Welsh Language Scheme

Powys Teaching Health Board

Prepared in accordance with the Welsh Language Act 1993

July 2010
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1. PREFACE

Powys Teaching Health Board's first Welsh Language Scheme received the Welsh Language Board's full approval under Section 14 (1) of the Act on 15th July 2010. This Scheme was submitted to and adopted by the tHB's Board on 28th April 2010.

This is the first Welsh Language Scheme produced by Powys Teaching Health Board (Powys tHB) under the requirements of the Welsh Language Act 1993.

Powys tHB has adopted the principle that in the conduct of public business in Wales it will treat the English and Welsh languages on a basis of equality. This Scheme sets out how the tHB implements that principle when providing services to the public in Powys from the tHB itself and others.

The tHB recognises that members of the public can express their views and needs better in their language of choice, and that enabling them to use their language of choice is a matter of good practice, and that denial of that right could place members of the public at a real disadvantage. The tHB will therefore offer the public the right to choose which language to use in dealings with it, and will apply this principle to its expectations of the bodies with whom it deals.

The former Powys Teaching Local Health Board has progressed its bilingual provision since the adoption of its first and revised Welsh Language Scheme in respect of its dealings with the public. Powys Teaching Health Board’s first scheme will provide a framework for the tHB to continue to implement and increase its bilingual provision.

The tHB’s aims are:

• to enable everyone who receives or uses the services to do so through the medium of Welsh or English, according to personal choice;

• to encourage others to use and promote the Welsh language in the health sector.

To support these aims and in common with the other Health Boards and Trusts in Wales the tHB’s Scheme includes targets and Welsh language indicators. The Welsh Language Board requires public sector organisations to report on these targets and indicators.
The Teaching Health’s Board’s Welsh Language Executive Lead is Marcus Adams, Director of HR and OD. The contact for day to day Welsh Language matters is Susan Stavrides, Corporate Services and Projects Manager.

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2 INTRODUCTION TO POWYS

Powys teaching Local Health Board was established on 1 April 2003, following the abolition of the Dyfed Powys Health Authority. Powys Teaching Health Board is the successor organisation to Powys Teaching Local Health Board and was established on 1st October 2009.

The tHB is a key player in working with Local Authorities and leaders in local health communities to assess needs, plan and secure high quality health and care services for the local population.

One of the tHB’s prime roles is planning and arranging primary and secondary health care, mental health services and providing some community services including learning disability and therapeutic services.

Other functions include:

- securing and procuring secondary services for the population through partnership and long-term agreements and other contractual arrangements.
- providing leadership to local health communities; taking the lead role in tackling the improvement of health in the population
- leading the development of health and well-being and the joint planning processes with the Unitary Authority.

As well as providing some community services, a wide range of services are secured on behalf of the people of Powys by arrangement with other providers including:

- medical and surgical care in general hospitals
- community services
- ambulance, non emergency services and hospital transport
- primary care services: including those provided by GPs, dentists, pharmacists and opticians
- mental health

The tHB is required to:

- protect and promote public health
- enhance quality and choice
- support GPs and other professional contractors

The task involves working in partnership with other public bodies in Powys, especially:

- the relevant unitary county councils
- the relevant community health councils
- the relevant main providers (NHS Trusts, Foundation Trusts and Health Boards)
According to the 2001 census, 30.1% of the residents of Powys had one or more skills in the Welsh language and the level of bilingualism varies according to unitary council area and age group.

The tHB is committed to the principle that the English and Welsh languages should be treated on the basis of equality and that this will be reflected in the way it carries out its duties. It also acknowledges that it is important that patients and their families are able to communicate in their language of choice with those who offer treatment and care and will be proactive in offering its patients this choice. In this context the tHB will also give careful consideration to the Welsh Language Schemes of other health care providers and take a leading role in promoting and enabling the use of the Welsh language in health care across its functions.

As a Teaching Health Board Powys tHB will lead by example to ensure that the principles of this scheme and the needs of Welsh speakers and the four vulnerable patient groups are embedded within our training and induction programmes in order to provide bilingual services.

The tHB will ensure that the Welsh Language continues to be mainstreamed into all its activities including its provider and commissioning functions and its dealings with others.

Language Equality is becoming more and more important at Welsh, UK and European levels. The tHB will ensure that the implementation of the Welsh Language Scheme cross references with other National and International legislation, regulations and guidelines in terms of language, including but not limited to the following:-

Iaith Pawb
Designed for Life
The European Charter for Regional and Minority Languages
The Welsh Assembly Government's Welsh Language Scheme
Beyond Boundaries Making the Connections
WHC (2008) 002, Strengthening Welsh Language Provision within NHS services in Wales, (the circular that established the Mid and West Wales Unit and which identified four vulnerable patient groups:)
- Older People
- Children
- People with mental health problems
- People with learning disability problems
The Annual Operating Framework targets with regards the Welsh Language and these four vulnerable groups identified by the Welsh Assembly Government and set out above.
3. SERVICE PLANNING AND DELIVERY

3.1 The tHB is eager to continue to implement a progressive Language Scheme which will:

- reflect strong support for the Welsh language
- outline clear operational arrangements
- ensure constant progress in service through the medium of Welsh within the health sector in its area

In the wider context of providing first class health care for the people of Powys, the tHB’s staff, whether they speak Welsh or not will promote the Welsh Language Scheme and receive support and encouragement to develop their role of implementing the scheme.

3.2 Commissioning support services from the Business Services Centre

3.2.1 At the time of drafting this scheme the Business Services Centre sits within the structure of Powys tHB, however, during the life of this scheme it is likely that many if not all of the Business Services Centre functions will transfer to other organisations. Whilst part of Powys Health Board, the Business Services Centre’s staff and activities fall within and must comply with this scheme. As and when functions transfer to a different NHS Wales organisation, Business Services staff will fall within and must comply with that bodies scheme. Whether entering into a contractual arrangement with the Business Services Centre (ie on behalf of Powys GPs) or providing these services to other HBs through the Business Services Centre, Powys tHB will ensure that it is specified in the service arrangements that these support services are to be delivered in such a way as:

a i) to comply with Powys tHB’s Scheme, or

   ii) to enable Powys tHB to comply with its Scheme, whichever applies to the services in question;

b i) to comply with the Schemes of Health Boards and other NHS organisations to whom the arrangements apply,

   or

   ii) to enable the Health Board and other NHS organisations to comply with their Schemes, whichever applies to the services in question.

This will apply to financial, information management and technology, residual human resources, and contractor support services, and any other services secured from the Business Services Centre by Powys tHB individually, jointly with other Health Boards or as the host organisation of the Business Services Centre.
3.2.2 Before accepting support services or agreeing service arrangements from or with the Business Services Centres, Powys tHB will ensure they will not compromise its or other HB’s ability to comply with their Schemes.

