

Welsh Language Standards **Annual Monitoring Report** 2021-2022



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Powys Teaching
Health Board



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Foreword

This is Powys Teaching Health Board’s Annual Report for 2021-22 and focuses on our key achievements against the Welsh Language Standards during the year.

It has been a difficult year for Powys Teaching Health Board, as for the wider Welsh NHS. Against the backdrop of the ongoing Covid-19 Pandemic, it has been year of record waiting lists, extremely high staff absences due to sickness and isolation, record numbers of clinical staff leaving the profession and difficulty in filling vacancies. The emergence in the Omicron variant in November 2021 represented a particularly difficult period and any sense in wider society that the pandemic is in its final stages, or even ‘over’, has not been reflected in the experience of NHS staff, who continue to operate under unprecedented pressure.

Work to promote the Welsh Language has not been immune to this pressure, with Welsh language compliance staff being redeployed to support the pandemic response, staffing demands and even the requirement to achieve minimum shift coverage reducing the ability of staff to attend training or to otherwise devote time to reviewing services or to system change. This has particularly hampered our efforts to address bilingual skill levels within the health board. As we transition into recovery and reset our services, we will ensure this remains a priority for the next financial year.

Recognising that this context has affected our progress with compliance for some of the standards, the health board has increased the resource of the function, bringing in a second member of staff as well as, for the first time, an in-house Welsh language translator. This has already borne fruit, with staff feeding back positive responses, and increased use of the translation service. We have also pressed on with ensuring that the organisation is fully compliant with the more operational standards.

Whilst recognising that progress in some areas may not have reflected our initial ambitions, we remain proud of our achievements in this very difficult context, and believe that this Annual Report demonstrates our ongoing dedication to meeting the needs of Welsh speakers and in growing PTHB as a genuinely bilingual organisation.

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 addresses the statutory duty of Powys Teaching Health Board to provide an annual account of our progress against the Welsh Language Standards under the Welsh Language (Wales) Measure 2011 and has been prepared in accordance with Welsh Language Standard 120.

It provides details on the progress made throughout 2021-2022 and the notable achievements which will improve our capacity to deliver health care services bilingually and as services resume following the pandemic. These include improvements made in the following key areas:

- Whilst there has been staff turnover within the Equality & Welsh language function of the health board we have invested to expand the function through the appointment of a new Equality and Welsh Language Officer;
- Continued promotion of Welsh language impact assessment procedures for strategic decisions such as policy, service development and/or redesign as part of the broader Equality Impact Assessment process, including training on assessing policies for the impact on Welsh;
- The establishment of new staff networks for Welsh speakers and learners, and the resumption of the Welsh Language Standards Service Leads group (following Covid-19 related disruption) to share good practice;
- Continued promotion of communication around national events such as Diwrnod Mae Gen i Hawl (Welsh Language Rights Day) and staff events such as a St. David’s Day Bilingual Quiz and the ABUHB-hosted Welsh and Equality Week talks.

Overall, the health board retains a high level of compliance with the Standards with systems in place to ensure that the majority of the standards are met in the majority of circumstances. Progress this year has been made on many of the standards that apply internally, such as:

- providing Welsh language software to staff.
- progress in areas like Communications and social media.
- having fully bilingual job descriptions.

These actions have been important to setting the tone for our organisation both internally and externally, and in promoting an understanding of the organisation as a bilingual institution amongst current and prospective staff.

However, we know we have areas where we can improve. All complaints received regarding the standards during this financial year have been in relation to temporary Covid-19-related activity e.g. vaccination clinics, rather than our regular services. These represent a very small proportion relative to the number of patient interactions with these services. We are also aware that we have performed less well in ensuring progress with developing the bilingual skills of our workforce, particularly around recruitment.

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.

Background

The health board, NHS bodies in Wales, must comply with a set of Standards as outlined in The Welsh Language Standards (No. 7) Regulations 2018.

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 the health board 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 (this document) which provides details of how the health board has complied with the Standards.

In terms of implementation and governance, all staff must take responsibility for implementing the Standards across the health board. Service Leads monitor compliance within their own service areas and 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. The annual report is received by the Executive Committee and Workforce and Culture Committee before being presented to the Board. Following Board approval, the report is published on the health board's website.

