

## Executive Summary

In line with Standard 110 of the Welsh Language Standards imposed on the Health Board, it 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) the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh;
- (c) a timetable for the actions that you have detailed in (b).

The Health Board can note that progress has been since the publication of the previous policy and a summary can be found further in this policy. The Health Board will look to build upon the foundations that have been laid throughout the previous five years.

Due to the Outcomes and Measures laid out in the previous policy, the Health Board have a much clearer idea of how many of its staff can speak Welsh, where those staff-members work, which departments or specialties are lacking in Welsh language provision and are in a better position to support staff in their learning of Welsh.

The Health Board believe it is relevant to note that the period that the previous policy covered was difficult and the situation remains so. The COVID-19 pandemic had, and continues to, put all services provided by NHS Wales under intense pressure and full focus was given to ensuring patients' clinical needs were met. Additionally, the Health Board, and NHS Wales in its totality, continues to endure financial pressure. Aneurin Bevan University Health Board does not wish to use this as justification as to why more progress was not undertaken during the previous 5 years.

As was true for the previous policy, particular focus will 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
- Older People
- People with Learning Disabilities

- Mental Health Service Users
- People living with Dementia
- People accessing Stroke services
- People accessing Speech and Language Therapy services

Particular focus will be given to services, accessed by the 'vulnerable groups' listed above, in which assessments where using a second language are more likely to provide disadvantages to both Service User and Medical Professional. These include:

- Speech and Language Therapy Assessments
- Mental Health Assessments
- Learning Disability Assessments
- Health Visiting Assessments

A breakdown of each year's main objective(s) is provided below:

Year 1

- Scope departments which undertake regular assessments to focus on for plan.
- Gather data using most appropriate methodology(ies).
- Analyse data and decide which department to focus on.

Year 2

- Establish targets for Year 3 in agreement with department.

Year 3

- Assess targets set-out in year 2.
- Build upon progress made by providing more ambitious targets.
- 3 year review to be undertaken and published.
- Begin the same approach with a different department (within the same criteria noted) using the lessons learned from the previous years.

Year 4 and 5

- Targets to be decided upon depending on progress made thus far.

## **Introduction and Background**

The Welsh Language (Wales) Measure 2011 was approved by the Senedd (at the time 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.

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

## **Overview and assessment of [Aneurin Bevan University Health Board's Standard 110 \(2019-2024\) Action Plan](#)**

The previous action plan developed by the Health Board under Standard 110 outlined a number of Outcomes and Measures to increase the number of Welsh language clinical consultations.

Below is a final update of the 2019-2024 Action Plan.

### **Outcome 1**

#### **Establish a clear baseline of staff Welsh language skills.**

- Compliance rate for completion of individual Welsh Language Competencies on ESR has increased from 30% to 81% over the course of the Action Plan.
- Welsh language training offer has been simplified, and diversified, and has seen gradual uptick in uptake over the course of the Action Plan.

### **Outcome 2**

**Action by Health Board divisions and staff 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.**

- It has been difficult to measure accurately the number of Active Offer posters displayed by divisions but resources are freely available to staff and divisions to ensure visibility.
- An NHS Wales-wide, online Welsh Language Awareness course has been developed on ESR and is mandatory for all staff to complete. The Health Board currently sits at 75% compliance.
- An increase in translation referral rate has been achieved.

### **Outcome 3**

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

- This has proven difficult to measure. This, however, will be the key driver in the 2024-2029 Action Plan.
- We regularly request patient and carer feedback regarding the Welsh language provision of care. This feedback is worked in to training and awareness sessions with Health Board staff.

#### **Outcome 4**

**Investment in additional resources to increase the offer of Welsh language clinical consultations.**

- The Health Board now employs a Senior Translator and has redeveloped, and simplified, its translation process.
- See summary of Outcome 1.
- See summary of Outcome 2.

The Health Board would like to note the progress it has made over the duration of the previous Action Plan but note that their work remains to achieve a sustainable increase in Welsh clinical consultations.

## **(Provisional) 5 year action plan for increasing clinical consultations in Welsh**

### **Themes and Timetables**

The assessment of the 2019-2024 action plan has outlined distinct thematic areas to focus on for the period 2025-2030. These include:

- Recruitment and upskilling (including awareness) current, and new, staff;
- The efficient use, and ease of access to, technology, systems and data; and
- 'Normalising' the Welsh Language for staff and service users

The baseline and deciding factors will be gathered and analysed within year 1 at the latest.

