

# Welsh Language Standards Annual Monitoring Report 2020-2021

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## Foreword

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on Powys Teaching Health Board (PTHB) to comply with the Welsh Language Standards. 2020-2021 has seen the most challenging year in the history of NHS Wales facing a pandemic of unprecedented nature. COVID-19 has undoubtedly interrupted our usual plans, including those for Welsh language service developments. Nevertheless, despite the challenges of 2020-2021, the health board has continued with its efforts to implement the requirements of Welsh language legislation, working closely with managers within all service areas to ensure they have been able to continue with the delivery of bilingual services for those who need them.

With social distancing rules in place throughout this past year, we have taken a step back from our focus on bilingual service delivery within the clinical setting, and instead have taken the opportunity to focus on the administration and strategic planning behind the scenes. This has meant that we have been able to focus our efforts on policy development, Welsh language impact assessment, staff engagement and workforce administration and have been successful in implementing some of the more challenging operational standards which will hold us in good stead for when healthcare services resume in the aftermath of the pandemic. This does not mean to say that we have not continued in our efforts to implement the Welsh Language Standards in their entirety. Work has continued to raise awareness of the Standards amongst staff groups and the Welsh Language Service Leads have continued to monitor their implementation within their service areas, further details of which will be provided in this report.

Work continues across the county to embed and promote the principles of the Active Offer as outlined within Welsh Government's More Than just words Strategic Framework. The Health Board has liaised with Welsh Government in its review of More Than Just Words and welcomes the continuation of the Framework.

The pandemic has provided the opportunity to refresh national working groups such as the Welsh Language Promotion and Challenge Group within Powys and Welsh Government's Welsh language Contact Points. This has helped to plan future priorities for joint-working to make improvements in bilingual service delivery for Welsh speaking residents across Powys.

We trust that the information included in this report demonstrates our commitment to becoming a bilingual organisation which not only treats the Welsh language equally to the English language, but also actively promotes the use of Welsh in the workplace and across the healthcare sector in our wider communities.

Claire Madsen

Executive Director for Therapies and Health Sciences

Executive Lead for Welsh Language and Equality.

## Executive Summary

This report outlines the steps taken by PTHB to implement the Welsh Language Standards as listed in the compliance notice.

It provides details on the progress made throughout 2020-2021 and the notable achievements which will improve our capacity to deliver health care services bilingually as services resume following the pandemic. These include improvements made in the following key areas:

- Implementation of the Operational Standards which includes bilingual recruitment procedures, national policy development, and Welsh language training which ensure that the health board seeks to increase the use of Welsh in the workplace;
- Introduction of a 'Bilingual Clinical Consultations' policy in line with Standard 110 which sets out how the health board aims to increase its capacity to undertake clinical consultations in Welsh;
- Review of Welsh language impact assessment procedures for strategic decisions including policy development, service development and redesign which will ensure that the Board are assured that any impact of our decisions upon the Welsh language, both positive and negative, have been considered before approval;
- Review of available resources to implement Welsh language objectives and the development of the Welsh language team;
- Bilingual communication of key messages around COVID-19 and support for Welsh speakers attending mass vaccination centres;
- Managing the bilingual workstream across the region as part of the preparations for Additional Learning Needs Education Tribunal (Wales) Act.

Further information on the above alongside a detailed account of the health board's compliance against each of the Standards can be found in the Matters Arising section of this report. The health board will use its compliance assessment to identify the key actions and areas of focus going forward in 2021-2022.

## Background

The Welsh Language Measure (2011) modernised the existing legal framework regarding the use of the Welsh language in the delivery of public services. It includes provision about the official status of the Welsh language and saw the introduction of a Welsh Language Commissioner and the development of the Welsh Language Standards.

PTHB along with other Health Boards and Trusts in Wales must comply with a set of Standards as outlined in [The Welsh Language Standards \(No. 7\) Regulations 2018](#).

In these regulations, Welsh Ministers have specified 4 types of standards with which PTHB must comply, these are:

- Service delivery standards
- Policy making standards
- Operational standards
- Record keeping standards.