2021-22 in Review

Overview

Like 2020-21 before it, 2021-22 has continued to be overshadowed by the ongoing Covid-19 Pandemic and in particular the outbreak of the Omicron variant from December 2021 onwards, which placed considerable pressure on the health board with staff absences running as high as 40% in some areas. The ongoing situation has made it difficult to carry those activities reliant on staff presence such as audit or face-to-face training; indirect issues such as the redeployment of key staff have also disrupted planning around the Welsh language.

In addition to the Pandemic the health board has seen a turnover of Welsh language compliance staff, with the sitting Service Manager for Welsh Language and Equalities moving on within the Welsh NHS and being replaced (also from within the Welsh NHS), with a certain amount of disruption inevitably taking place.

This disruption has, taken together, meant that it has not been possible to carry out all the actions previously intended during 2021-22, including a proposed internal audit of signage and correspondence, and ensuring the intranet is compliant with the standards. These will be addressed during 2022-23, as outlined further on in this report. On a more positive note however, a range of actions have been carried as outlined in this report, many of them not originally a part of the ongoing work plan and which have instead become possible thanks to new team skills or

opportunities arising. The health board remains confident that work is being done to continue to deliver and improve the provision of services in Welsh and its compliance with the standards.

The team has enjoyed a greater degree of resource than in the past with the appointment of a Welsh Language and Equality Officer to act as departmental deputy and support both agendas. The health board has also appointed a full time internal Welsh Translator for the first time, which has greatly increased the capacity for translation as well as improving turnaround. The latter appointment has led to a number of positive comments from staff and wide recognition across the organisation, and the individual in question was given a staff award during their second month in post. It our belief that having a translator in-house actively encourages staff to ensure they operate bilingually and to make greater use of translation by making it easier and faster to do so.

Welsh Language Service Leads Steering Group

The Welsh Language Service Leads meetings were postponed during the pandemic, but they resumed in spring 2022 in order to review and monitor the implementation of their individual Welsh language action plans. The meetings provide an opportunity for service leads to raise issues, and for updates to be shared, as well as discussion on the implications of proposed changes to policy or processes, or of developments such as complaints or correspondence from the Welsh Language Commissioner.

Welsh Speaking Staff Networks

Following a variety of expressions of interest, during 2021-22 two new staff networks have been established in PTHB via MS Teams which allow staff to network, share experiences and collaborate with ongoing work relating to Welsh. The first of these networks is for fluent Welsh speakers and advanced learners, and the second for those with more basic language skills. The geographically disparate nature of Powys as an employer makes in-person meetings difficult and thus it is anticipated that these staff networks will remain primarily online.

Awareness Raising & Events

PTHB has continued to promote events and awareness raising opportunities such as Welsh Language Rights Day (Mae gen i Hawl) and Dydd Miwsig Cymru through platforms such as social media, the new staff networks (see above) and the internal newsletter. A bilingual St. David's Day Quiz (in collaboration with Powys County Council) provided a further opportunity to promote the Welsh language internally in a light-hearted context. Opportunities to learn the language have also continued to be promoted within the health board, as have new developments (see 'Compliance with the Welsh Language Standards' below) such as newly available Welsh language software and interfaces.

Staff from the Welsh language team have attended secondary schools in the county to promote the importance of Welsh language skills to the health board.

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

PTHB has continued to lead on the implementation of this act on a collaborative regional basis across PTHB, Hywel Dda University Health Board and Swansea Bay University Health Board areas. The requirements of the act with respect to Welsh have been built into the three health boards’ response to the act from the start. A tool has been developed to allow relevant departments to self-assess and record their capacity to provide services in Welsh; this information will then be centrally stored so that requests for assessments or other interventions under the act required in Welsh can be directed to an appropriate team. Additionally, the full range of training materials associated with the act have been made available in Welsh and are ready to be used as needed to deliver training in Welsh, or can be accessed online as reference documents.

Welsh Language Impact Assessment

Following a review of PTHB impact assessment procedures carried out in 2020-21, the new PTHB Equality Impact Assessment integrates impact on Welsh in accordance with Standards 69-78A. As a part of the process the health board has developed a training session on carrying out Impact Assessments which has been delivered to multiple groups covering a range of staff from different departments.

