

Welsh Language Standards Annual Monitoring Report 2019-2020

Contents

Contents	2
Foreword	3
Executive Summary	5
Background	6
Matters Arising	7
Welsh Language Service Leads Steering Group	7
Welsh Language Resources for Staff	7
Welsh Language Training Opportunities	8
Welsh Language Promotion	8
The Active Offer	8
Compliance with the Welsh Language Standards	8
Service Delivery Standards	9
Policy Making Standards	15
Operational Standards	16
Concerns and Complaints	23
Moving Forward	24

Mae'r ddogfen hon ar gael yn Gymraeg.

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. The health board has responded positively to the Welsh Language Standards and has used this opportunity to reinforce Welsh language requirements and to improve the quality and availability of our services through the medium of Welsh. During 2019-2020, the health board continued with its efforts to implement the requirements of Welsh language legislation, working closely with managers within all service areas to ensure they can conform.

We have been working hard to raise awareness of the requirements of the Standards which were introduced to Health Boards and Trusts in NHS Wales in May 2020. Considerable efforts have been made to mainstream and embed the Standards into our strategic planning and procedures and PTHB has developed several new policies and procedural guidelines to assist staff in the implementation of the Standards, further details of which will be provided in this report.

A new Welsh Language Service Leads Steering Group has been established to monitor the implementation of the Standards across all service areas. This active network has been instrumental in cascading information to staff and promoting the available information and resources which have been made available to assist them. A key focus of the Steering Group has been to support the workforce to use Welsh in their day-to-day work with the aim to increase opportunities to learn the language and also to build confidence in using it in the workplace.

As well as implementing the requirements of the Welsh language Standards, the health board's main focus during this period has been to continue to implement the key objectives of Welsh Governments More Than Just Words Strategic Framework and to raise awareness of the "Active Offer" principles. A new Welsh language awareness training session has been rolled out to key staff groups in order to intensify their knowledge and ability to make improvements in the workplace which will benefit our Welsh speaking service users and their families.

Our Service Improvement Manager for Welsh Language has established links with colleagues across Wales to enable consistency and a joint approach to language planning within healthcare. A joint-working approach has also been taken on a Powys-wide basis with our Service Improvement Manager for Welsh Language regularly liaising with the Welsh Language Promotion and Challenge Group within Powys County Council (PCC) and Powys Association of Voluntary Organisations (PAVO) to make

improvements to our 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 in key service areas and notable achievements which will improve our capacity to deliver health care services bilingually. These include improvements made in the following key areas:

- Bilingual recruitment procedures which ensure that the health board seeks to recruit Welsh speakers to posts where there are few or no Welsh speaking staff and which ensures that Welsh speaking applicants are encouraged to apply for posts and are not treated unequally to their English counterparts;
- Departmental Welsh language action plans which help service leads and managers to focus on the Standards which are most relevant to their service areas. These action plans also make it easier to monitor compliance with the Standards across all service areas, allowing the health board to direct specialised, targeted support and advice to specific teams which have shown partial or non-compliance;
- Welsh language resources for staff which are promoted to staff via regular communication announcements and are available on a new dedicated page on the intranet; and
- A new Welsh Language Awareness training session which raises awareness of the Standards and the 'Active Offer' principle and will help teams to address any challenges and identify workable solutions when implementing the Standards.

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 2020-2021.

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 decide upon the standards with which a body has to comply. 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 2019-2020 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.