Although it is the Welsh Ministers who specify the standards, it is for the Commissioner to determine which standards apply to a specific body. In November 2018, the Commissioner issued a compliance notice to PTHB which outlined the standards with which it must comply and the date by when it must be compliant. A copy of PTHB's compliance notice can be found [here](#).

Included in these Standards is the requirement for PTHB to monitor the implementation of the Standards and produce an annual report which provides details of how the health board has complied with the Standards.

All staff must take responsibility for implementing the Standards across PTHB. Service Leads will monitor compliance within their own service areas and will report progress to the Service Improvement Manager for Welsh Language who will advise and support the implementation of the Standards accordingly. At the end of each financial year, the Service Improvement Manager for Welsh Language will draft an annual report which will be presented to the Executive Lead for Welsh Language and approved by the Executive Committee and the Board before being published on the health board's website.

## **Matters Arising**

PTHB is pleased with the progress made throughout 2020-2021 in relation to its bilingual service provision of healthcare to our service users within Powys. Changes have been made across all areas to ensure compliance with the Standards which will enable significant improvements for our Welsh speaking service users, staff, stakeholders and the general public.

As stated above, with the ongoing restrictions due to COVID-19, PTHB has taken the opportunity to refocus its efforts by concentrating on the policies and procedures which underpin the Standards. This has allowed clinical staff to focus on responding to the pandemic which has seen the prevention of many routine clinical services and instead has seen mass redeployment of staff to the front line and the mass vaccination programme. However, staff continue to monitor the requirements of the Standards and have ensured that COVID-19 response plans have considered the needs of Welsh speakers.

### **Welsh Language Service Leads Steering Group**

The Welsh Language Service Leads have continued to meet throughout 2019-2021 in order to review and monitor the implementation of their individual Welsh language action plans. Regular reminders and resources continue to be shared with teams across the health board. Information relating to Welsh language also continues to be shared and promoted via the electronic Powys Announcements

newsletter and staff social media channels. This has led to a notable increase in the demand for translation services to ensure that staff have bilingual email signatures, out of office messages, and also to ensure that public and patient information is provided bilingually. Welsh language learning opportunities also continue to be promoted to staff and the restrictions of the pandemic has seen more staff inquire about learning Welsh and start using apps such as Duolingo to increase their Welsh language skills.

### **Welsh Language Culture and Promotional Events**

With the prevention of public events throughout the past year, PTHB has promoted a number of virtual events to staff and the public via its social media channels. This has included an online Welsh language cultural event run by 'This is Wales'. The event took place in the days around St David's Day and included events such as Welsh language yoga sessions, Welsh food recipes, Welsh language music performances, online seminars, and more.

### **Operational Standards**

Considerable work has been undertaken to ensure that PTHB is compliant with the Operational Standards. Procedures are now embedded to translate recruitment documentation for new and vacant posts. This includes job descriptions, job adverts and relevant recruitment documents such as internal Occupational Health forms, bank staff time sheets, and performance review documents for staff. Staff are welcome to apply for jobs in Welsh and have the option of being interviewed in their preferred language. It is hoped that these procedures will encourage the recruitment of more Welsh speakers into the health board in the future. Meetings have been held to look at options to encourage and facilitate other routes into healthcare for Welsh speakers. Mechanisms to identify Welsh speakers will be put in place for those who join the health board via our future Health and Care Academy, student placements, work experience placements, volunteering routes, and the Kickstart Grant Scheme.

### **Standard 110**

In September 2020, PTHB published its plan which sets out a number of actions which aim to increase our capacity to undertake clinical consultations in the medium of Welsh. The 4 key objectives of the plan will focus on:

- Increasing the number of staff with Welsh language skills
- Improving mechanisms for identifying and recording patient language choice
- To raise awareness of Welsh in the workplace
- Monitoring procedures

In addition to the progress made in relation to bilingual recruitment procedures, Welsh language training opportunities continue to be promoted to staff. There was a slight increase in interest and uptake in learning Welsh throughout 2020-2021. Plans are also in place to introduce an informal virtual Welsh language support forum for both Welsh speakers and learners of all abilities. It is hoped that this will provide further opportunities for learners to practice their skills and encourage more use of Welsh in the workplace.