3.2.3 Powys tHB will monitor the quality and appropriateness of the support services it and other HBs obtains from the BSC in a structured and regular manner, either individually or in conjunction with other Local Health Boards as part of testing compliance with its Scheme.

3.2.4 Should different business models arise, the tHB will ensure that the principles of the Welsh language Scheme are adopted. This principle will apply to any and all service reconfigurations that might occur.

3.2.5 Powys tHB will ensure that the principles of the Welsh Language Scheme are accounted for within service modernisation programmes such as, Safe Solutions for Rural Services and any future service modernisation programmes that may replace or complement “safe solutions”.

3.2.6 Powys tHB will ensure that the scheme is not compromised during the transition, and operational phases of its establishment of a locality structure and forthcoming merger with Powys County Council or in the case of the Business Services Centre the outcome of the “shared services” deliberations.

3.3 **Securing services from the Public Health Wales Trust**

3.3.1 The Public Health Wales Trust (PHWT), brings together the Public Health resource in Wales.

3.3.2 The whole range of public health services are provided by the PHWT, including advice on public protection issues, assessment of health needs, advice on evidence-based practice and promotion of health.

3.3.3 When securing services from the PHWT, Powys tHB will specify in the service arrangements that the services are to be delivered in such a way as:

(a) to comply with Powys tHB's Scheme, or

(b) to comply with the schemes of other NHS Health Boards and organisations to whom the arrangements apply, or

(c) to enable other NHS Health Boards and organisations to comply with their Schemes,

whichever applies to the services in question.

3.3.4 The requirement at 3.3.3 above also applies with the tHBs dealings with the Powys arm of the Health Service Wales which provides Health Promotion and statistical services to the Teaching Health Board.
3.4 **Mainstreaming**

When Powys Teaching Health Board plans and formulates new policies or initiatives, or updates existing policies, it will assess the language consequences to make sure that they meet the commitments given in this Scheme. Powys Teaching Health Board will use new/up-dated policies and initiatives to facilitate the use of Welsh and to move the organisation closer to implementing the principle of equality when practicable.

3.5 **New and Revised policies and initiatives**

In formulating new and revised policies and initiatives the tHB will:

3.5.1 assess the linguistic effect of each new and revised policy and initiative and ensure that these are in agreement with the Welsh Language Scheme

3.5.2 ensure that new and revised policies and initiatives will facilitate and promote the use of Welsh wherever possible, and will move closer to implementing the principle of equality fully at every opportunity

3.5.3 ensure that no new and revised policy or initiative undermines the tHB's Welsh Language Scheme or the Welsh Language Schemes of other Providers

3.5.4 consult with the Welsh Language Board in advance regarding proposals that will affect the Welsh Language Scheme, or the Welsh Language Scheme of any other public body. The Scheme will not be altered without the Welsh Language Board's agreement

3.5.5 ensure that all those involved in formulating policy will be aware of the requirements of the Welsh Language Act 1993 and the Welsh Language Scheme

3.5.6 ensure that the Welsh Language Scheme measures are implemented when introducing new and revised policies and initiatives

3.5.7 publish and distribute internal guidelines describing the arrangements made to implement these measures.

**Target: - New and Revised Policies and Initiatives**

*Powys Teaching Health Board will mainstream the Welsh language in the organisation's key policies and initiatives by preparing structured programmes for any service modernisation initiatives to be completed during the lifetime of this scheme. An example of a service modernisation initiative was the transfer of Minor Injury services to GPs.*
Welsh Language Indicator - New Policies and Initiatives
Number and percentage of new policies and initiatives subject to language impact assessment

3.6 Delivery of Services

The tHB will ensure that its services are available to the public in Welsh, and at an equally high quality as the services provided in English, by:

3.6.1 Adopting procedures which facilitate service provision in either Welsh or English without patients having to make a specific request for the Welsh language service. These are more fully described in sections that follow.
3.6.2 Providing training and guidance for staff to facilitate implementation of the scheme.
3.6.3 Promoting a bilingual workplace and identifying effective and high quality translation services, and making suitable arrangements for fast and reliable translations of all relevant material
3.6.4 Monitoring each department’s progress in ensuring Services in accordance with this scheme.
3.6.5 The tHB will adopt the following practices:

   - ensure that Welsh speaking staff are available to provide services in Welsh in all care settings. In some service areas there may be a shortage of Welsh speakers and in such circumstances other arrangements will need to be put in place so that Welsh speaking patients receive a service in their language of choice. The procedures used to provide a Welsh language service will vary according to the nature of the work, the service being offered and the percentage of bilingual staff within each area. Such procedures will

   - reflect mechanisms for establishing the language of choice at the earliest opportunity
   - reflect arrangements made to ensure that language choice is fully reflected in the service offered
   - reflect mechanisms to ensure that other departments are informed of language choice on referral to them;
   - adopt procedures or systems which facilitate service provision in Welsh;
   - use professional translators.
3.7 **Services provided by others**

When arranging support services from others, Powys Teaching Health Board will specify in the service arrangements that these support services are to be delivered in such a way as to comply with Powys Health Board’s Scheme, or the schemes of other Welsh Health Boards to whom the arrangements apply, or to enable other NHS organisations to comply with their Schemes, whichever applies to the services in question.

When entering into service arrangements with non Welsh NHS and other providers, Powys Teaching Health Board will ensure that the attention of these providers is drawn to the requirements of Powys Teaching Health Board’s scheme. To this end, suitable wording will be inserted into service agreements and non Welsh providers will be encouraged to implement those aspects of the scheme deemed appropriate and proportionate for the benefit of the users of the service/s.

The tHB will:

3.7.1 in its strategic role of promoting, procuring and regulating health services encourage other organisations to deliver health care service bilingually to the people of Powys.

3.7.2 encourage and support Welsh language provision in the health sector including other NHS organisations’ Welsh Language Schemes

3.7.3 provide a written procedure for staff for dealing with agencies, contractors and providers, specifying the requirements as to the use of the Welsh language in all its business arrangements.

3.7.4 continue to work closely with Primary Care Contractors and their staff (ie General Practitioners, Dentists, Pharmacists and Opticians) and will continually encourage and support them in the delivery of a bilingual service. The tHB will ensure that any managed practices take full account of this scheme when providing services to Welsh speaking patients and their families.

3.7.5 the tHB will ensure that the linguistic dimension is included in the following areas of its services:

- Primary and community health care
  - in care standards
  - in improvement programmes
  - in new practice models
  - in workforce development

- Secondary Care Service agreements
  - in service quality objectives
  - in equality of access objectives
  - in cross boundary matters e.g. speech therapy
3.7.6 When service level agreements/contracts are reviewed next, the Health Board will include Welsh language requirements.