As well as the intended function of promoting opportunities to use Welsh and ensuring that decisions do not treat Welsh less favourably than English, the assessment mechanism is also helpful in reminding staff of their obligations under the service delivery standards with respect to things like signage.

Welsh Translation Service

The appointment of a full-time in-house Welsh translator to the health board has led to a surge in requests. By the end of 2021-22 demand for translation (other than Job Descriptions; see below) each month is between four and six times as much as it was at the start of the period. This is likely due to the new service making the translation process quicker and more straightforward, as well as continual efforts to encourage and promote use of the service.

Anecdotally, a considerable amount of positive feedback has been received regarding the new service and the post-holder received a staff contribution award in their first month in post. We believe that bringing these services in-house has been a success. This represents an interesting case study for other organisations considering establishing an internal translation service.

Translation memory software has been acquired for us by PTHB, and an agreement has been reached for PTHB to share the translation memories of NHS Wales colleagues in Cwm Taf Morgannwg University Health Board and the NHS Wales Shared Services Partnership.

Translation of Job Descriptions

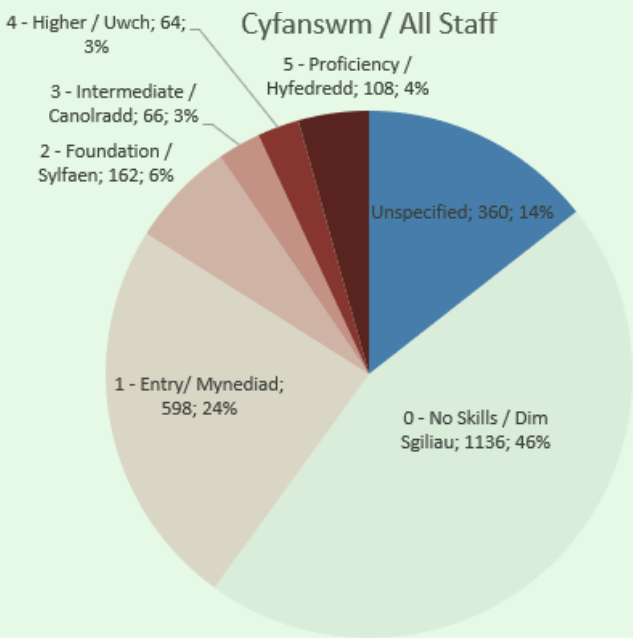
Working in a partnership between the Welsh language team, the job evaluation team and external translation companies a process has been put in place by which all vacancies are now advertised, including their job descriptions, entirely bilingually as per Standard 107(a). These job descriptions now make up a significant proportion of health board translation.

Powys Teaching Health Board has been recognised by the Welsh Language Commissioner as leading the sector in this regard, and in November 2021 was invited by the commissioner to deliver a presentation to our peers in other health boards.

Improving Bilingual Capacity

Current Welsh Language Skill Levels at PTHB (Standard 116)

As of 31st March 2022, the 2,494 staff at PTHB staff indicated that their ability to speak Welsh was as follows:



	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Unknown	885	554	333	911*	408	360
Level 0	556	846	1023	1077	1134	1136
Level 1	374	447	506	565	574	598
Level 2	87	117	126	151	153	162
Level 3	37	53	58	65	73	66
Level 4	35	45	48	58	62	64
Level 5	53	69	87	107	102	108

Removing unknowns and viewing the numbers as a percentage, it can be seen that these figures are consistent with previous years, suggesting that the proportion of Welsh language skills within the PTHB workforce has not changed significantly over the past five years:

	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Level 0	48.69%	53.65%	55.36%	53.24%	54.05%	53.23%
Level 1	32.75%	28.34%	27.38%	27.93%	27.36%	28.02%
Level 2	7.62%	7.42%	6.82%	7.46%	7.29%	7.59%
Level 3	3.24%	3.36%	3.14%	3.21%	3.48%	3.09%
Level 4	3.06%	2.85%	2.60%	2.87%	2.96%	3.00%
Level 5	4.64%	4.38%	4.71%	5.29%	4.86%	5.06%

(* The significant temporary increase in ‘unknowns’ in 2019-20 likely reflects staff on temporary contracts related to Covid-19)

The health board acknowledges that improving the Welsh language skills of its workforce will be necessary to provide improve compliance with the standards. If the health board is to address this this will require a change in approach to recruitment, with greater emphasis placed on Welsh language skills in recruitment (see Standard 106-109 below), as well as in training.

