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Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board



Welsh Language Standard 110

**“Increasing the offer of the
delivery of Welsh language clinical
consultation”**

**Aneurin Bevan University Health Board
Action Plan for 2019 – 2024**

Contents

1. Executive summary	3
SECTION 1: ANNUAL REPORT	4
2. Introduction and background	4
3. Our approach to ensuring an increase in the offer of delivering Welsh language clinical consultations	5
4. Outcome 1	6
5. Outcome 2	6
6. Outcome 3	6
7. Outcome 4	6
SECTION 2 - ACTION PLAN AND PRIORITIES FOR 2019 - 2024	7
8. Development of an Aneurin Bevan University Health Board Action Plan for Standard 110 (2019 – 2024)	7
9. Priorities for the coming year	7
10. Performance measures and management	8
SECTION 3 – OUTCOME MEASURES	9

1. Executive summary

In line with Section 44 Welsh Language (Wales) Measure 2011, in particular Standard 110, the Health Board is required to publish a plan for each 5-year period setting out –

- (a) The extent to which you are able to offer to carry out a clinical consultation in Welsh;
- (b) A timetable for the actions that you have detailed in (b).

It is evident from Aneurin Bevan University Health Board's Welsh Language annual report 2019 to the Commissioner's Office that the establishing a baseline of current staff's Welsh language skills has been challenging. This has made our assessment of the organisations capacity to offer Welsh language services difficult. The Electronic Staff Record (ESR) data indicates that only 32.87% of staff have completed their individual assessment of Welsh language competency. Therefore ensuring increased completion of ESR Welsh language competencies is a priority for the Health Board in order to develop metrics to monitor progress and to ascertain an accurate baseline of the workforce's Welsh language skills. The Health Board's Welsh Language Unit has continued to raise staff awareness of the importance of completing their Welsh language competencies through continued staff engagement and communication.

The Welsh Language Unit has also continued to support staff in developing an awareness of Welsh language and culture and the importance of the 'Active Offer' which ensures that patients are offered a Welsh medium service without having to ask for it. This is an integral part of embedding our Values and Behaviours within the organisation. Developing staff confidence in using the Welsh language with the continued provision of Welsh Language Awareness sessions and 'Meet and greet' training sessions is being prioritised. Working in partnership with the local Mentrau Iaith and Coleg Gwent, work is underway to offer further Welsh language courses and awareness sessions, this will include the development of an innovative 'Personal Language Profile' scheme, in 2020. Welsh Language Awareness is delivered on all Corporate Inductions to ensure new staff are fully aware of the importance of the 'Active Offer' and the requirements of the Welsh Language Standards.

Addressing the population need is a key factor in formulating the 5-year plan required by the Welsh Language Standards to demonstrate an increase in our ability to offer clinical consultations through the medium of Welsh. Consequently, the first 3 years of this plan will focus on increasing the offer in the Caerphilly borough, which has the highest percentage of Welsh

speakers in Gwent¹. An evaluation of the actions of the first 3 years in Caerphilly will inform best practice to be rolled out across the other boroughs of Gwent in successive years.

Particular focus will also be given to increase the offer of Welsh clinical consultation in services accessed by the 'vulnerable groups' noted in the 'More than Just Words' Strategy. These groups are:

- Children and young people
- People with learning disabilities
- People with mental health problems
- Older people

SECTION 1: ANNUAL REPORT

2. Introduction and background

The Welsh Language (Wales) Measure 2011 was approved by the National Assembly for Wales and was given royal assent on 09 February 2011.

This legislation gives the Welsh language official status in Wales, and reinforces the principle that, in Wales, the Welsh language should not be treated less favourably than the English language.

The Measure also:

- Created the procedure for placing duties on organisations in the form of Welsh Language Standards ("the Standards").
- Established the role of the Welsh Language Commissioner ("the Commissioner") to scrutinise compliance.
- Gave the Commissioner power to investigate any allegations of interference with someone's freedom to use the Welsh language.