3.7.7 The Health Board will also continue to promote bilingualism in Care Homes to ensure effective communication with the elderly patients, one of the most vulnerable groups referred to in the ‘Welsh in the Health Service’ Welsh Consumer Council 2000.

3.7.8 The following clause will be included within contracts and service agreements.

"Powys teaching Health Board operates in Wales and arranges patient services for its patients who reside in Wales. The Welsh language is afforded equal status to the English language in Wales as evidenced by local legislation more particularly the Welsh Language Act.

The tHB is obliged under Section 14 of the Welsh Language Act to prepare and implement a Welsh Language Scheme. The Welsh Language Scheme includes an undertaking by the tHB to ensure that this linguistic dimension to our service provision is emphasised when entering into any procurement, contractual or service level arrangements or agreements that will or might affect our patients either directly or indirectly.

We recognise that this may be a new challenge for service providers and contractors from outside Wales. Therefore, the tHB draws your attention to our Welsh Language Scheme which resides on our website: http://www.powyshealthboard.wales.nhs.co.uk, and will encourage, support and assist your organisation to meet the needs of tHB patients by providing bi-lingual services as far as is practicable. For example; by providing bi-lingual patient information and forms, by using interpreter services and Welsh speaking staff (perhaps by arrangement with a Welsh provider), by displaying Welsh Language Board promotional material in waiting areas etc.

The tHB can arrange awareness raising sessions for staff, access to interpreters and translation services and advice on Welsh language matters. Contact the Corporate Services and Projects manager on 01874 712637 to arrange this or with any queries or concerns."

Target - Services provided by others

Powys Teaching Health Board will communicate the requirements of the Language Scheme clearly so that the language will form an intrinsic part of the delivery of services by others.
Welsh Language Scheme

Welsh Language Indicator – Services provided by others

Number and percentage of agreements monitored complying with the requirements of the language scheme

3.8 Grants and funding

When the tHB awards grants and loans for activities to be undertaken in Wales, it will include conditions with regard to the use of Welsh. In doing this, it will have regard to the Welsh Language Board's guidelines on awarding grants and loans. Welsh Language Board publication 2007 - 'Awarding Grants, Loans and Sponsorship: Welsh Language Issues'.

3.9 Partnerships

3.9.1 The tHB works in partnership with public bodies, organisations from the voluntary sector and other private agencies. The tHB works on many levels when working with others:

3.9.2 When the tHB is the strategic and financial leader within a partnership, it will ensure that the public service provision is compliant with the Welsh Language Scheme.

3.9.3 When the tHB joins a partnership in which another body is leading, the tHB input to the partnership will comply with the Welsh Language Scheme and the tHB will encourage other parties to comply.

3.9.4 When Powys Teaching Health Board acts as part of consortia, it will encourage the consortia to adopt a language policy. When acting publicly in the name of the consortia, Powys Teaching Health Board will act in accordance with our Welsh Language Scheme.

3.9.5 When the tHB joins or forms a part of partnerships, it will ask prospective partners about their Welsh Language Schemes, Language policies or the means by which they will operate bilingually. Within any partnership, the tHB will offer advice and support to the other partner organisations.

3.10 Standard of service in Welsh

Powys Teaching Health Board is committed to providing an equally high quality service in both languages and this principle of equality will be stated in key documents.

The new Healthcare Standards for NHS Wales reflects this recognising the importance of providing a bilingual service.

Point 19 of the new Healthcare Standards requires the Health Board to address the legal status and use the Welsh language when communicating with patients and members of the public.

3.10.1 Powys Teaching Health Board will:
• set standards for providing services and dealing with the Welsh public in Welsh;
• ensure the same standard of service in Welsh as in English
• ensure consistency in the standard of the Welsh language service provided in its services in different localities;
• monitor and review the standard and implementation of services provided through the medium of Welsh

3.11 TWF

3.11.1 We will work with this project to:

• Distribute a Folder provided by TWF to record maternity notes.
• Present an image of the scan image in an appropriate card provided by TWF during the 12 week scan visit.
• Disseminate information about the advantages of language transfer within the family as part of the parenting skills talks provided by Midwives and Health Visitors.
• Ensure that TWF’s posters and marketing materials are displayed and distributed in appropriate places for the public.

3.11.2 A designated officer will take responsibility for promoting TWF's work and campaigns within this organisation.
4. DEALING WITH THE PUBLIC WHO SPEAK WELSH

4.1 Written Communication

4.1.1 The tHB will welcome correspondence in both English and Welsh, this includes letters, faxes, e-mails and text messages.

4.1.2 The time targets will be the same when replying to Welsh correspondence as for replying to English correspondence. Correspondence through the medium of Welsh will not in itself lead to any delay.

4.1.3 Every letter received in Welsh will receive a signed response in Welsh together with any relevant leaflets and information.

4.1.4 All correspondence following a face to face interview, meeting or telephone call where Welsh was established as the language choice of the person, will be in Welsh.

4.1.5 All correspondence initiated with a member of the public will be in their language choice where it is known. Every effort will be made to obtain the language of choice. If the language choice of the recipient is not known, correspondence will be initiated bilingually.

4.1.6 All circulars, standard letters and other general correspondence produced by the tHB for the general public will be bilingual or available in both English and Welsh.

4.1.7 The tHB will make arrangements where necessary to translate correspondence as required in order to respond promptly to letters in their original language, and the staff will be provided with detailed guidelines. Staff able and willing to work through the medium of Welsh will be encouraged to do so. Translation facilities will support and complement the work of these staff as well as making it easy for non Welsh speaking staff to comply with this scheme.

4.1.8 The tHB’s official headed paper will include a statement in both languages making it clear that correspondence is welcome in either Welsh or English.

4.1.9 The tHB will arrange a list of names of those who wish to receive correspondence through the medium of Welsh.
4.2 Email signatures

The tHB will ensure that all LHB staff e-mail signatures and out of office replies are bilingual.

4.3 Telephone calls

4.3.1 The tHB will welcome telephone calls in both English and Welsh.

4.3.2 The switchboard greeting will always be bilingual:

i) If the caller wishes to continue the conversation through the medium of Welsh and the receptionist/telephonist is unable to do so, the call will be transferred to a bilingual person who can deal with the call.

ii) If this is not possible, the caller will be given the choice of a bilingual person returning the call within 1 hour, or writing to the tHB in Welsh, or continuing the call in English.

iii) Every member of staff, who has a direct line telephone, will answer all external calls with a bilingual greeting.