See “Moving Forward” below.

Compliance with the Welsh Language Standards

In addition to the examples provided above, the following provide details of steps PTHB has taken to ensure or improve compliance with the Welsh Language Standards during 2021-22.

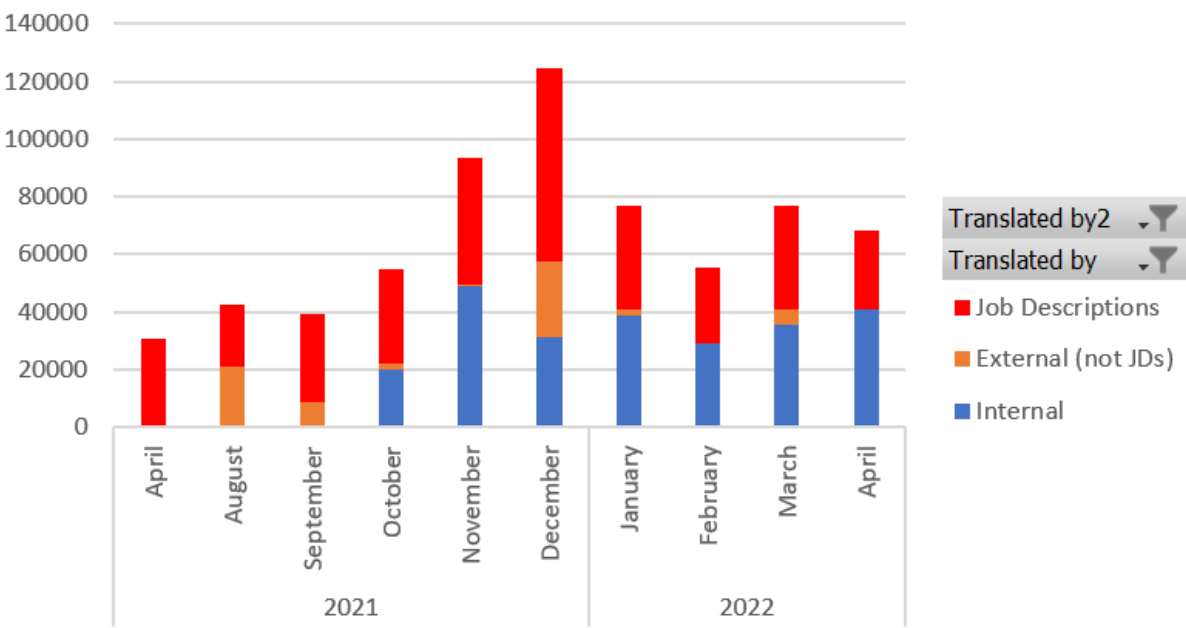
Written Correspondence (Standards 1 – 7)

→ In 2021/22 we:

Created an in-house translation service following the appointment of a full time Welsh translator. This has enabled the health board to greatly increase capacity reduce turnaround times, facilitating compliance with a range of standards relating to written information in Welsh.

The work our new translator has carried out has included the translation of additional template standard letters to ensure that patients pro-actively receive communications in Welsh as a matter of course.

Translation by Wordcount



A considerable quantity of communication with the health board takes place over social media, which is managed by the communications team who have a Welsh speaker in post able to ensure that any correspondence received using that platform can be addressed in Welsh without recourse to translation.

→ In 2022/23 we will:

Continue to ensure that correspondence is proactively translated as required and promote Welsh language awareness training to ensure staff are aware of their responsibilities when it comes to corresponding with patients in Welsh.