This document has been produced in accordance with the requirements placed on the Health Board under the Welsh Language Standards, Section 26 of the Welsh Language (Wales) Measure 2011.

Section 26 of the 2011 Measure enables the Welsh Ministers to specify Standards, and Section 39 enables them to provide that a Standard is specifically applicable to a person by authorising the Commissioner to issue a notice of regulatory compliance.

A notice of regulatory compliance was placed on Aneurin Bevan University Health Board on 30 November 2018, in the form of Standards.

¹ According to the 2011 Census 11.2% of people living in Caerphilly are Welsh speaking; 9.9% in Monmouthshire; 9.8% in Torfaen; 9.3% Newport and 7.8% in Blaenau Gwent.

Standard 110 requires the Health Board to publish a corporate 5 year Welsh language plan, setting out the extent to which it is able to offer to carry out a clinical consultation in Welsh and the actions it intends to take to increase its ability to offer to carry out a clinical consultation in Welsh.

3. Our approach to ensuring an increase in the offer of delivering Welsh language clinical consultations

The Health Board vision is that by 2024, our capacity to offer Welsh language clinical consultations to our service users in Gwent shall be comparable with the linguistic needs of the communities we serve.

Our priorities for increasing the offer of delivering Welsh language clinical consultations for the first 12 months are:

- Developing this corporate 5-year Welsh language plan, setting out the extent to which we are able to offer to carry out a clinical consultation in Welsh and the actions we intend to take to increase our ability to offer to carry out a clinical consultation through the medium of Welsh.
- Gaining a better understanding of the linguistic needs of the communities we serve.
- Keeping the resources of the Welsh Language Unit under review in order to ensure effective support for the workforce.
- Identify the number of Welsh speaking staff currently employed by the Health Board that are confident to offer a clinical consultation in Welsh.

We will identify our progress against the following measures:

- Governance arrangements in place to support monitoring the implementation of the Welsh Language Standards.
- Increasing the number of staff completing their Welsh Language Competencies via ESR.
- Improving the Welsh language resources and training offer available to staff.
- Making the most of the Welsh Language skills within the workforce.
- Increasing staff awareness of the Welsh language, its culture and the positive impact this has on effective patient experience.

This document aims to provide a baseline for where Aneurin Bevan University Health Board is; sets out the progress we have made against each of our priorities and describes the outcomes against which progress can be monitored.

4. Outcome 1

Establish a clear baseline of staff Welsh language skills

Progress against this outcome will be measured by the following indicators:

- **Measure 1:** Compliance rate for completion of individual Welsh Language Competencies on ESR.
- **Measure 2:** Uptake of Welsh Language training offer.

5. Outcome 2

Action by Divisions and staff will mean that the Health Board routinely provides an 'Active Offer' of Welsh to service users and every effort is made to ensure that language choice is ascertained and respected

Progress against this outcome will be measured by the following indicators:

- **Measure 3:** Number of active offer posters displayed by divisions.
- **Measure 4:** Number of staff undertaking Welsh Language Awareness training.
- **Measure 5:** Translation service referral rate.

6. Outcome 3

Action by the Health Board's divisions and staff will mean that more service users are offered a Welsh language clinical consultation

Progress against this outcome will be measured by the following indicators:

- **Measure 6:** Number of service users requesting Welsh language consultations.
- **Measure 7:** Patient and carer feedback.

7. Outcome 4

Investment in additional resource to increase the offer of Welsh language clinical consultation

Progress against this outcome will be measured by the following indicators:

- **Measure 8:** Number of procured translators added to system.
- **Measure 2:** Uptake of Welsh Language training offer.
- **Measure 4:** Number of staff undertaking Welsh Language Awareness training.

- **Measure 5:** Translation service referral rate.

SECTION 2 - ACTION PLAN AND PRIORITIES FOR 2019 - 2024

The Health Board is required to produce and publish a plan to identify, monitor and evaluate action needed within timescales. The Health Board's Executive Lead is the responsible role for Welsh language. Progress is reported formally to the Board via established governance arrangements, which include a Strategic Welsh Language Group, the Executive Team and the People and Culture Committee. Reporting of progress to the Board will be published on our website as required after a 3 and 5 year period.