4.3.3 If a call is made directly to a particular department, it will be necessary to establish the language choice of the caller:

i) The aim will be to ensure that a bilingual person is available to deal with the call.

ii) If a suitable person is not available in the department, arrangements will be made for a Welsh speaker to return the call within 1 hour, or the caller will be given the choice of writing to the department in Welsh, or continuing the conversation in English.

4.3.4 Messages and greetings on any of the tHB's patient facing answer phones will be bi-lingual.

4.3.5 Priority will be given to the recruitment or relocation of bilingual staff to the posts of receptionists/telephonists

4.3.6 The tHB will publish guidelines and provide training on dealing with telephone calls, and ensure that all members of staff are aware of the protocol when calls are received from Welsh speakers.

4.3.7 A data base of staff who are available to deal with Welsh calls will be established and this list will be available at the switchboard and on the intranet.
4.4 Face to face contact with the Public

4.4.1 The tHB holds meetings other than public meetings in all of its services. Included in this category are case conferences, clinical consultations etc. The tHB will ensure that members of the public who wish to have dealings with the tHB are able and welcome to do so in Welsh or English. The tHB will progress towards:

- providing a bilingual service at the tHB's hospitals' reception and patient facing areas

- a Welsh Speaker sign will be placed at the tHB's receptions and patient facing areas where appropriate to encourage visitors to use their language of choice.

- staff who are fluent in Welsh will be provided with Iaith Gwaith (Working Welsh) badges and lanyards, these will also be provided to new staff during induction following the language awareness session.

- visitors to the tHB’s hospitals, offices and other premises will be offered the opportunity to speak to a Welsh speaking member of staff.

- systems will be developed to establish the language choice of patients and other users of the service in order to direct Welsh speaking staff to Welsh speakers. Wherever possible, service teams will be organised so that bilingual staff are available to deal with Welsh speaking patients, otherwise translation facilities or an interpreter, whichever the more appropriate will be made available.

- a data base of Welsh speaking staff will be held on the intranet and will be available to all members of staff. Ensuring communication of language choice between various departments is vital to making the bilingual service workable

Target - Face-to-face Service

_Powys Teaching Health Board will ensure that staff at main entrances and outpatient clinics are available who can converse with members of the public in Welsh._

Welsh Language Indicator - Face-to-Face Service

Number and percentage of posts in outpatient clinics and at main receptions where the Welsh language is specified as an essential skill and, percentage of those filled by Welsh speakers.
4.5  **Public Meetings organised by or on behalf of the tHB**

4.5.1 Contributions are welcomed in either Welsh or English at public meetings held by the tHB. This will be stated clearly in the notices that inform or publicise the meeting.

4.5.2 All publicity for public meetings will be bilingual, and will invite those attending to notify the tHB of their language choice four days in advance so that appropriate translation arrangements can be made for non Welsh-speakers.

(a) If it is evident at the beginning of a meeting that all those present speak Welsh, the meeting will be held in Welsh.

(b) Translation facilities will be available as standard in order to hold bilingual public meetings. This would be by way of employing official translators with simultaneous translation headsets and equipment to afford maximum flexibility regardless of whether or not the speakers are bi-lingual.

4.5.3 The tHB will ensure that a Welsh speaking officer/officers will be present at each meeting to answer any questions put forward in Welsh.

In any public meetings where written information, produced by the tHB is given to the public to take away it will be bilingual.

4.6  **Other means of dealing with the public**

4.6.1 Where television and radio facilities are provided for inpatients the tHB will ensure that Welsh language channels are accessible to patients.

As new communication systems are introduced, the tHB will develop methods of enabling the public to deal with the organisation bilingually, by means of these systems.

4.7  **Information Technology**

Members of the public will be able to access public information via the tHB’s website in both Welsh and English.

4.6.2 The website will have a bi-lingual homepage along with any interactive pages. Whenever a public document is placed on the site, both languages will be placed at the same time. Whenever a document is issued for the public domain it will be placed on the site.

4.6.3 Any written material produced bilingually, will also appear bilingually on the Welsh section of the website. This includes, but is not confined to:
• Press Releases
• Public advice on health related matters
• Minutes of Board meetings and public meetings in Wales
• Any other information directed at the public e.g. annual reports, consultation documents, maps, directions etc

Powys Teaching Health Board provides services for the public by using computer systems. Powys Teaching Health Board recognises that information technology also plays a key role in services which are not provided on-line.

Powys Teaching Health Board will ensure that both languages are treated on the basis of equality within its information technology systems. In order to develop information technology systems which treat both languages equally, Powys Teaching Health Board will work towards the Welsh Language Board's Information Technology Standards within our Information Technology Strategies

Target - Information Technology

Powys Teaching Health Board will work towards implementing the Welsh Language Board's Information Technology Standards in order to ensure that services provided electronically or which demand the use of Information Technology for their administration are available to the same standards in Welsh and in English by agreement with the Welsh Language Board.

Welsh Language Indicator - Information Technology

Number of improvement plans
• prepared
• fully implemented following assessment using the Welsh Language Board's bilingual software assessment scheme.
5. THE tHB'S PUBLIC FACE

5.1 Corporate identity
The corporate identity of the tHB will be fully bilingual.

5.1.1 The name of the tHB is "Bwrdd Iechyd Addysgu Powys/ Powys Teaching Health Board".

5.1.2 The tHB has already adopted a bilingual corporate identity.

5.1.3 The official stationery and website of the tHB will show its name, logo, address and any other standard information bilingually, treating both languages equally.

5.1.4 Compliment slips, fax sheets, staff badges, business and identity cards will be bilingual.

5.1.5 Staff, consultants and providers will be issued with written guidelines regarding the bilingual identity of the tHB.

5.2 Signs

5.2.1 Any permanent or temporary sign designed by or for the tHB will be completely bilingual. Where the Welsh and English signs are separate, they will respect the principle of equality in terms of size, form, quality and prominence for both languages.

5.2.2 With new signs we will ensure that the Welsh will appear above or to the left of the English.

5.2.3 Any signs on the tHB's vehicles will be bilingual.

In order to assist staff with temporary signs, the tHB's Welsh Language Officer will be able to facilitate translation of all new signs. A database of the most commonly used signs will be available on the staff intranet and updated regularly.

5.3 Publishing and printing material directed at the public in Wales

5.3.1 All publications issued by the tHB for the public will be bilingual, with both languages appearing in the same document rather than in separate Welsh and English versions. The only exception to this will be if the technicality of the production of the document is too complicated to allow this to be achieved e.g. maps or plans, or the document would be more easily read if produced separately. Where separate Welsh and English versions are published, both versions will appear at the same time and be distributed together.
5.3.2 When that happens, both versions will include a bilingual message that the version is also available in the other language. When a fee is charged for a publication, the price for the Welsh version will not be greater than that for the English version, and the price of a bilingual version will not be greater than that for single language versions.