The Welsh language awareness training session has been adapted so that it can be delivered virtually in line with the restrictions of the pandemic and this course has also been added to ESR which will allow the health board to monitor and record attendance more efficiently in the future and act as an incentive to staff to add to their learning skills on their training record.

Better monitoring procedures are currently being developed to provide assurance that procedures are in place for identifying patient language choice and offering clinical consultations in Welsh. The Service Leads have collated data from clinical teams across the health board which can now be stored and updated at regular intervals throughout the year. This will help to address any gaps in service provision going forward in the future.

### **Additional Learning Needs and Education Tribunal (Wales) Act (ALNET)**

The Service Improvement Manager for Welsh Language has been leading a regional bilingual steering group across PTHB, Hywel Dda UHB and Swansea Bay UHB areas to support the Designated Education Clinical Lead Officers and clinical staff to prepare for the implementation of the ALNET from September 2021. This work has involved working with clinical staff to identify mechanisms for complying with Welsh language requirements including developing guidelines for staff, self-assessment templates and monitoring procedures to ensure that specialist services can be provided bilingually to children and young people across the three regions. The work has also included looking at methods for delivering educational training courses to staff within Welsh medium schools. This will involve the translation of training resources and the use of suitable Welsh speaking staff from across the regions to deliver training sessions in Welsh.

### **Welsh Language Impact Assessment**

PTHB has conducted a review of its impact assessment procedures when making strategic decisions to approve new and revised policies, procedures and service development. The decision was made to create a new policy and procedural guidelines which will help staff to assess the impact upon those who speak Welsh, those who have a protected characteristic as defined by the Equality Act 2021, and those who live with socioeconomic disadvantage. The new Impact Assessment Policy was approved in January 2021 and includes guidance and a report template which staff can use in the planning stages to ensure that we do not treat the Welsh language less favourably and also to identify and consider any potential positive or adverse effects upon the Welsh language and Welsh speakers. Placing Welsh language impact assessment together with equality and socioeconomic impact assessment also allows staff to better consider the needs of individual Welsh speakers who may have other complex health needs.

### **Review of Internal Resources**

A substantial review of the available resources to implement the Standards was undertaken during 2020-2021. This has resulted in further investment into our commitment to improve bilingual service provision across the health board. The recruitment of two additional posts has taken place to secure a Welsh Language Translator and a Welsh Language and Equalities Officer, and a detailed

procurement exercise was undertaken to secure the services of more external professional Welsh language translation companies to ensure that the health board is able to produce bilingual patient information in a timely manner. This will also help to increase the visibility of the Welsh language across the health board.

## **Compliance with the Welsh Language Standards**

In addition to the examples provided above, details of the extent of which PTHB has complied with the Welsh Language Standards is provided below:

### **Service Delivery Standards**

Standards 1-7 relating to correspondence sent by the health board
Progress
The Manager's Resource and Guidance document continues to be promoted across the health board. This document acts as a general guide for all staff on how to implement the Standards efficiently. The document has been designed for use during team meetings to prompt discussions and generate ideas on how best to comply with the Standards. Guidance is offered on the best practice for dealing with correspondence in Welsh. Following the procurement exercise in January 2021, a new system for accessing translation services has been introduced and staff are able to access more timely translation services to help them comply with Standards 1-7.
Further action to take
To introduce an internal audit mechanism to monitor compliance rates and to continue to use data from the Welsh Language Commissioner's Annual Monitoring Survey to identify and rectify any instances of non-compliance.

Standards 8 – 20 relating to telephone calls made and received by the health board
Progress
<p>The Manager's Resource and Guidance document includes information on dealing with Welsh speakers on the telephone. In addition, a separate guide on answering the telephone bilingually and dealing with Welsh speaking callers has been developed and promoted to staff across the health board.</p> <p>As of 6 July 2021, PTHB has 237 (9.5%) of its staff who are able to deal with telephone calls in Welsh. This includes 12 members of Welsh speaking staff who work within our Therapies Hub (Contact Centre) and Patient Services which includes our main reception areas at Montgomeryshire County Infirmary, Llanidloes War Memorial Hospital, Bro Dyfi Hospital and Ystradgynlais Community Hospital.</p>
Further action to take

Work is ongoing within Patient Services to develop actions to address gaps in our patient service areas where there may be little provision to deal with telephone calls in the medium of Welsh. This includes exploring options to introduce a new automated telephone service across PTHB which will allow callers to be directed to a Welsh speaker when making calls to the main telephone number(s).

