited due to the ongoing Covid-19 restrictions, we are continuing to adapt our working processes to develop opportunities to engage with schools and colleges using different platforms.

During the reporting period the WLU have worked collaboratively with Careers Wales and with local businesses, employers and alumni to produce bilingual content, including a series of short vlogs and video interviews that will be shared with schools across the Health Board localities and throughout Wales.

These opportunities allow us to promote the importance of Welsh medium health and social care provision, the benefits of bilingualism as a valuable employment skill and to encourage them to consider the NHS and the Health Board as a future employer.

The Health Board's WLU are key contributors to a working group established to look at how the Welsh language can be embedded and mainstreamed into the existing Newport Right Skills Board's actions and plans. In doing so, we assist with economic development in Newport.

We look forward to further developing joint working opportunities with colleagues from Heddlu Gwent, Coleg Gwent and Newport County Council in the coming year.



CYMRAEG I BLANT PROJECT

We are pleased to report that the Mudiad Meithrin - Cymraeg i blant project continued to promote the early benefits of Welsh medium childcare and education to all prospective and new parents across the Health Board over the past year.

With face to face groups having been suspended due to Covid-19, the online support that was provided for new parents by Cymraeg i blant local officers became an important part of their daily routine and helped them with their health and wellbeing during a difficult year.

The local Cymraeg i blant officers continued to share information with the local Midwifery and Health Visiting teams ensuring that all new parents were aware of the online provision and were encouraged to sign up online.



The following groups and sessions were run weekly with parents being able to sign up to groups run by their local officer:

- One to one baby massage sessions.
- Welsh rhyme time and sign group.
- Cuppa & Chat Cymraeg group to practise their Welsh at home.
- Me and my baby group on the advantages of being bilingual from birth.

The groups enabled parents to become familiar with:

- how speaking or introducing Welsh can give their child more opportunities.
- how to use sign, baby massage and yoga to communicate with their baby.
- how to access Welsh and bilingual books, e-books and apps.
- how to access local online Learn Welsh courses such as the 8 week free Clwb Cwtsh course for parents and the Cymraeg i blant Cuppa & Chat practise sessions.
- how to find their local Ti a Fi group, how to register at the Cylch Meithrin and at the local Welsh medium school.

Further information can be found on Meithrin.cymru

PERFORMANCE INDICATOR DATA

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

Employee skills

The Health Board employs over 15,000 staff, two thirds of whom are involved in direct patient care.

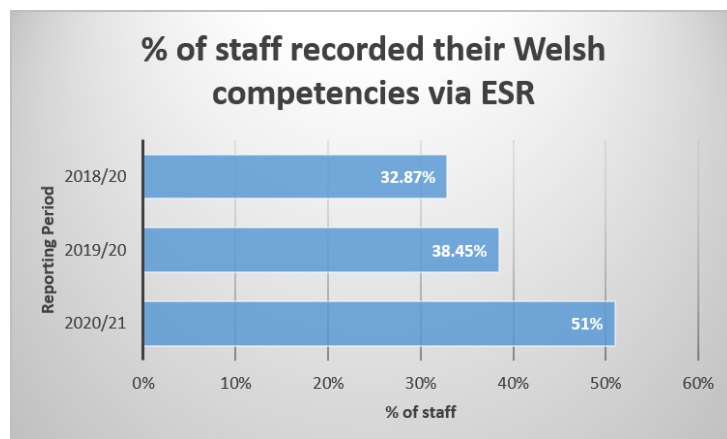
Work continues to improve the data held on the Welsh language competencies of staff. The Health Board's Welsh speaking staff profile is outlined opposite. Data is based on staff self-disclosure of their Welsh language competencies, and Divisions ensure staff have updated their competencies via the Electronic Staff Record (ESR) portal. This has been made mandatory during the reporting period.

Organisational Compliance

We are pleased to report an 11% increase in compliance during 2020/21 as a result of mandating certification of Welsh Language Skills via ESR. We recognise that progress will be incremental and will continue to promote the importance of completion via targeted communication campaigns. Mapping the existing capacity within the organisation is essential in order for the Health Board to set a benchmark and compare capacity with need, thematically on an organisational level.

Number and percentage of the Health Board employees:

The Health Board continues to collect data on the language skills of its staff. The ESR system is used to capture, record and report on the language skills of staff, where staff are able to update their skills as necessary. Here is the most recent data held on staff Welsh Language Skills.