5.3.3 The tHB will ensure that the texts of both languages will be equally prominent in bilingual publications, and will respect the principle of equality in terms of size, format and legibility.

5.3.4 When the tHB distributes or displays information on behalf of other bodies, bilingual versions will be used – if available, if the material is produced in separately in Welsh and English, then both versions will be offered to the public.

5.3.5 Miscellaneous items such as appointment cards and inpatient menus produced by the tHB will also be bilingual.

5.3.6 Staff, consultants, designers and printers will be given written guidelines on how to deal with bilingual publications.

5.4 Forms and associated explanatory material

5.4.1 All forms, questionnaires and associated material prepared by the tHB for the public in Wales will be bilingual. The tHB is committed to developing a progressive programme in terms of producing and updating forms, questionnaires and related explanatory material bilingually.

5.4.2 If the Welsh and English versions are separate, they will be issued simultaneously, equally available and distributed together. These forms will carry a bilingual message that the other version is available. This will ensure that the individual may complete the form in their language of choice.

5.4.3 The tHB will have an editorial policy which will note clearly which forms and explanatory material will be produced bilingually, or in separate Welsh and English versions. This programme will depend upon the target audience and the text. Priority will be given to producing bilingual information leaflets to the public.

When staff are called upon to fill in forms for patients, arrangements will be made to ensure the form is completed in the patient’s language of choice.

5.5 Press / Media Notices

5.5.1 The tHB's press releases will be issued in English to English Language media and in Welsh to Welsh Language media. Where such information is issued to both English and Welsh language media the press/media release will be in the two languages with both versions distributed simultaneously.
5.5.2 The tHB will ensure that a bilingual officer/officers will be available to discuss the matters under consideration with the press/media.

5.6 Advertising and publicity activities

5.6.1 All the tHB's advertising and publicity activities in Wales will be bilingual. The tHB will develop its provision over the next three years in order to accomplish its activities in a way that treats both languages equally.

5.6.2 Any public surveys, whether by post, door to door, on the street, or otherwise will be bilingual.

5.7 Official and public notices

5.7.1 All official and public notices will be bilingual and equal in terms of size, form, quality, legibility and prominence for both Welsh and English.

5.7.2 Information regarding the tHB’s commitments under this scheme will be provided to all of its staff connected with publicity and advertising, and guidance will be given on design and production of adverts and public notices.

5.8 Staff Recruitment Advertising

5.8.1 Job vacancies are advertised through NHS Jobs’ bilingual website (www.jobs.nhs.uk). (excluding medical and dental training posts, which are recruited through a separate process). The tHB will ensure that all information provided to the website will be in bilingual format.

5.8.2 All job applications are submitted on-line and applicants may apply for a post through the medium of Welsh or English

5.8.3 All vacancies placed in the press in Wales will be bilingual. They will be Welsh only where the post has been identified as Welsh essential

5.8.4 Adverts placed in the press or periodicals outside of Wales will be in English only. They will be bilingual or Welsh only where the post has been identified as Welsh essential

5.8.5 We will note jobs and locations where the ability to speak in Welsh is essential or desirable and include it in recruitment adverts

5.8.6 Advertisements will refer to the fact that the tHB operates a bilingual policy.

5.8.7 Application forms for jobs will be bilingual. The Health Board will ascertain whether applicants wish to receive further correspondence in Welsh or English.
6. IMPLEMENTING AND MONITORING THE SCHEME

6.1 Staffing and Recruitment

The tHB is committed to ensuring that where linguistic ability is considered to be essential or desirable for any post, this will be specified when recruiting to that post. It is the tHB’s intention to work with educational and professional establishments within Wales to rectify as far as possible any long-term problems with regard to the recruitment of Welsh speakers. In discussing training, the tHB will indicate its requirements to the appropriate bodies with regard to the numbers of bilingual staff that are needed to provide a service to patients in the language of their choice.

The tHB will develop and adopt a Language Skills Strategy as part of its human resources planning process. This strategy will enable the body to have an overview of the language needs of the organisation, along with an awareness of the current language skills so that it can combine appropriate training and recruitment to achieve the scheme’s targets. The main objectives of a Language Skills Strategy are:

- To provide more high quality services, in both verbal and written forms, through the medium of Welsh;
- To provide a wider range of Welsh language services;
- To inform staff and the public of the objectives;
- To set a target, measure and report on performance;
- To invest in the development of Welsh language skills

The measures below will be part of that strategy:

The tHB will:

6.1.1 ensure that there are adequate numbers of bilingual staff with the necessary skills to provide a bilingual service

6.1.2 identify and support members of staff who wish to learn and/or improve their Welsh Language skills

6.1.3 encourage and support staff who wish to communicate with each other in Welsh. This will promote the availability of a bilingual service and enhance bilingual communication with patients and visitors

6.1.4 work with staff in the most appropriate way to ensure that adequate and relevant training is available so that sufficient members of staff are able to speak Welsh in all departments
6.1.5 consider language ability as one of many relevant skills when appointing staff

6.1.6 identify the location, posts and teams where the ability to speak Welsh is essential or desirable and formulate team and job descriptions accordingly.

6.1.7 note on every advert for posts when Welsh is either essential or desirable. This will be monitored by the appropriate Welsh Language Committee

6.1.8 ensure an up-to-date register is maintained of the number of Welsh speakers in each location together with their level of proficiency.

6.1.9 ensure that managers and others responsible for recruitment, training and monitoring staff are aware of the commitments in the scheme.

6.1.10 in specialist / areas where the strategy shows there are shortfalls in Welsh speakers, take a pro-active approach in recruitment and training, in order to attract Welsh speakers into the relevant profession/area.

Target – Recruitment of new posts assessed for linguistic needs of post

The thB will ensure an adequate number of staff who can provide a Welsh medium service by assessing each new vacant post and advertising language requirements as part of the recruitment process.

Welsh Language Indicator - Recruitment

Number of posts advertised for which Welsh was specified as an essential skill and the percentage filled by Welsh speakers

Target - Language Skills

Powys Teaching Health Board will ensure that sufficient numbers of staff are available across the services it provides and will monitor the level of its staff's ability according to the standard levels.

Welsh Language Indicator - Language Skills

Number and percentage of staff with Welsh language skills by service department, according to the grade of the post; and according to workplace.
6.2 Welsh Language and Vocational Training

The tHB recognises that the ability to understand and use the Welsh language to a good standard in the workplace is a valuable skill which can assist staff in providing a better service. To achieve this, the tHB will:

6.2.1 identify, encourage and support members of staff who wish to learn Welsh or to improve their Welsh;

6.2.2 ensure resources are provided for services where Welsh is used regularly to communicate;

6.2.3 facilitate the use of Welsh language by staff through placing the spell checker and terminology package Cysgair on all computers along with Microsoft’s Welsh interface.