Work with the JE Leads to include training on assessing the Welsh language requirements for new and vacant posts in the Recruitment Training for Managers programme.

Regular reminders will continue to be issued to all staff via the Service Leads and the staff intranet with advice on best practice for Standards 8-20.

Standards 20-22CH relating to meetings that are not open to the public

Progress

The Manager's Resource and Guidance document includes information on holding meetings with members of the public. Further consultation with the Welsh Language Service Leads has demonstrated that where possible, Welsh speaking staff will undertake meetings with individuals if the individual has stated that Welsh is their preferred language. Where Welsh speaking staff are not available to attend meetings, staff have access to interpretation services who can assist. Details of the approved interpretation services are available to staff on the intranet and have been promoted to staff.

Further action to take

Continue to monitor compliance levels and feedback from Welsh Language Service Leads.

Standards 23-25 relating to in-patients and case conferences

Progress

In-patient language choice can be recorded via several channels across PTHB. Our WPAS and WCCIS electronic systems both have capacity to record patient language choice. Many of our service user referral forms also asks patients for their preferred language choice. Informal mechanisms also exist for identifying in-patients and service users who speak Welsh, for example, recording this information on patient records on the wards and patient information flow boards. In addition to sourcing available Welsh speaking staff via our ESR system,



managers have been asked to develop local systems for identifying and utilising Welsh speaking staff to treat Welsh speaking in-patients. (This has also been included as an action in our Clinical Consultations Plan in line with the requirements of Standard 110). Work is underway to collate data on recording patient language choice and mechanisms for offering and delivering bilingual services. A template has been drawn up for use with clinical staff who are implementing the Additional Learning Needs Education Tribunal Act and the staff within the Nursing Directorate have developed a data template which will be adapted for use within other patient facing teams.

Case conferences are organised by staff within the Local Authority. Discussions have been held with the Welsh Language Officer in Powys County Council who has provided assurance that systems are in place to comply with these Standards when an individual wishes to attend a case conference and use Welsh as their preferred language. This will either be achieved by utilising Welsh speaking members of staff or via approved interpretation services.

Further action to take

Develop overarching template to demonstrate how patient language preference is recorded and how services are actively offered and delivered.

Continue to monitor compliance levels and liaise with key staff within Powys County Council.

Standards 26-32 relating to meetings and events that are open to the public

Progress

Restrictions of the pandemic has prevented public meetings in their usual format throughout 2020-2021. Public meetings have had to move to virtual platforms and NHS Wales has approved MS Teams as the only secure digital platform within health boards. This has meant that professional simultaneous translators cannot be used throughout public meetings. Welsh Government are aware of this and are working with Microsoft to resolve the issue for health boards in Wales. In the meantime, PTHB has put measures in place to maximise bilingualism in virtual public meetings. This includes bilingual introductions and closing remarks and bilingual documentation prior to, during, and after the meeting. Members of the public are not able to pose questions and make comments as they usually would in public meetings, instead they are able to send in questions prior to the meeting or they can post questions and comments

in chat bar functions. A Welsh speaking member of staff is present at all public meetings to receive and respond to questions and comments in Welsh.

The 'Welsh Language – Communication and Marketing' procedural guidelines which includes information on how to comply with the Standards when arranging meetings which are open to the public continues to be promoted to managers and staff within their teams and simultaneous translation services will be made available when face-to-face public meetings resume.

Further action to take

Continue to review restrictions of the pandemic in relation to holding public meetings.

Implement any solutions to virtual simultaneous translation services following the outcome of Welsh Government's partnership work with Microsoft.