Telephone Greetings (Standards 8 – 20)

→ In 2021/22 we:

Will promote the Manager’s Resource and Guidance document which 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 is continually promoted to staff across the health board. At present, when contacting the health board’s main contract line a user receives a Welsh

Welsh Language Resource

Manager's Guidance & Resource



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Introduction

This resource is intended to help you and your team understand the action you need take to comply with the new Welsh Language Standards for Powys THB. Please use this resource in team meetings to prompt discussions about the changes required within your team and to address any concerns that staff may have.

What Are The Welsh Language Standards?

The Welsh Language Standards are a set of legally binding requirements that aim to improve the bilingual services that the people of Wales can expect to receive from their Health Board. The Standards clearly set out what our responsibilities are in terms of providing bilingual services, ensuring the Welsh language is not treated any less favourably than the English

language service thanks to the skills of staff present. This will not necessarily be possible throughout all services as per recent interpretations of the standards however, due to the relatively low number of staff able to deal with queries in Welsh.

Training opportunities are promoted to staff continually (see section on standards 96-101), including opportunities for staff to develop existing Welsh language skills and improve confidence.

In collaboration with Job Evaluation leads the health board has incorporated the requirement to assess Welsh language levels required for vacancies before advertising posts. This requirement is covered as part of the management training program, and the Welsh language team is able to support with recruitment (for example, where candidates' Welsh language ability cannot be assessed locally).

→ In 2022/23 we will:

Continue to look at ways where we can increase our bilingual workforce and ensure staff are aware of the support available through our Welsh Language team. This in turn will strengthen our ability to meet these standards.

Meetings and events (Standards 21-33)

→ In 2021/22 we:

Standards 20-22 - The Manager's Resource and Guidance document includes information on holding meetings with members of the public. Where Welsh speaking staff are not available to attend meetings, staff have access to interpretation services who can assist, and details of the approved interpretation services are available to staff on the intranet and have been promoted to staff.

The requirement to use Microsoft Teams as the preferred video-conferencing protocol has been problematic due to the lack of functionality to support simultaneous translation (an issue across the Welsh public sector); however this has now been addressed on an All-Wales basis and in future it will be possible to support simultaneous translation using Teams.

→ In 2022/23 we will:

Continue to monitor compliance levels and feedback and implement any required changes following updates to MS Teams and promote the new functionality.



In-Patients and Case Conferences (Standards 23-25)

→ In 2021/22 we:

Put arrangements in place so that 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.

The capacity to deliver on these standards in practice is primarily a question of the bilingual workforce (see above).

→ In 2022/23 we will:

Continue to promote the need for patients language choice to be recorded on systems and referral forms in Welsh Language Awareness session for staff. We will also continue to look at ways where we can increase our bilingual workforce and ensure staff are aware of the support available through our Welsh Language team. This in turn will strengthen our ability to meet these standards.

Meetings and Events that are open to the public (Standards 26-32)

→ In 2021/22 we:

- Adapted our practices as the ongoing Pandemic prevented all face-to-face public meetings during 2021-22. This necessitated the use of online platforms. The Communications team has Welsh-speaking capacity and is able to facilitate receiving and responding to written questions and comments in Welsh. During the 2021-22 AGM (held online), a system was in place to enable questions to be asked by the public in Welsh, and all information was provided bilingually.

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.

→ In 2022/23 we will:

Continue to monitor compliance levels and feedback and implement any required changes following updates to MS Teams and promote the new functionality.

Publicity and advertising, displaying material in public, producing and publishing document and

forms (Standards 33-38; Standards 111-113)

→ In 2021/22 we:

made available guidance such as the Manager's Guidance and Resource and the Communications and Marketing Guidelines and the need to ensure signage is compliant has been incorporated into Welsh Language Awareness training. Via the service leads group, Managers have been asked to pay particular attention to this requirement. Ensuring visual information is in Welsh is an important part of presenting the health board as a bilingual organisation and in treating Welsh speaking service users with respect; providing written information in Welsh is particularly important where Welsh speaking staff are not available.

Restrictions on staff attending sites in person has limited the ability of Welsh compliance staff to directly audit information displayed in public.

→ In 2022/23 we will:

Explore the use of Internal Audit procedures to improve compliance systematically. If restrictions allow, Welsh compliance staff could carry out an in-person audit/assessment of sites. We will develop a 'Welsh language for managers' training course to emphasise this requirement.