The tables below show the number of staff whose Welsh language skills have been assessed and the level of fluency using the ALTE scales for speaking Welsh (0 = No Welsh language skills - 5 = Proficient)

WELSH LEVELS

Level	Listening/Speaking Welsh
0 – No Skills/Dim Sgilau	3790
1 – Entry/Mynediad	676
2 – Foundation/Sylfaen	136
3 – Intermediate/Canolradd	80
4 – Higher/Uwch	82
5 – Proficiency/Hyfedredd	91
Total Completed Compliance	4855
Total Not Completed Compliance	9809

Level	Reading Welsh
0 – No Skills/Dim Sgilau	3753
1 – Entry/Mynediad	590
2 – Foundation/Sylfaen	118
3 – Intermediate/Canolradd	76
4 – Higher/Uwch	71
5 – Proficiency/Hyfedredd	95
Total Completed Compliance	4703
Total Not Completed Compliance	9961

Level	Writing Welsh
0 – No Skills/Dim Sgilau	3867
1 – Entry/Mynediad	462
2 – Foundation/Sylfaen	131
3 – Intermediate/Canolradd	58
4 – Higher/Uwch	61
5 – Proficiency/Hyfedredd	78
Total Completed Compliance	4657
Total Not Completed Compliance	10007

WORKFORCE PLANNING: RECRUITING TO VACANCIES 2020 - 2021

Recruiting to Empty Posts 2020 - 2021	
Total number of vacancies advertised 01/04/2020 to 31/03/2021	2415
Total Number of vacancies advertised as Welsh Essential	14
Total Number of vacancies advertised as Welsh Desirable	2258
Total Number of vacancies advertised as Welsh Needs to be Learnt	18
Total Number of vacancies advertised as Welsh not a required skill	125

TRAINING TO IMPROVE WELSH LANGUAGE

All staff have access to Welsh Language Awareness training and the opportunity to develop their Welsh language skills. Divisions are expected to ensure that staff develop a working knowledge commensurate with their role of the requirements of the Welsh Language Standards as they apply to their area. Resources and information is available via the WLU and Welsh language intranet page.

Divisions ensure that staff have Welsh Language Awareness and skills training in relation to their professional development, which is relevant to their role and individual needs, in addition to the needs of their service.

There is a corporate budget for Welsh language training, therefore, the courses are free for Health Board staff.

The section below highlights the number of staff and volunteers who have attended a Welsh language course or awareness training in the reporting period.

Course Title (2020/21)	Number Enrolled
Welsh Language Awareness – Delivered by WLU	621
Welsh Language Awareness – Corporate Induction	181
Welsh Language Awareness - Preceptorship Programme (Newly Registered Induction)	219
Welsh Language Awareness - Ffrind i Mi Volunteer Induction	224
Coleg Cenedlaethol 10 Hour online Welsh Language Taster Course	372
Coleg Gwent Accredited Welsh Language Courses	26
Say Something in Welsh	10

Welsh Language Awareness sessions have been well received and a feedback form is distributed at the end of each session to evaluate whether the information provided has contributed to the understanding of the subject and whether this would have impacted their working practices on an operational level.

FEEDBACK FROM STAFF

"Thank you so much for making things easy, was very nervous at first. Two words I will definitely remember, Mah heen is my son's name, and shwmae is like a vermicelli pudding we make in our culture. I have definitely been motivated to learn. Many thanks again."

Sofia Begum – Team Secretary/Ward Clerk Family & Therapies.

"I would highly recommend the Incidental Welsh session, very accessible team if you need support, highlights the importance of greeting in Welsh first on the phone and in person to put patients at ease who may feel more vulnerable communicating in English, and how to respond if the patient would rather continue in Welsh and you don't speak it...came away feeling far more confident around liaising with Welsh speaking patients even though I have very little Welsh myself".

Kate Uzzell – Psychological Wellbeing Practitioner.

DWLI DYSGU DAY

With over 582,000 Welsh speakers and tens of thousands of people learning, the Welsh language offers an educational, cultural and employment advantage to our staff.

The Welsh Government has a long-term vision to see the Welsh language thriving, with a million people able to speak Welsh by 2050. The Health Board wants to play our part by promoting the value of the Welsh language to our culture and communities and helping to increase its use in all aspects of life.

On St David's Day 2021, the Health Board launched Dwli Dysgu Day (Love Learning Day), a day dedicated to sharing a wide variety of resources with staff, full of lots of ideas for using and practising their Welsh and promoting the training opportunities available to them. We hope to extend this event to a week long campaign in 2022.



EXEMPLAR OF ACHIEVEMENTS & ACCOMPLISHMENTS IN LEARNING WELSH

David Chaffey, Switchboard Operator

David has worked for the Health Board as part of the switchboard team for 16 years.

The switchboard is the first point of contact for the telecommunication service of the Health Board. Operators are responsible for providing fast, friendly, and efficient telecommunication service 24/7 to all Health Board employees, members of the public and other health organisations; staff work various shift patterns, including night shifts and weekends.

In addition, switchboard staff are required to work at the Royal Gwent Hospital switchboard in the event of an emergency, to ensure continuity, but could be moved to any location within the Health Board.