Standards 33-38 relating to publicity and advertising, displaying material in public, producing and publishing document and forms

Progress

Good progress has been made throughout the year to ensure compliance with these standards. In addition to the Manager's Guidance and Resource and the Communications and Marketing Guidelines, Managers continue to audit existing materials and documents within their service areas to ensure compliance which has resulted in a noticeable increase in translation requests.

Further action to take

Introduce an internal auditing system to ensure compliance.

Address any incidents if non-compliance as and when they occur.

Standards 39-46 relating to the health board's website, apps and social media

Progress

Transition to the new website has begun and new and updated information will be published bilingually. Some information throughout the COVID-19 pandemic has been published quickly in English only which is in response to the health

emergency but where possible, COVID-19 communication has also been published bilingually.

Further action to take

Continue to monitor compliance levels.

Address any incidents if non-compliance as and when they occur.

Standards 47-49 relating to signage

Progress

Procedures are in place to ensure that new and replacement signage is compliant with the Standards. A useful resource pack has also been developed for more common temporary signage which will make it easier for staff to comply with the Standards at short notice.

Further action to take

Introduce an internal auditing system to ensure compliance.

Address any incidents of non-compliance as and when they occur.

Standards 50-53 relating to receiving visitors

Progress

Badges, lanyards, and posters are all available for main reception staff to help identify Welsh speaking staff in these areas.

New vacancy approval guidelines were introduced in April 2020 which provide recruiting managers with information and protocols to follow when recruiting to new and vacant posts. Further plans are underway to develop a training session for recruiting managers which will include more detailed information on assessing the Welsh language requirements for new and vacant posts.

Welsh language training offers are regularly sent to main reception staff about available Welsh language training for those who wish to learn or improve their Welsh language skills.

In response to the COVID-19 Pandemic, PTHB has worked with PAVO to utilise Welsh speaking registered volunteers at Mass Vaccination Centres to assist Welsh speaking members of the public as they arrive on site.

Further action to take
<p>Continue to address gaps in main reception areas where there are no Welsh speakers on main reception areas.</p> <p>Continue to offer targeted Welsh language training to main reception staff.</p> <p>Review options for Welsh-speaking bank staff to fill temporary posts within main reception areas.</p> <p>Explore options for further use of registered Welsh-speaking volunteer to meet and greet visitors.</p>

Standards 54-59 relating to awarding grants and contracts
Progress
<p>PTHB does not award grants. Contracts are advertised and awarded in line with the requirements of the Standards. This process is managed centrally by NWSSP. Commissioning and contract procedural documents internal to PTHB include guidelines and information which enable the health board to comply with these standards.</p>
Further action to take
<p>Continue to monitor compliance levels if current procedures change.</p>

Standards 60-61 relating to promoting Welsh language services
Progress
<p>PTHB is committed in its objective to treat Welsh and English equally and has measures in place to ensure that service users have access to all services bilingually whether this will involve utilising Welsh speaking staff or the assistance of professional translation and interpretation services. Therefore, all services are available and promoted bilingually.</p>
Further action to take
N/A

Standard 62 relating to corporate identity
Progress
Corporate identity is fully bilingual and is managed centrally by NHS Wales.
Further action to take
N/A

Standards 63 relating to education courses offered by the health board
Progress
<p>Discussions have been held around the types of educational courses offered by the Health Board. Some courses are offered bilingually, for example, the 'Invest in Your Health' modular course. The Managers Guidance and Resource document includes information on complying with this standard such as asking in advance of the course if anyone wishes to receive course materials and instruction in the medium of Welsh. This would allow the health board to put mechanisms in place to deliver the course in Welsh if possible.</p> <p>Further plans are in place for the implementation of the ALNET which includes delivering educational modules bilingually.</p>
Further action to take
<p>Undertake a more detailed audit of current educational courses on offer across the health board to monitor compliance levels.</p> <p>Monitor the implementation of the self-assessment for ALNET staff and bilingual educational course provision.</p>

Standard 64 relating to public address systems
Progress
There are currently no public address systems in operation within PTHB.
Further action to take
N/A