Compliance targets (such as completion %) will be discussed and agreed upon with individual departments hence their omission from the below tables and reported on during the three-year review.

As is required in Standard 110, a timetable of targets is available below with each theme having its own table.

### **Methodology**

The Welsh Language Unit will use a mixed method research approach to collect and analyse data when deciding on which department to focus on for the first 2 years (before rolling out further). They will be:

- Quantitative: Microsoft Form (this will gather data on number of roles, Welsh-speakers in department, number of service users accessing services, number of services users accessing Welsh language services etc.)
- Qualitative: Semi-structured interviews (with the most senior person available to discuss current workload, experiences with Welsh-speaking service users, feelings towards the focus of Standard 110 being on them etc.)

From the data, the first department of focus will then be chosen and the plan piloted before being rolled out further.

Theme 1: Recruitment and Upskilling Current, and New, Staff

	Action	Outcome Measures	Completed by Year (1 to 5)	Risks
1A	Department staff ESR Welsh Language Competencies and ESR courses are maintained above 95%	<p>Monthly Business Intelligence reports to be produced specific to department</p> <p>New starters to be asked their competencies and WLU to update</p>	1	Staff turnover means 95% compliance is difficult to achieve and/or maintain
1B	Promote and encourage staff to enrol in Welsh language courses	Uptick in staff taking part in freely available Welsh language courses	2	No uptake in courses
1C	Ensure department/service managers are aware of current staff's ability	<p>Monthly updates to internal Welsh-speaking department roster</p> <p>Staff information to be sent on monthly basis</p>	2	Staff not being allocated language appropriate Service Users
1D	Nominate Welsh Language Champion(s) in Department	Champion to attend Welsh Language Strategic Group quarterly meetings to update on developments within the department	2	Role is secondary to clinical responsibilities

1E	<p>Create and provide bespoke Welsh language awareness courses to all staff, as well as new beginners on quarterly basis</p>	<p>Welsh Language Unit to research and produce awareness session specific to department highlighting importance of language</p>	2	<p>Welsh Language Unit have limited capacity to provide awareness courses</p> <p>Difficult to measure effectiveness of the courses</p>
1F	<p>Ensure Welsh-language work experience opportunities are available to prospective students with qualified specialists</p>	<p>Department to link-in with Workforce and Organisation Department to ensure that work experience directory is updated and Welsh language opportunities are noted</p>	3	<p>Students not thinking that their Welsh-skills are valued in workplace</p> <p>No staff available to provide language-specific work experience opportunities</p>
1G	<p>Increase the number of Welsh-speaking (L3+ on internal language matrix) clinical staff in department</p>	<p>Monitor all jobs advertised in department</p> <p>Ensure that all supporting documents are translated</p> <p>Ensure Welsh language skills of applicants are considered during shortlisting process</p>	5	<p>Failure to further recruit staff</p> <p>No vacancies become available</p>

Theme 2: The efficient use, and ease of access to, technology, systems and data

	Action	Outcome Measures	Completed by Year (1 to 5)	Risks
2A	All staff have access to relevant Welsh language spell-checking software and tools (Microsoft Package, Cysill etc.)	<p>Link department with IT to ensure Microsoft package is downloaded on to department devices</p> <p>WLU to create page on intranet where all software packages are available</p>	1	Staff translation is encouraged but non-proofread pieces which go live without may mean non-compliance with translation Standards
2B	Dip-sample department resources to ensure accuracy and availability of Welsh versions	Monthly dip-sampling to be undertaken by Welsh Language Unit with record kept	1	Dip-sampling may highlight gaps in accuracy and availability in Welsh documents which may lead to an increase in translation cost and go beyond current capacity
2C	All new documents to be translated in to Welsh before going live to public	All new departmental documents to have checklist before going live, which will include if document has been translated	2	Increase in translation requests will lead to an increase in translation cost if internal capacity to translate is already at max