Website, apps and Social Media (Standards 39-46)

→ In 2021/22 we:

designed our new website from the start to be bilingual. A desktop audit exercise from the Welsh Language commissioner identified a small number of instances of non-compliance, largely centred around Covid-19 information. The staff responsible for these areas have been informed of their responsibilities and the issues of non-compliance have been rectified.

The health board does not directly manage any apps. The health board has provided feedback to ensure that the All-Wales NHS App (still in development) is fully compliant.

On social media, the Health Board posts bilingually from single accounts on each platform. We believe this is the best approach to compliance as it gives maximum visibility to the Welsh language and emphasises our status as a bilingual organisation. The Facebook group name was re-named to give it a bilingual title during this financial year.

These elements are managed by the communications team who have Welsh language skills within their team. PTHB has high confidence that its website and online presence is wholly compliant within the standards.

→ In 2022/23 we will:

As the new website expands and develops, we will continue to ensure that all pages are available in Welsh and English.

Receiving Visitors (Standard 50-53)

→ In 2021/22 we:

made badges, lanyards, and posters available and promoted for main reception staff to help identify Welsh speaking staff in these areas, and Welsh language training and learning opportunities have been promoted amongst main reception staff. The requirement to assess vacancies for their Welsh language skills has been incorporated into the management training program. A more holistic description of the current situation with regards the Welsh speaking workforce is provided above.

→ In 2022/23 we will:

Continue to look at ways where we can increase our bilingual workforce and ensure staff are aware of the support available through our Welsh Language team. This in turn will strengthen our ability to meet these standards.

Awarding grants and contracts (Standards 54-59)

→ In 2021/22 we:

Do not award grants but contracts are advertised and awarded in line with the requirements of the Standards. This process is managed centrally by NHS Wales Shared Services Partnership. Commissioning and contract procedural documents internal to PTHB include guidelines and information which enable the health board to comply with these standards.

→ In 2022/23 we will:

Continue to monitor compliance levels if current procedures change.

Promoting Welsh language Services (Standards 60-61)

→ In 2021/22 we:

Provided staff with and encouraged them to wear Iaith Gwaith lanyards/badges/embroidered uniforms to advertise their Welsh language skills to service users.

As noted above when discussing social media, PTHB believes that single bilingual accounts provide greater reassurance to service users that the organisation takes the Welsh language seriously and encourages greater use of Welsh online.

➔ In 2022/23 we will:

Ensure any updates of procedures/guidance take into account the requirements of Standards 60-61 and ensure that any newly available service in Welsh is appropriately promoted in accordance with these standards. Once the SilverCloud service (see below) is available in Welsh we will promote this widely.

Education Courses (Standard 63)

➔ In 2021/22 we:

Arranged for the translation of all education materials relating to the Additional Learning Needs Education Tribunal Act in order to ensure that they are made available entirely in Welsh. This will make it possible to carry out individualised assessments in Welsh for service users based in Welsh medium schools.

The Health Board is the designated host for the All-Wales NHS Wales SilverCloud service, a new on-line Cognitive Behaviour Therapy Platform for mild to moderate mental health issues such as depression, anxiety, stress, etc. Service users are able to access a course of CBT resources as well as having access to a mental health professional online. This service is therefore both an educational course and a clinical service. The service has been designed with consideration for Welsh at the fore, and the ambition is to be able to offer this service through the medium of Welsh during of 2022-23.

➔ In 2022/23 we will:

Ensure that Welsh speaking staff are proactively offered the opportunity to request training in Welsh, and ensure any new training courses take into account the need to assess the level of demand for Welsh language courses. We will ensure that the SilverCloud service can be offered in Welsh; this will be achieved by a combination of translation of materials and the recruitment of Welsh speaking professionals able to manage the service for Welsh speaking service users.

Systems making Recorded Announcements (Standard 64; Standard 114)

➔ In 2021/22 we:

Did not have any active public address systems on any of its sites during 2021-22 nor any system making pre-recorded workplace announcements.

➔ In 2022/23 we will:

Continue to review but there are currently no plans for public address systems to be installed on any PTHB site during 2022/23. However if this situation changes PTHB will ensure that any systems are installed in accordance with this standard.