Standards 65-68 relating to primary care
Progress
In 2019-2020 Welsh Language Awareness Sessions were offered and delivered to independent primary care contractor staff across Powys. The session was received positively by attendees and there has been a noticeable increase in requests from GP staff for advice and support in delivering bilingual services to the residents of Powys. This has included making key documents, signs, notices and websites bilingual. The Primary Care Support Manager is also in the process of auditing the Welsh language skills of independent primary care contractor staff in order for the health board to promote establishments where the public have access to Welsh speaking staff. Welsh language training opportunities for staff have also been promoted to independent primary care contractor staff throughout the year.
Further action to take
Analyse audit data and promote establishments where Welsh speakers are available to deal with the public.  Continue to promote the Standards and support primary care staff in delivering bilingual services.

## Policy Making Standards

Standards 69 – 78A relating to policy making decisions
Progress
A review of the health board's Equality Impact Assessment Policy (EIA) took place during 2020-2021 which has resulted in the development of a new policy and assessment template. This includes a section on Welsh language impact assessment. This means that the impact upon the Welsh language and Welsh speakers is considered for all service plans and policies which require formal approval. Welsh language impact assessment also forms part of our existing engagement and consultation procedures as was evident in our consultation for the Pharmaceutical Needs Assessment which took place in 2020-2021.  The new EIA policy and assessment apply to decisions in relation to primary care to meet the requirements of Standards 78 and 78A.

In 2020-2021 all policies which were presented to the Executive Committee and the Board underwent EIA before receiving formal approval.

The following consultations considered the impact upon Welsh speakers and the use of Welsh:

- North Powys Wellbeing Programme
- Pharmaceutical Needs Assessment
- Podiatry Services
- South Powys Pathways – Clinical Futures
- Vascular Services South East Wales
- Satellite Radiotherapy Services at Neville Hall Hospital

The Service Improvement Manager for Welsh Language and Equality also delivered a series of information sessions on Impact Assessment for managers as part of the launch of the new Equality Impact Assessment policy and assessment tool. Specific impact assessment advice has been provided on the following:

- IMTP
- Management of Medical Devices Policy
- Obesity Pathway Service Plan
- Podiatry Services
- Macmillan Improving Cancer Journey Programme
- Mass Vaccination Programme
- Primary Care Service Change for Haygarth Medical Centres

Further action to take

Offer further advice on undertaking robust EIA for future service plans and policies.

## Operational Standards

Standard 79 relating to a policy on the internal use of the Welsh language

Progress

The Managers Guidance and Resource document doubles up as the policy for using Welsh internally which is published on the intranet. The use of Welsh is encouraged alongside the promotion of Welsh language training for those who wish to learn or improve their language skills.

Further action to take

Review the Managers Guidance and Resource to assess its suitability for the requirements of Standard 79.
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Standards 80 – 81 relating to employment documents
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Progress
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Individuals are automatically asked if they wish to received a copy of their employment contract in Welsh via the TRAC recruiting system. PTHB has a bilingual document for undertaking individual Performance and Development Reviews and paper copies of forms relating to employment are also available bilingually.
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Further action to take
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N/A
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Standard 82 - relating to operational policies
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Progress
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The policies listed in Standard 82 are published bilingually by NWSSP and can be viewed <a href="#">here</a>
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Further action to take
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N/A
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Standard 83 – 88 relating to complaints and disciplinary action against members of staff
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Progress
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The health board’s policies and procedures for dealing with complaints and disciplinary action regarding staff are bilingual. Systems are in place to use independent professional translation and interpreter services to assist staff who wish to use the Welsh language if it is not appropriate or possible for a Welsh speaking member of the HR Team to undertake these duties.
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In 2020-2021 no staff opted to use Welsh during any complaints or disciplinary cases.
Further action to take
Continue to monitor compliance with these standards to ensure equality for our Welsh speaking staff employees.