I am registered blind with a Guide dog called Kaypea. Being registered blind has never prevented me being able to do what I wanted to achieve. I have always wanted to learn Welsh but never felt I had the right support in college etc.

I am thoroughly enjoying learning the Say Something in Welsh, as this is all listening and speaking, which is the sort of Welsh I always wanted to learn, but with the support that I receive from my seniors in my department and the support I am receiving from the Welsh Language team, I am confident I will achieve being able to speak Welsh. They are empowering me by building my confidence to have a go, supporting me to improve getting it right and helping me to understand different ways someone might ask me for something, or how I might ask other people for something.

This will benefit both me personally, but the Health Board as well, as I am achieving one of my goals with the support I need. As to date I have taken about a dozen calls in Welsh, where I have been able to understand what the caller asked for, been able to respond to the caller in Welsh and then transfer them to the correct department".

COMPLAINTS

The Health Board's formal demonstration of dealing with complaints can be read within our Welsh Language Complaints Procedure.

<https://abuhb.nhs.wales/about-us/complaints-concerns/welsh-language-complaints-procedure/>

No external investigations were held during the reporting period.

The Health Board have received eleven complaints directly and resolved with the cooperation of the associated service leads and in line with the Putting Things Right Regulations. Eight of the complaints relate to performance against the service delivery Welsh Language Standards, two in relation to performance against the operational Welsh Language Standards and one in relation to Primary Care.

The Health Board's Putting Things Right Team have received training from the WLU and are fully equipped to deal with Welsh language complaints or concerns in line with existing KPIs.

The Health Board are confident that we have taken an approach to resolving complaints that has allowed for organisational learning and change, but recognise that there is a need to improve how it records complaints in relation to compliance with standards, particularly with the DATIX system. This development will be prioritised over the coming year through staff engagement and the development of improved staff guidance.

CONCLUSION AND VISION FOR 2021- 2023

Despite the ongoing challenges posed by the Covid-19 pandemic, the Health Board are pleased to present the progress made during the reporting period to continue to promote the Welsh language within the Health Board.

In order to reach the long-term outcome of contributing towards the delivery of an 'Active Offer' as an integral part of all service delivery across the Health Board, assessing capacity of our front line services to deliver bilingual services will remain a priority.

Embedding the Bilingual Skills Strategy over the coming year will support the Health Board to improve our position.

As reflected within this report, work has been ongoing with the Primary Care sector, and this work will be further developed in order to ensure compliance with the standards. Duties on independent contractors and available Welsh language services will be better promoted.


Partnership working will continue to be a focus for the Health Board, supporting the Welsh Government's Welsh Language Strategy Cymraeg 2050: A million Welsh speakers. With links already established to progress the Cymraeg for Kids project, we look forward to further supporting wider integrated working with Local Authorities, Coleg Gwent and Heddlu Gwent.

Building on our past success of working with local schools and colleges, and recognising the need to raise awareness amongst young people of the Welsh Language. This will be a valuable employment skill and the Health Board will continue to take advantage of the opportunities available to further develop this work with both Welsh and English medium schools and colleges.

Focus will remain on strategic planning to ensure a clear vision for the implementation of the standards and embedding of the 'Active offer' principle, with its key focus on further developing the following service areas:

- Delivering the Welsh Language Standards across the organisation
- Promoting and implementing the "Active Offer" principle in line with the Welsh Government's Strategic Framework: More Than Just Words
- Profile/mapping data of Welsh language skill levels and capacity across the workforce and planning the workforce through the implementation of the Bilingual Skills Strategy

Matching Welsh language capacity available in the workforce with the language needs of service users.



We have identified a number of actions that will help us keep pace in the 2021/22 reporting period:

- We will continue to support staff, especially newly appointed members of staff, to embed the Standards.
- We will continue to focus on the promotion and facilitation of the use of the language in the workplace and further developing our PartnerIAITH network to support our Welsh speaking staff to maximise their linguistic skills.
- We will prioritise the promotion of the Health Board's Welsh language services, particularly within the Primary Care Division.
- We will continue to provide a suite of Welsh language training options to increase staff skill levels. This will be available both to learners, and to Welsh speakers who wish to build confidence in using the language within the workplace and/or develop their written Welsh.
- Develop a strategic plan and associated work programme to progress the Bilingual Skills Strategy and implementation of More Than Just Words 'Active Offer' principle.
- In line with the operational elements of delivering the More Than Just Words Strategic Framework, the WLU will continue to actively support services and initiate projects and schemes that will provide effective customer service.
- Self-governance and monitoring will continue to be key priority and there will be continued development of internal audit and self-regulation processes, to ensure tighter performance measures and accountability.

We are eager to progress our work further in delivering statutory obligations and through strategic and performance benchmarking, so we can further improve our services for our Welsh speaking patients in their language of choice.

We continue to work positively with the Welsh Language Commissioner and look forward to this continuing into the forthcoming year.