6.2.4 nominate a senior officer to be responsible for a training programme

6.2.5 encourage and support members of independent contractor staff who wish to learn Welsh or to improve their Welsh

6.2.6 develop and maintain good working relationships with providers of Welsh language courses and/or improver programmes including the local colleges.

6.2.7 assess the need for specific training through the medium of Welsh and provide definite courses to fulfil these needs e.g. communication courses, word processing, familiarising and using the Welsh language within health care.

6.2.8 ensure that all staff including new starters both within the tHB and independent contractors receive the Iechyd Da Welsh Awareness training.

6.2.9 ensure that Iechyd Da Welsh Language Awareness material is included in both local and corporate induction programmes.

6.2.10 learn from others and share our learning and experiences of developing bilingual healthcare across Wales.

6.2.11 will support attendance at the quarterly All Wales NHS Contact Points meeting.

Target - Language Training

Powys Teaching Health Board will increase the number of staff in its workplace who are able to and who actually work through the medium of Welsh in order to satisfy the requirements of delivering a quality service. Appropriate training will be provided, including vocational training, and language improvement training and taster courses.
**Welsh Language Indicator - Language Training**

Number and percentage of staff who have received Welsh language training up to the level of a specific qualification.

**Target - Awareness Training**

*Powys Teaching Health Board will ensure each new member of staff receives language awareness training within two months of taking up their post. We will also ensure 100% of current staff have received language awareness training.*

**Welsh Language Indicator - Awareness Training**

Number and percentage of staff who have received language awareness training.

### 6.3 Administrative arrangements

The overall accountability for the Welsh Language Scheme lies with the Chief Executive Officer, with the Director of HR and OD assuming operational responsibility. A Non Officer Member will be elected as Board Champion for the Welsh Language and will be a direct link between the tHB and the Welsh Language Steering Committee. The steering committee meets bi-monthly and comprises staff language champions, departmental and locality representatives, the Welsh Language Executive and operational leads, Welsh Language officers and the Welsh language Champion.

The commitments and arrangements outlined in this Scheme were approved by the tHB and the Scheme will have the full authority of the organisation when implementing it. Managers will be given responsibility for implementation in those aspects of the Scheme relevant to their departments. They will be required to report on this on a regular basis e.g. as part of general reviews.

In addition to the Welsh Language Steering Group, the Welsh Language Executive lead, champion, language officers and operational lead comprise the tHBs Welsh Language strategy Board. This group, which meets bi-monthly is responsible for determining policy and strategy and for monitoring implementation of the scheme. The steering group fulfils a promotional and implementational role and acts as a reference group for the strategy group and the tHB and all matters Welsh Language.

The THB will:

6.3.1 ensure that the measures in the Welsh Language Scheme carry the full authority of the Board as they are implemented.

6.3.2 nominate a senior officer to be responsible for integrating the Welsh elements of the service within the usual administrative processes, but
managers will have the responsibility of implementing the aspects of the scheme relevant to their departments.

The responsibilities of the senior officer will include:

- ensuring the participation of each department of the tHB in the Welsh Language Scheme
- establishing a co-ordinating team of departmental representatives and champions.
- providing written directives and guidelines to staff, and ensure that tHB staff are familiar with the scheme, and that they know how to implement it and what is required of them.
- ensuring that any translators employed are properly qualified and can provide a service of high quality. In order to ensure correctness of bilingual signs, translators will check the translation. Staff will be notified of any arrangements to accomplish this.
- ensuring that for public consumption computer programmes can produce a bilingual output. The tHB will install a Welsh spellchecker into its word processing systems. The tHB will install the Welsh Language interface pack for the Microsoft Office Suite and Windows operating system for any staff who make a request to use their computer through the medium of Welsh.

6.3.3 The tHB will encourage and support staff to communicate bilingually, internally and develop a policy statement that will promote a positive environment within the workplace for employees to use the Welsh language formally or informally in the workplace.

6.3.4 TWF information packs are provided to staff who are new and prospective parents through the tHB’s links between TWF and our community maternity services. (TWF representatives attend tHB run baby clinics).

6.3.5 The tHBs Welsh Language Team comprises an Executive Director, a Senior Officer, the Hywel Dda and Local Authority language officers and a Non Officer Board member. This team will continue to ensure easy access to translation and interpreter services and will provide guidance, assistance and as appropriate undertake many of the tasks involved with implementing this scheme. Staff will also be offered opportunities for learning and will be encouraged to use their Welsh in their day to day duties. The tHB wants to foster a bi-lingual working environment and to this end will provide opportunities for staff at all linguistic levels to meet informally and will establish networks, buddy schemes etc.
6.4 Services provided by third parties

The tHB will:

6.4.1 ensure that any arrangements made by the tHB to use third parties to provide services to the public on its behalf e.g. conducting surveys, organising exhibitions etc, will comply with the specific measures in the scheme. The tHB will note in the tendering specifications or contract details with which relevant measures the third party needs to comply.

6.4.2 The third party will need to confirm that it has complied with the relevant measures of the scheme by letter.

6.4.3 The tHB will provide written guidelines for staff to deal with agents, contractors and providers.

6.5 Monitoring and Reporting

6.5.1 The Senior Officer and the Welsh Language Strategy Board nominated by the Board of the tHB will chiefly be responsible for monitoring the scheme, and for constantly reviewing it.

6.5.2 The tHB will structure the monitoring process and will prepare internal progress reports on the scheme's implementation to be presented to the management team.

6.5.3 The tHB Board will receive an annual compliance report that will:
   • Measure whether Powys tHB is complying with the Scheme;
   • Measure how well that compliance is;
   • Measure whether the scheme is being appropriately managed;
   • Note any fundamental weaknesses.

6.5.4 The opinion of Welsh speakers will be sought regarding the bilingual services provided.

6.5.5 The tHB will prepare an annual monitoring report to the Welsh Language Board in an approved format by the Welsh Language Board to advise on the progress with implementation of the Scheme against the approved timetable and standards. If published standards and targets are not being achieved, an explanation of the reasons and the steps planned to put things right will be included. Similarly, the tHB will prepare reports as required to the Welsh Assembly Government.