Standard 89 relating to bilingual computer software
Progress
Bilingual computer software for checking spelling and grammar is available to all PTHB staff.
Further action to take
N/A

Standards 90 – 95 relating to the intranet
Progress
COVID-19 has delayed plans to migrate the intranet content over to the new system and this work will be ongoing into 2021-2022. Bilingual documentation is already published on the intranet and the health board will look to develop bilingual interface pages to meet the requirements of these standards. A designated page for the promotion of Welsh language has been developed for staff where they can access support materials and information. This is reviewed and maintained regularly by the Service Improvement Manager for Welsh Language and the Communications Team.
Further action to take
To develop bilingual interface pages on the intranet to meet the requirements of Standards 90 – 95.

Standards 96 – 101 relating to staff Welsh language skills and training
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Progress
<p>Staff Welsh language skills are assessed and recorded on the electronic staff record (ESR) system. As of 6 July 2021, out of 2506 staff, PTHB has the following staff with Welsh language skills:</p> <p>0 skills – 1134  Level 1 – 574  Level 2 – 153  Level 3 – 73  Level 4 – 62  Level 5 – 102</p> <p>During 2020-2021 all opportunities to learn and improve Welsh language skills have been promoted to staff via the intranet, Powys Announcements, and via the Service Leads and Managers. Staff have the opportunity to attend training during working hours. If the lessons occur outside of working hours, staff should apply for study leave in line with the requirements of our study leave policy. The health board has agreed to fund Welsh language training. Information on accessing both informal online learning and classroom-based training Welsh language training is available on the intranet. In light of the COVID-19 pandemic, the Service Improvement Manager for Welsh Language has liaised with the National Centre for Learning Welsh and local providers such as Aberystwyth University to explore future opportunities for online accredited Welsh language training and staff will be encouraged to continue to access training in this way until further notice. These methods will be reviewed to assess the suitability for long-term use in the future.</p> <p>During 2020-2021 There has been an increase in activity amongst Welsh learners with 18 members of staff expressing an interest in learning Welsh and 12 members of staff undertaking some form of learning.</p> <p>In addition, 250 members of staff have enrolled upon the Work Welsh online courses to date.</p>
Further action to take
<p>Continue to promote available training options to staff across PTHB</p> <p>Encourage more staff to complete the Work Welsh online modules</p>
Standards 102-103 relating to Welsh language awareness training

Progress
<p>During 2020-2021, the Welsh Language Awareness Session has been adapted to be delivered virtually due to social distancing restrictions but excessive workloads and pressure upon staff throughout 2020-2021 has prevented many non-urgent training sessions from being delivered. The Service Improvement Manager has taken this opportunity to formalise the training session by adding it to the catalogue of training on ESR which will allow for more formal recognition for staff who have completed the course. The sessions raise awareness of the 'Active Offer' principle and allows teams the opportunity to discuss the challenges surrounding the implementation of the Standards and highlights best practice and options for overcoming these challenges.</p> <p>As a minimum, all staff must complete the e-learning module 'Treat me Fairly' as part of the core mandatory training. Completion of this course is monitored by line managers. New staff members are also provided with information on the Welsh Language Standards and the 'Active Offer' principle during corporate induction training and are signposted to further information and resources to help them in their new roles.</p> <p>During 2020-2021 out of 345 new employees, 125 have completed a virtual corporate induction. This figure is lower than the usual attendance due to the restrictions of the pandemic which has resulted in the redeployment of trainers and fewer virtual corporate induction courses being made available.</p>
Further action to take
<p>Continue to roll out the Welsh Language Awareness session virtually to staff across all directorates and record attendance on ESR.</p> <p>Work closely with Corporate Induction Trainers and the Workforce and OD Team to monitor uptake of corporate induction and to provide those who have not yet attended corporate induction with information on Welsh language awareness.</p>

Standards 104-105 relating to identifying Welsh speaking staff
Progress
Badges and lanyards to identify Welsh speaking staff and Welsh learners are available to all staff.

Bilingual email signature templates are available on the Welsh language resource intranet page and also in the Managers Guidance and Resource document.

Further action to take

Include email signatures in future internal audits of Welsh Language Standards.

Standards 106 – 109 relating to recruitment

Progress

Following the implementation of new vacancy approval procedures in 2019-2020, mechanisms have been embedded to ensure that all job adverts, job descriptions and relevant recruitment documentation are published bilingually.