Welsh Language Service Leads Steering Group

A series of departmental Welsh language action plans have been developed and Service Leads have been identified to oversee the monitoring procedures. A new Welsh Language Service Leads Steering Group has been established to address any issues and to share examples of best practice. This is having a positive impact in raising awareness across the Health Board and encouraging more proactive bilingual service provision in line with the 'Active Offer' principle. The Service Leads are proactive in cascading relevant information to staff within their service areas and have initiated informal audits to address incidents of non-compliance. The departmental Welsh language action plans are used to identify areas which need addressing within each service area, allowing the Service Improvement Manager for Welsh Language to offer specific support and advice to key staff in order to facilitate improvements and improve compliance levels. Examples of this targeted approach can be evidenced in the following examples:

- Strengthened internal procedures for dealing with concerns and complaints in relation to the Welsh Language Standards or those made in the medium of Welsh. Additional information has been placed upon the concerns and complaints section of the website and staff can now cross reference incidents recorded on the Datix system if there is a link to compliance with the Welsh Language Standards, making it easier for the health board to identify and address any possible non-compliance issues.
- New vacancy approval procedures are now in place to comply with standards relating to recruitment procedures within PTHB to ensure equality for Welsh speaking applicants and to promote PTHB as a bilingual organisation.

Welsh Language Resources for Staff

A new Welsh Language Resource page is now available to staff via the intranet. This page is maintained by the Service Improvement Manager for

Welsh Language and the Communications Team and includes bilingual templates, guidance on complying with the Standards, support and advice when dealing with Welsh speakers, and information on available training opportunities.

Welsh Language Training Opportunities

A variety of Welsh language training opportunities have been promoted and made available to all staff with the aim of supporting staff who wish to learn Welsh or improve upon their existing skills. The Welsh Language Service Leads have further promoted these training opportunities, especially to staff in key areas such as patient services. Several members of staff have already taken up the opportunity to attend the Welsh language courses on offer.

Welsh Language Promotion

Many initiatives to raise awareness of Welsh language and culture are now being rolled out such as St David's Day ward activities, promotion of the new Welsh Language Rights Day on 6 December 2019 and more notably nursing staff who took part in S4C's 'Nyrsys', a Welsh language documentary series which followed newly qualified nurses preparing to care for patients across Wales which also promoted the use of Welsh in healthcare settings. The Communications Team also produced a promotional video for use on social media of a Welsh speaking healthcare support worker who uses her Welsh with patients on the wards to demonstrate the benefits of basic conversational Welsh language when dealing with Welsh speaking patients.

The Active Offer

Improvements have been made to the way in which Welsh speaking service users are identified. Patient Services are able to record and flag a person's preferred language at the point of referral which can allow staff to pair Welsh speaking staff to Welsh speaking patients. PTHB also continues to assess the skills of its workforce in order to monitor the availability of Welsh speaking staff, especially in communities with high numbers of Welsh speakers.

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
A new Manager's Resource and Guidance document has been developed and 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. During 2019-2020, a review of translation services has been undertaken and staff have access to professional translation services to assist them with Welsh language correspondence in a timely manner.
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
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.
Across PTHB within our contact centre and main reception areas, we currently have 10 (10.4%) members of staff who are able to deal with Welsh speakers.
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).
PTHB will implement the new vacancy approval procedures to identify the Welsh language skills required for new and vacant posts within Patient Services to ensure that every effort is made to recruit Welsh speakers to key posts on main receptions and within our contact centre.
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).

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

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

Professional Translators are used for meetings which are open to the public as evidenced in previous AGMs and the consultation and engagement events for the North Powys Wellbeing Programme. Relevant information and documentation are also produced bilingually, for example consultation documents and PowerPoint presentations. Building upon this good practice, the Communications Team has developed new 'Welsh Language – Communication and Marketing' procedural guidelines which has recently undergone internal consultation. These guidelines provide detailed information on how to comply with the Standards when arranging meetings which are open to the public and will be promoted to managers and staff within their teams.

Further action to take

Further promotion the new Welsh Language – Communication and Marketing guidelines

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 have been asked 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

Plans were put in place for the introduction of a new website for PTHB during 2019-2020. The new website has been designed to comply with the requirements of the Standards. A new temporary Welsh Language Communications Translator has been appointed to increase compliance levels with these Standards. This post is currently being reviewed to explore options for recruiting a permanent Translator post for the health board.

Further action to take

Continue to monitor compliance levels.