6.5.6 In the third year of the Scheme's implementation Powys tHB will prepare a comprehensive evaluation report that will assess and evaluate performance in implementing the Scheme since its inception.
This report will:

i) provide an overview and thematic analysis of compliance and performance over the first three years of the Scheme, from two perspectives - service delivery and scheme management;

ii) outline priorities for the following three years, together with a revised timetable for implementing the measures in the Scheme.

iii) assess the progress within the health sector in terms of the provision of a bilingual service

At this time, Powys tHB will revise and update the Welsh Language Scheme.

7. Complaints

7.1 The tHB is always looking for ways to improve its services and value patients’ views and suggestions. It is the tHB’s aim to provide the highest standards of care at all times.

The tHB recognises that sometimes things go wrong. Our complaints procedure is designed to ensure that when there is a problem, everything possible is done to resolve it speedily and effectively. If you are of the opinion that we are not implementing the promises made in this scheme, we are keen for you to tell us. If, therefore, you have any complaints or suggestions about the Welsh language service/provision of the tHB, please write to:

Complaints Manager Powys Teaching Health Board, Mansion House, Brecon, Powys, LD3 0LS

Target - Complaints

Powys Teaching Health Board will deal with complaints regarding the implementation of this language scheme promptly and in accordance with the organisation’s corporate procedures.

Complaints

Number of complaints received regarding the implementation of the language scheme and percentage of complaints dealt with according to the organisation’s standards.

8 Investigations Under Section 17 of the Welsh Language Act 1993

If the Welsh Language Board was required to undertake an investigation under Section 17 of the Welsh Language Act following a formal complaint, the Health Board will fully cooperate by providing information, reports, documents and/or an explanation to the Welsh Language Board.
The Health Board will be prepared to do so in writing or in person and the Welsh Language Board will be able to discuss the matter with:

- an elected member
- an officer employed by the health Board
- a service provider by agreement with their employee
- any other individual who might be assisting the health Board with the delivery of its services

9. Publishing information

The tHB will arrange to publish information which will identify performance against standards which are mentioned in the Welsh Language Scheme by:

* publishing an annual performance review
* including a summary of the performance review in the Annual Report
* publishing the information in other documents and exhibiting them in offices

10. Publicity

10.1 The tHB will use staff communications, corporate bulletins and team briefings to promote its bilingual commitments and the support available to staff to promote services in Welsh.

10.2 Copies of the Welsh Language Scheme will be available on the tHB’s intranet and internet sites. The tHB will demonstrate its commitment to the provision of services equally in Welsh and English. Copies will be available at each of its establishments.

10.3 The tHB will demonstrate its continued commitment to the provision of services equally in English and Welsh:

- by providing a summary of its Welsh Language Scheme for service users at each of its establishments
- in communications such as patient handbooks, prospectuses etc explaining how the public can deal with the body in Welsh e.g. on notice boards and in offices etc.
- in staff induction programmes and handbooks
- distributing the Scheme to other NHS Health Boards and Trusts, Primary Care Providers and others interested in the tHB’s work.
Target – Publicity

*Powys Teaching Health Board will promote specific activities provided through the medium of Welsh so that Welsh speakers may choose to use them.*

**Welsh Language Indicator - Publicity**

Call centres and telephone lines - number and percentage of Welsh calls per service

Online services - number and percentage use of Welsh service.
11. IMPLEMENTATION TIMETABLE

Unless otherwise stated below, the commitments in this scheme will become operational on the date of scheme approval.

<table>
<thead>
<tr>
<th>Paragraph</th>
<th>Timescale</th>
<th>Responsible Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.5</td>
<td>Develop procedures</td>
<td>May 2010 Corp serv man</td>
</tr>
<tr>
<td></td>
<td>Consult on procedures</td>
<td>During June 2010 Corp serv man</td>
</tr>
<tr>
<td></td>
<td>Ratify and adopt procedures</td>
<td>September 2010 HR director</td>
</tr>
<tr>
<td>3.6</td>
<td>To ensure availability of Welsh speaking staff in all care settings.</td>
<td>April 2010 Corp Serv Man</td>
</tr>
<tr>
<td></td>
<td>Issue questionnaire to staff</td>
<td>By June 2010 Corp Serv Man</td>
</tr>
<tr>
<td></td>
<td>Revisit and update language database</td>
<td>June 2010 Corp Serv Man</td>
</tr>
<tr>
<td></td>
<td>Make arrangements for contact centre to be main point of contact for enquirers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ask service leads to develop a local procedure</td>
<td>April 2010 HR Director</td>
</tr>
<tr>
<td></td>
<td>Audit the local procedure</td>
<td>July 2010 Language Team</td>
</tr>
<tr>
<td>3.7</td>
<td>When the thb awards grants and loans for activities to be undertaken in Wales, it will include conditions with regard to the use of Welsh. In doing this it will have regard to the Welsh Language Board's guidelines on awarding grants and loans. “Welsh Language Board publication 2007 - 'Awarding Grants, Loans and Sponsorship: Welsh Language Issues”.”</td>
<td>May 2010 Corp Serv Man</td>
</tr>
<tr>
<td></td>
<td>Undertake an audit to make sure this happening and if not raise awareness</td>
<td></td>
</tr>
<tr>
<td>3.7</td>
<td>Ensure agreed wording is used in contracts and service quality agreements</td>
<td>May 2010</td>
</tr>
<tr>
<td></td>
<td>Audit this</td>
<td>May 2011</td>
</tr>
</tbody>
</table>

| 3.7 | To provide a written procedure for staff for dealing with agencies, contractors and providers, specifying the requirements as to the use of the Welsh language in all its business arrangements | May 2010 | Corp Serv Man |

<p>| 3.7 | Produce guidelines and give advice to Primary Care Clinical Groups on implementing and complying with the Welsh Language Scheme. | June 2010 | Team |
|     | Notify practices of the scheme and their obligations to the tHB, especially in the case of managed practices | April 2010 | Corp Serv Man |
|     | Raise the awareness of tHB staff who work closely with this sector | April 2010 | Corp Serv Man |
|     | Arrange awareness raising sessions with practice managers | April – to be completed by Autumn 2010 | Corp Serv Man |
|     | Distribute promotional material to contractors | May 2010 | Corp Serv Man |
|     | Survey patients | April 2011 | Corp Serv Man |</p>
<table>
<thead>
<tr>
<th>4.2.</th>
<th>The tHB will make arrangements to ensure that all tHB staff e-mail signatures and out of office replies are bilingual.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Confirm process</td>
</tr>
<tr>
<td></td>
<td>Consult with staff</td>
</tr>
<tr>
<td></td>
<td>Commence phased programme building on actions already achieved</td>
</tr>
<tr>
<td></td>
<td>By Dec 2010</td>
</tr>
<tr>
<td></td>
<td>HR Director</td>
</tr>
<tr>
<td></td>
<td>April 2010</td>
</tr>
<tr>
<td></td>
<td>May 2010</td>
</tr>
<tr>
<td></td>
<td>June 2010</td>
</tr>
<tr>
<td></td>
<td>Corp Serv Man</td>
</tr>
<tr>
<td></td>
<td>Corp Serv Man/HR Dir</td>
</tr>
<tr>
<td></td>
<td>Language Team</td>
</tr>
<tr>
<td>4.3</td>
<td>Every member of staff, who has a direct line telephone, will answer all external calls bilingually</td>
</tr>
<tr>
<td></td>
<td>Confirm process</td>
</tr>
<tr>
<td></td>
<td>Consult with staff</td>
</tr>
<tr>
<td></td>
<td>Commence phased programme building on actions already achieved</td>
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<td></td>
<td>By December 2010</td>
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<tr>
<td></td>
<td>HR Director</td>
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<td></td>
<td>April 2010</td>
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<td>May 2010</td>
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<td></td>
<td>June 2010</td>
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<tr>
<td></td>
<td>Corp Serv Man</td>
</tr>
<tr>
<td></td>
<td>Corp Serv Man/HR Dir</td>
</tr>
<tr>
<td></td>
<td>Language Team</td>
</tr>
</tbody>
</table>
### 4.4