Having reviewed our progress against our annual report to the Welsh Language Commissioner's Office produced in 2019, we have updated our action plan to ensure that it will enable us to better respond to the challenges identified by our review. This will ensure that the organisation is in a position to meet the requirements of Standard 110.

8. Development of an Aneurin Bevan University Health Board Action Plan for Standard 110 (2019 – 2024)

Following our assessment of progress against priorities we have reviewed how service provision may need to change. We have developed actions to be undertaken during the period of this plan and in particular actions and outcomes we want to see happen over the coming 5 year period. Given our current low rate of compliance with ESR Welsh language competencies it has proved difficult to fully assess our current capacity to provide Welsh language clinical consultations without the use of translation services. It has therefore been necessary to include the data collection on ESR as a baseline to measure to monitor progress as an outcome for the early stages of this plan.

9. Priorities for the coming year

This Action Plan sets out to improve outcomes between now and 2024. We have also identified within the plan priorities for 2019 - 2024 that reflect our local challenges. There are to increase the:

- Number of staff completing ESR Welsh language competencies.
- Uptake of Welsh language eLearning.
- Uptake of the Welsh language training offer.
- Uptake of Welsh Language Awareness training with particular focus on the 'vulnerable groups' noted in the More than Just Words Strategy.

The focus of the first 3 years of this plan will be on services provided within the Caerphilly borough, with particular focus on services that support the vulnerable groups identified in the 'More Than Just Words Strategy'. The

Strategy Review published in year 3 will build on best practice and inform identified actions to implement across the remaining boroughs to embed this strategy across the Health Board.

10. Performance measures and management

The Welsh Language Strategic Group has agreed the outcome measures identified in Section 3 with performance measures that will be used to monitor progress.

SECTION 3 – OUTCOME MEASURES

Year 1 - 2020	Year 2 - 2021	Year 3 - 2022	Year 4 - 2023	Year 5 - 2024
Outcome 1: Establish a clear baseline of staff Welsh language skills				
<p>Actions:</p> <ul style="list-style-type: none"> • Increase communication with staff around Welsh language competencies; • Create reporting mechanism to feedback and compare divisional/departmental compliance; • Feedback compliance through Welsh Language governance arrangements and divisions/departments. 	<p>Actions:</p> <ul style="list-style-type: none"> • Evaluate Year 1 - Compare divisional/departmental progress celebrate and communicate success. 	<p>Actions:</p> <ul style="list-style-type: none"> • Strategy review to evaluate first 3 years - evaluation to inform actions to be rolled out across other counties in year 4; • Publish report on progress; • Ensure published data is analysed at a local level and any potential service improvements are considered and implemented where necessary. 	<p>Actions:</p> <ul style="list-style-type: none"> • Monitor outcome of actions in years 1-3 and consider potential within other counties. 	<p>Actions:</p> <ul style="list-style-type: none"> • Create a profile of staff's Welsh language skills and compare with the linguistic needs of the communities they serve to recognise potential; • Publish strategy review to evaluate 5 year plan – measures to sustain achieved actions over the past 5 year period and actions for the next 5 year period; • Ensure published data is analysed at a local level and any potential service improvements are considered and implemented where necessary.