During 2020-2021 PTHB advertised 617 vacancies:

2 posts were advertised with Welsh language skills as essential

0 posts were advertised with Welsh language skills as need to be learnt

535 posts were advertised with Welsh language skills as desirable

80 posts were advertised with Welsh language skills as not required

Out of 345 new employees during 2020-2021, 21 (6%) were Welsh speaking. The vast majority of these were in key patient facing roles such as CAMHS, Mental Health Early Intervention, Memory Assessment Unit, Mental Health Wards, Occupational Therapy, Physiotherapy, Portering, Contact Hub, Mass Vaccination and Hospital Nursing.

Further action to take

Continue to promote the new vacancy approval procedures and skills assessment tool to recruiting managers across the health board.

Continue to monitor compliance levels with Service Leads.

Standards 110-110A relating to a plan for bilingual clinical consultations

Progress

This plan has been published on the health board's website. Promotion and implementation of the plan has been hindered by the impact of the pandemic, but progress has been made against the key objectives, in particular around recruitment procedures, opportunities to learn Welsh, and identifying and recording patient language choice.

Further action to take

To cross reference the action plan with a new overarching Welsh Language Plan for PTHB in 2021-2022.

To promote the plan to staff across the health board.

To implement and monitor the identified actions within the 5yr plan.

Standards 111 – 113 relating to signage

Progress

Procedures are in place to ensure that all new and replacement permanent signage is produced and displayed in accordance with the requirements of the Standards.

Resources have been developed and promoted to staff who may produce temporary signage to ensure that these are also displayed in line with these requirements. The Welsh Language Service Leads requested an audit of temporary signage and notices within their service areas which has resulted in an increase in translation of existing temporary signage. These audits will continue at regular intervals in the future to monitor compliance.

Further action to take

Continue to monitor compliance levels.

Include signage in future internal audits of the Standards.

Standard 114 relating to recorded announcements

Progress

PTHB does not have any audio announcement systems in place, however, new visual display screens have been introduced around the health board which display bilingual information to staff.
Further action to take
N/A

## Concerns and Complaints

During 2020-2021 PTHB received no formal complaints in relation to the implementation of the Welsh Language Standards.

PTHB follows the conditions set out in NHS Wales 'Putting Things Right' policy. This document sets out how Health Boards and Trusts in Wales must address concerns and complaints in line with The NHS Concerns, Complaints and Redress Arrangements Wales Regulations (2011). These documents include information on dealing with complaints relating to the Welsh language and also complaints made to a health board in the medium of Welsh. Copies of these documents can be found [here](#).

In addition, PTHB has updated the information on the concerns page of its website which also has additional information on complaints relating to the implementation of the Welsh Language Standards. This page can be found [here](#).

During 2020-2021, PTHB received 3 informal complaints relating to the following:

- English only documents on the website
- English only correspondence between the health board and Y Senedd
- English only information and materials at a mass vaccination centre

Each of the above was responded to and resolved swiftly and to the satisfaction of the correspondent.

## Moving Forward

Despite the severity of the ongoing pressures and challenges facing health boards within Wales, PTHB remains committed to progressing its implementation of the Standards. 2020-2021 has provided the health board with the opportunity to review some of its key policies and procedures which sit behind the practical delivery of bilingual services. Going forward, the health board would like to further embed these policies and procedures to achieve the benefits of their implementation.

Key target areas for 2021-2020 will be:

- Continue to monitor the overarching Welsh language annual plan;
- Analyse mechanisms for recoding patient language choice to identify best practice;
- Support clinical staff in the restart of non-urgent clinical services;
- Increase engagement with Welsh speakers and use feedback to identify further key actions; and
- Promote opportunities to use Welsh in the workplace and increase support for learners.

PTHB is committed to ensuring equality for the Welsh language and Welsh speakers and will continue to promote and encourage the use of Welsh within PTHB at every opportunity.

For further information on the details of this report and for further information on PTHB's implementation of the Welsh Language Standards, please contact the Service Improvement Manager for Welsh Language by emailing:

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