Primary Care (Standard 65-68)

➔ In 2021/22 we:

Ensured that the new in-house translation service was offered to primary care providers as per Standard 66 along with the opportunity to order badges / lanyards with the 'Iaith Gwaith' logo free of charge, with a number of settings requesting and being provided with materials. This has increased the visibility of Welsh language provision in primary care.

A plan was in place to ensure information about Primary Care providers able to offer services in Welsh was in place on the website, however this was delayed due to the new website and due to illness and redeployment in the Primary Care team and we will seek to complete this in 2022/23.

➔ In 2022/23 we will:

Develop a process to ensure that the information concerning information about Primary Care providers on the PTHB website (Standard 65) is provided, and maintained.


Policy Making Standards

Decision Making (Standard 69-78A)

→ In 2021/22 we:

Continued to ensure that the assessment of policy decisions for their impact on Welsh takes place as part of the health board's wider Equality Impact Assessment (henceforth EIA) process.

During 2021-22, a total of 3 training sessions were delivered on carrying out EIAs. The training session and the corporate template cover the requirements under the Welsh Language Standards. Because the Equality and Welsh Language functions at PTHB are covered by the same staff, the requirement to assess policies and developments for their impact on Welsh is routinely reinforced as a matter of course as part of this broader process. All EIA training sessions are delivered by individual(s) with experience of Welsh Standards Compliance.



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<http://pthb.nhs.wales>

What do I need to consider? (5/6)

Welsh Language
The Policy or Project must should not have negative effects and ideally will have positive effects on

- 1) Opportunities to use the Welsh Language
- 2) Treating the Welsh Language less favourably than English

Questions to ask:
What provision have you made for Welsh?
Will Welsh versions be distributed with English materials?
Will it be easier for people to receive services in Welsh?
If the service is new, how will you offer it in Welsh?

11

Equality impact Assessment Training

More information on the health board's Equality Impact Assessment process is available in the PTHB 2021-22 Equality Annual Report.

→ In 2022/23 we will:

Continue to monitor Equality Impact Assessments for evidence that this standard has been met.

Operational Standards

A policy on the internal use of the Welsh language (Standard 79)

→ In 2021/22 we:

Promoted the Managers Guidance and Resource document as a 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.

→ In 2022/23 we will:

Review the Managers Guidance and Resource to assess its suitability for the requirements of Standard 79.

Employment Documents (Standards 80-81)

→ In 2021/22 we:

Have ensured that Welsh versions of documents (where they exist) are available alongside any English versions. This was undertaken as part of the ongoing introduction of a new internal health board intranet and enables Welsh speakers to complete standard documentation e.g. performance reviews in Welsh if desired; this takes place in some parts of the organisation e.g. within the Welsh language team.

As a result of the updates to ESR delivered to PTHB staff on 5th January 2022, the health board is now compliant with Standard 81 for the first time with respect to ESR. These changes have been highlighted and promoted amongst staff and allow staff to complete tasks such as booking Annual Leave via a Welsh language interface.

→ In 2022/23 we will:

Ensure all relevant documents are available in the same place as the English versions on the completed intranet (subject to completion of intranet rollout).

Operational Policies (Standard 82)

→ In 2021/22 we:

Some of the policies covered by Standard 82 are published bilingually due to being All-Wales policies. However, prior to 2021-22 most workforce policies produced internally in Powys were available in English only. A plan of work has been developed and put into place using the new internal translation service to ensure that these policies are all made available in Welsh over the course of the next two financial years.

→ In 2022/23 we will:

Ensure that all future policies relevant to the standard are either drafted in Welsh / bilingually or translated, and put in place a system to ensure that any changes made are reflected in all versions of a policy.