To establish the linguistic preference of patients and other users of the service in order to develop over time, systems to direct Welsh speaking staff to Welsh speakers.

- **Initial workshop session with key players to consider how this will be done and recorded.**
  - **June 2010**
  - **Language Team**

- **Develop action plan following workshop**
  - **June 2010**
  - **Corp Serv man**

- **Liaise with other Health Boards to see what they are doing and if we can emulate.**
  - **April 2010**
  - **Corp Serv man**

- **Set up agreed systems**
  - **January 2011**
  - **Service managers/language team**

- **Implement systems**
  - **March 2011**
  - **Service manager**

- **Audit system**
  - **January 2012**
  - **Corp serv man**

### 4.4

A Welsh Speaker sign will be placed in the tHB’s public facing areas where appropriate and Iaith Gwaith (Working Welsh) badges provided to all new staff.

- **April 2010**
  - **Corp Serv man**

### 4.4

Visitors to the tHB premises will be offered the opportunity to speak to a Welsh speaking member of staff.

- **June 2010**
  - **HR director**
  - **Service managers**

### 4.4

Visitors on arrival will be encouraged to use their preferred language of choice.

- **September 2010**
  - **HR Director**
  - **Service manager**

### 5.1.5

Staff, consultants and providers will be issued with written guidelines regarding the bilingual identity of the tHB.

- **April 2010**
  - **Corp Serv man**

AND will be advised how to complete the Welsh section of patient forms.

- **Sept 2010**
  - **Corp Serv Man**
### 5.3.5
Staff, consultants, designers and printers will be given written guidelines on how to deal with bilingual publications.

**May 2010**

**Corp Serv man**

### 5.4.1
Develop editorial policy for written material
Implement policy
Audit policy

**May 2010**

**July 2010**

**April 2011**

**Corp Serv man**

**HR director**

**Language Team**

### 5.6
The tHB will develop its provision with regards its publicity and advertising activities in order to accomplish language equality

- All adverts and press releases to be bi-lingual
- All public facing posters/displays to be bilingual
- All public surveys to be bi-lingual

**By March 2013**

**HR Director**

### 5.5
The tHB will ensure that advertisements will refer to the fact that the tHB operates a bilingual policy

**April 2010**

**HR Director/Corp serv man**

### 6.5.3
For services delivered on behalf of the tHB by other parties, the tHB will provide written guidelines for staff to deal with agents, contractors and providers

**June 2010**

**Corp Serv man**

### 6.1
Ensure that there are adequate numbers of bilingual staff with the necessary skills to provide a bilingual service

**Long term**

**HR director**

Put in place short/medium term arrangements to meet this requirement for example the availability of alternative staff and interpreters.

**June 2010**

**Corp Serv man/HR director**
<table>
<thead>
<tr>
<th>6.1</th>
<th>Identify the location and posts where the ability to speak Welsh is essential or desirable and formulate team and job descriptions accordingly</th>
<th>Feb 2011</th>
<th>HR Director/workforce manager</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Raise managerial awareness</td>
<td>April 2010</td>
<td>Corp Serv man</td>
</tr>
<tr>
<td></td>
<td>Hold workshop with HR and managerial attendance to devise action plan and agree targets</td>
<td>June 2010</td>
<td>Corp Serv man</td>
</tr>
<tr>
<td></td>
<td>Survey managers to determine current position and needs in their area</td>
<td>April 2010</td>
<td>Corp Serv man</td>
</tr>
<tr>
<td></td>
<td>Adopt revised recruitment policies and procedures incorporating the requirements of the scheme</td>
<td>July 2010</td>
<td>HR Dir</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6.1</th>
<th>Adopt language skills strategy</th>
<th>Dec 2010</th>
<th>HR Director</th>
<th>Corp Serv man</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Work with HR dept to develop the language skills strategy</td>
<td>From April 2010</td>
<td>Corp Serv man</td>
<td>HR Director</td>
</tr>
<tr>
<td></td>
<td>Implement the language skills strategy</td>
<td>Autumn 2010</td>
<td>Corp Serv man</td>
<td>HR Director</td>
</tr>
</tbody>
</table>

| 6.1 | Ensure that managers and others responsible for recruitment, training and monitoring staff are aware of the commitments in the scheme.                                                      | April 2010 | Corp Serv man | Corp Serv man |

| 6.2 | Nominate a senior officer to lead training programme                                                                                                                                | April 2010 | HR Dir | Corp Serv man |

<table>
<thead>
<tr>
<th>6.2</th>
<th>Encourage and support members of independent contractor staff who wish to learn Welsh or to improve their Welsh</th>
<th>Sept 2010</th>
<th>Corp Serv man</th>
<th>Corp Serv man</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Write to them</td>
<td>May 2010</td>
<td>Corp Serv man</td>
<td>Corp Serv man</td>
</tr>
<tr>
<td></td>
<td>Arrange awareness raising sessions</td>
<td>June 2010</td>
<td>Corp Serv man</td>
<td>Corp Serv man</td>
</tr>
</tbody>
</table>

| 6.2.3 | The tHB will install a Welsh spellchecker into its word processing systems. The tHB will install the Welsh Language interface pack for any staff who make a request to use their computer through the medium of Welsh | June 2010 | Corp Serv man/IT manager | Corp Serv man |
| 6.4 | Providing written guidelines and directions to staff, and ensure that THB staff are familiar with the scheme, and that they know how to implement it and what is required of them. | April 2010 | Corp Serv man |

close