Introduce an internal auditing system to ensure compliance.

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.

PTHB is in the process of implementing the new vacancy approval procedures to identify the Welsh language skills required for new and vacant posts within main reception areas to ensure that every effort is made to recruit Welsh speakers to key posts where gaps exist.

Throughout 2019-2020, information has been regularly sent to main reception staff about targeted Welsh language training for those who wish to learn or improve their Welsh language skills.

Further action to take

Review the organisation's bilingual skills strategy.

Continue to address gaps in main reception areas where there are no Welsh speakers on main reception areas.

Continue to offer targeted Welsh language training to main reception staff.

Standards 54-59 relating to awarding grants and contracts

Progress

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.

Further action to take

Continue to monitor compliance levels if current procedures change.

Standards 60-61 relating to promoting Welsh language services

Progress

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.

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

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.

Further action to take

Undertake a more detailed audit of current educational courses on offer across the health board to monitor compliance levels.

Develop specific guidance for staff who are involved in the planning and delivery of educational courses.

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
The health board's policy on equality impact assessment (EIA) was due to be reviewed upon expiry, however, this has been delayed due to the effects of the COVID-19 pandemic. It has been agreed to formally extend the existing policy in the interim. This means that the impact upon the Welsh language is considered for all 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 North Powys Wellbeing Programme where large numbers of our Welsh speaking service users reside. The same EIA procedures apply to decisions in relation to primary care to meet the requirements of Standards 78 and 78A.

In 2019-2020 all policies which were presented to the Executive Committee and the Board underwent EIA before receiving formal approval.

In 2019-2020 7 public consultations were undertaken which looked at the impact upon our Welsh speaking service users. These included:

- North Powys Wellbeing Programme
- Podiatry Services
- Powys Regional Partnership Board
- Powys Public Service Board
- NHS Future Fit / The Shrewsbury and Telford Hospital NHS Trust / sustainability of services provided by The Shrewsbury and Telford Hospital NHS Trust
- Clinical Futures Programme (Gwent)
- Local Care and Support (the primary care model for Wales)

Work is ongoing to review EIA procedures and plans are in place to adopt a Powys-wide procedure for EIA. Powys County Council have introduced a robust EIA assessment tool which includes a more detailed Welsh language impact assessment section. The health board intends to adopt a similar assessment tool for use within PTHB during 2020-2021 in order to strengthen existing mechanisms for looking at the impact of our policy making decisions upon our Welsh speaking communities.

Further action to take

Continue to review and implement more robust EIA procedures with strengthened Welsh language impact assessment.

Publish details of the new policy and procedural guidelines on the website.

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.

Standards 80 – 81 relating to employment documents

Progress

Individuals are automatically asked if they wish to receive 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.

Further action to take

N/A

Standard 82 - relating to operational policies

Progress

The policies listed in Standard 82 are published bilingually by NWSSP and can be viewed [here](#)

Further action to take

N/A

Standard 83 – 88 relating to complaints and disciplinary action against members of staff

Progress

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.

In 2019 – 2020 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

PTHB will be reviewing the content of its intranet during 2020-2021 as part of the plans to update the existing intranet system. 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

Progress

Staff Welsh language skills are assessed and recorded on the electronic staff record (ESR) system. As of 18 August 2020, out of 2934 staff, PTHB has the following staff with Welsh language skills:

0 skills – 1077

Level 1 – 565

Level 2 – 151

Level 3 – 65

Level 4 – 58

Level 5 – 107

During 2019-2020 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.

During 2019-2020 8 members of staff expressed an interest in learning Welsh via the Service Improvement Manager for Welsh Language. 3 members of staff attended formal lessons.

168 members of staff enrolled upon the available Work Welsh online courses and have are in the process of completing the modules. 31 members of staff have completed each of the modules.