2D	Service user language preference to be recorded	<p>All new service users to have language preference recorded on health record</p> <p>Existing service user to be asked language preference on next contact and record updated</p>	3	<p>Scope of work is enormous</p> <p>No simple mechanism to retroactively record language preference</p> <p>Must ensure that the recorded language preference is used efficiently when rostering staff for services</p>
2E	Welsh language assessment tool to be developed/translated for use	Department specific assessment toolkit to be either translated, from existing toolkit, or bespoke language specific toolkit to be developed using service-specific expertise	3	Confident Welsh-speaking staff unavailable to make best use of the toolkit for proper assessment
2F	Departmental recruitment managers to be trained in the use of software that advises on Welsh language ability of advertised roles	<p>Welsh Language Unit to facilitate training in the use of software package</p> <p>All roles to reflect current ability to provide services reinforced by the business intelligence reports</p>	3	<p>Software is not effectively used</p> <p>Results of the software are ignored</p>

**Theme 3: 'Normalising' the Welsh language for staff and service users**

	<b>Action</b>	<b>Outcome Measures</b>	<b>Completed by Year (1 to 5)</b>	<b>Risks</b>
<b>3A</b>	<b>Confident Welsh-speakers to have Work Welsh badge</b>	<b>New starters to be asked whether they would like to receive Welsh language visual markers during induction, as facilitated by line-managers</b>  <b>Existing speakers to be asked whether they would like to receive visual markers and will be evident from business intelligence reports</b>	<b>1</b>	<b>Resources need to be sourced</b>  <b>No ease of access to staff</b>  <b>Staff may not feel comfortable wearing badge</b>
<b>3B</b>	<b>Confident Welsh-speakers to have Work Welsh lanyard</b>	<b>As above</b>	<b>1</b>	<b>As above</b>
<b>3C</b>	<b>New Welsh-speakers to have lanyard to show they're learning Welsh</b>	<b>As above</b>	<b>1</b>	<b>As above</b>

3D	<p>Basic Welsh language phrases lanyard cards to be given to any who want them</p>	<p>Ensure stock is readily available when staff enquire</p> <p>Department managers to receive stock to provide staff</p>	1	<p>Staff not allowed to wear lanyards due to infection control</p> <p>Ease of access to resource for staff</p>
3E	<p>'Cymraeg' bubble to be displayed in all reception areas</p>	<p>Welsh Language Unit to produce 'Cymraeg' bubble poster</p> <p>Walkaround sessions, by Welsh Language Unit, to be conducted every 6 months to ensure posters are displayed and ensure staff understand why they're there</p>	1	<p>Constant changing of reception-area presentation mean that the 'bubble' is removed</p> <p>No staff available to provide Welsh service if approached by public</p>
3F	<p>Welsh language phrase tent cards to be displayed in all reception-areas for staff</p>	<p>Ensure stock is available in each department reception-area</p> <p>Walkaround sessions, by Welsh Language Unit, to be conducted every 6 months to ensure phrase cards are available and are used</p>	1	<p>Tent-cards are thrown away</p> <p>Staff not confident is using the phrases</p>

3G	Develop register of new-speakers to ensure continuity of learning and provide further pathways	Welsh Language Unit to keep register of new-speakers, with all relevant information (contact, current level, current course etc.) and undertake check-ins with staff to monitor progress and provide support	2	Staff will need to inform Welsh Language Unit of progress  Staff losing momentum, or any other issues, when learning leading to stagnation
3H	Patient Information Leaflets to be readily available in Welsh	Department managers to confirm that each Patient Information Leaflet is available in Welsh  Directory of leaflets to be produced  Any new, or updated leaflets, to be sent to Welsh Language Unit for translating and directory updated	2	Department not sending the Welsh copy through to update if corresponding English copy is changed  Staff unaware where the Welsh copies are  Staff not asking public which language copy they would like
3I	Documentation to be readily available in Welsh (i.e. forms)	As above	2	As above
3J	Social media reminders to public of right to Welsh language service(s)	Communication team to run 6 monthly campaigns reminding public of right to services in Welsh	2	Negative reaction by public to post highlighting the right

				<b>Message is lost in the number of posts which are sent daily</b>
<b>3K</b>	<b>Produce content with Welsh language service user regarding the benefits of service in Welsh</b>	<b>Content has been created and shared</b>	<b>3</b>	<b>No respondents to take part in content creation</b>
<b>3L</b>	<b>Active Offer to be provided to all service users (throughout entire process to best ensure consultation)</b>	<b>Welsh Language Awareness course completed by 90% of all staff and 90% of specialists</b> <b>Bespoke awareness course delivered to all staff</b>	<b>5</b>	<b>Staff unaware of Active Offer</b> <b>Active Offer, if given, can not be actioned due to no Welsh-speaking staff</b>