Year 1 - 2020	Year 2 - 2021	Year 3 - 2022	Year 4 - 2023	Year 5 - 2024
Outcome 2: Action by Health Board divisions and staff will mean that the organisation routinely provides an 'Active Offer' of Welsh to service users and every effort is made to ensure that language choice is ascertained and respected.				
<p>Actions:</p> <ul style="list-style-type: none"> • Increase visibility of Welsh language in clinical areas - distribution of active offer posters across all clinical areas; • Snapshot audits of targeted clinical areas to monitor compliance; • Create and cascade active offer toolkit; • Provision of Welsh Language Awareness Sessions for targeted departments/divisions; • Increase uptake of targeted staff of Welsh language eLearning. 	<p>Actions:</p> <ul style="list-style-type: none"> • Evaluation of snapshot audits conducted during year 1 – set targets to improve compliance; • Evaluate and review toolkit; • Evaluate uptake of Year 1 Welsh Language Awareness sessions for targeted departments/divisions; • Evaluate uptake of Year 1 Welsh language eLearning. 	<p>Actions:</p> <ul style="list-style-type: none"> • Strategy review to evaluate first 3 years - evaluation to inform actions to be rolled out across other counties in year 4; • Publish report on progress; • Ensure published data is analysed at a local level and any potential service improvements are considered and implemented where necessary 	<p>Actions:</p> <ul style="list-style-type: none"> • Establish a formal mechanism for recognition of exceptional contribution to the delivery of the Welsh Language agenda ; • Monitor outcome of actions in years 1-3 and consider potential within other counties. 	<p>Actions:</p> <ul style="list-style-type: none"> • Publish strategy review to evaluate 5-year plan – measures to sustain achieved actions over the past 5 year period and actions for the next 5 year period; • Ensure published data is analysed at a local level and any potential service improvements are considered and implemented where necessary. • Paper to Executive team to establish Welsh Language Awareness sessions on all relevant programmes.

Year 1 - 2020	Year 2 - 2021	Year 3 - 2022	Year 4 - 2023	Year 5 - 2024
Outcome 3: Action by the Health Board's divisions and staff will mean that more service users are offered a Welsh language clinical consultation				
<p>Actions:</p> <ul style="list-style-type: none"> • Establish a Welsh Language Patient Forum in the targeted area to engage with service users; • Engagement with service users to obtain patient experience; • Monitor number of Welsh speaking service users requesting Welsh clinical consultation. 	<p>Actions:</p> <ul style="list-style-type: none"> • Communications Campaign to share patient experiences with health board staff. 	<p>Actions:</p> <ul style="list-style-type: none"> • Strategy review to evaluate first 3 years - evaluation to inform actions to be rolled out across other counties in year 4; • Publish report on progress; • Ensure published data is analysed at a local level and any potential service improvements are considered and implemented where necessary. 	<p>Actions:</p> <ul style="list-style-type: none"> • Monitor outcome of actions in years 1-3 and consider potential within other counties; • Establish Welsh Language Patient Forums across all counties. 	<p>Action:</p> <ul style="list-style-type: none"> • Publish strategy review to evaluate 5 year plan – measures to sustain achieved actions over the past 5 year period and actions for the next 5 year period; • Ensure published data is analysed at a local level and any potential service improvements are considered and implemented where necessary.

Year 1 - 2020	Year 2 - 2021	Year 3 - 2022	Year 4 - 2023	Year 5 - 2024
Outcome 4: Investment in additional resource to increase the offer of Welsh language clinical consultation				
<p>Actions:</p> <ul style="list-style-type: none"> • Procurement of third parties to deliver additional Welsh language courses and Welsh Language awareness sessions (e.g. Coleg Gwent, Menter Iaith, etc); • Procurement of additional translation services to ensure a sufficient bank of translators are available to accommodate an increase in the offer of Welsh clinical consultations. 	<p>Actions:</p> <ul style="list-style-type: none"> • Ensure data from previous year is analysed at a local level and any potential deficit in resources are considered and addressed where necessary. 	<p>Actions:</p> <ul style="list-style-type: none"> • Ensure data from previous year is analysed at a local level and any potential deficit in resources are considered and addressed where necessary. 	<p>Actions:</p> <ul style="list-style-type: none"> • Ensure data from previous year is analysed at a local level and any potential deficit in resources are considered and addressed where necessary. 	<p>Actions:</p> <ul style="list-style-type: none"> • Ensure data from previous year is analysed at a local level and any potential deficit in resources are considered and addressed where necessary.