Further action to take

Continue to promote available training options to staff across PTHB
Encourage more staff to complete the Work Welsh online modules

Standards 102-103 relating to Welsh language awareness training

Progress

During 2019-2020 a new Welsh Language Awareness Session has been developed and delivered to staff groups including Independent Primary Care Contractors, Learning Disabilities, and Workforce and Organisational Development. 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. The new training session has been received positively by staff who have attended as it gave them the opportunity to discuss how the Standards are relevant to their specific service areas. This session will need to be adapted for future use online in light of the COVID-19 pandemic. It is also the intention to roll-out the session to other staff groups on a more formal basis with attendance recorded on ESR. However, 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.

During 2019-2020 out of 512 new employees, 234 have attended corporate induction. The COVID-19 Pandemic has meant that staff who would usually deliver induction training have been redeployed resulting in fewer corporate induction courses running at present.

210 members of staff have been recruited to the bank and have been offered to attend corporate induction voluntarily although this is not compulsory. Bank members of staff are provided with a corporate handbook.

Further action to take

Continue to roll out the new Welsh Language Awareness sessions to staff across all directorates and record attendance on ESR.

Explore options to deliver this training session virtually.

Work closely with Corporate Induction Trainers and 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.

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

<p>During 2019-2020 considerable progress has been made to develop and implement new procedures to ensure that our recruitment policy and procedures do not put Welsh speakers who wish to apply for posts at any disadvantage. New vacancy approval procedures have been implemented which includes an assessment tool for assessing the Welsh language skills required for new and vacant posts. All job adverts, job descriptions and relevant recruitment documentation are published bilingually. Agreements have been made with professional translation companies to undertake timely translations. The health board's recruitment policy has been amended to reflect these operational changes.</p>

During 2019-2020:

0 posts were advertised with Welsh language skills as essential

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

535 posts were advertised with Welsh language skills as desirable

43 posts were advertised with Welsh language skills as not required

<p>Out of 512 new employees during 2019-2020, 28 were Welsh speaking. 3 of those were appointed within the Mental Health Directorate, 5 were appointed within the Women and Children's Directorate and 14 were appointed within the Primary and Community Care Directorate.</p>

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

A plan has been developed to enable the health board to increase its capacity to undertake clinical consultations in the medium of Welsh. This has undergone consultation with the Welsh Language Service Leads and the Executive Committee and was approved in May 2020. This implementation of this plan will be monitored by the Welsh Language Service Leads and the Executive Lead for Welsh Language. The COVID-19 pandemic has delayed the new website implementation phase and the plan is now due to be published on the website in September 2020.

Further action to take

To cross reference the action plan with a new overarching Welsh Language Plan for PTHB in 2020-2021.

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.
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Further action to take

Continue to monitor compliance levels.
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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.
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Further action to take

N/A

Concerns and Complaints

During 2019-2020 PTHB received no 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](#).

Moving Forward

As outlined in the body of the report, PTHB is committed to increasing compliance levels with the Welsh Language Standards in all areas across the health board. PTHB is proud of the significant steps already taken to improve our bilingual service provision for our service users, staff, stakeholders and members of the public.

However, we recognise that there is room for improvement in many areas and we will address areas of concern during 2020-2021.

Further actions to take have already been identified in Matters Arising Section of this report and PTHB intends to develop an overarching Welsh Language Action plan for 2020-2021 to ensure that these actions are achieved. The plan will aim to collate all Welsh language aims and objectives into a singular place and will cross reference similar actions identified in the following plans and strategies:

- More Than Just Words Strategic Framework
- PTHB 5yr Plan for Welsh-medium Clinical Consultations
- Bilingual Skills Strategy for PTHB (due to be redeveloped in 2020-2021)
- IMTP
- Any other specific Welsh language actions identified in other action plans / risk registers

The health board intends for this new overarching plan to be a live document to track our overall compliance with the Welsh Language Standards and to monitor the progress made in key service areas and those which have been identified as needing improvement.

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:

Kathryn.Cobley2@wales.nhs.uk