Use of Welsh in Disciplinary and Complaints Procedures (Standards 83-88)

→ In 2021/22 we:

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 2022/23 we will:

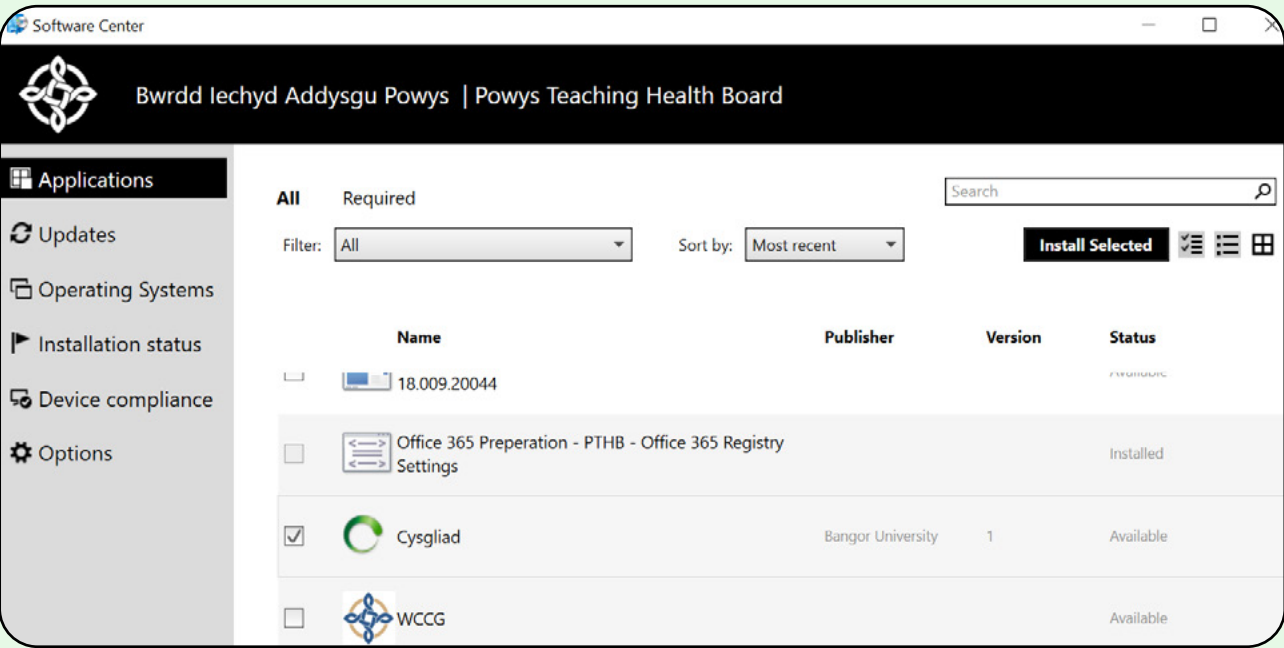
Continue to monitor compliance with these standards to ensure equality for our Welsh speaking staff.

Bilingual Software & Interfaces (Standard 89)

→ In 2021/22 we:

As of 8th December 2021, Cysgliad Bilingual computer software for checking spelling and grammar has been made available to all PTHB staff:

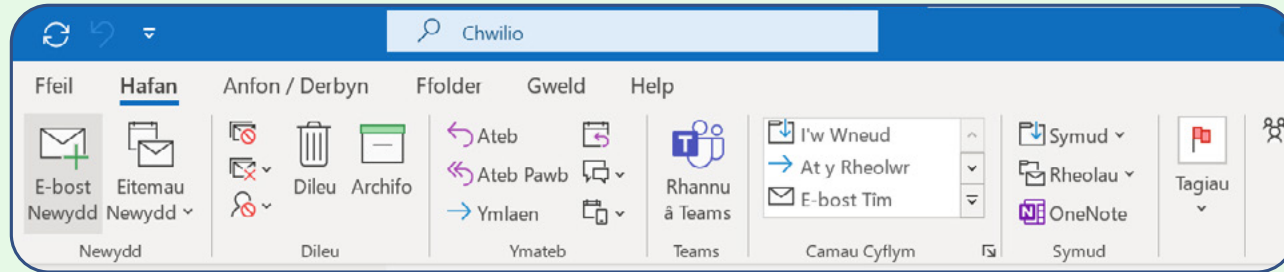
Welsh interfaces for Office and for Windows had also been made available to staff as of 7th January 2022: Although not a PTHB-led development, an update to ESR completed on 5th January 2022 has



also enabled that system to be used with a Welsh interface.

All these developments have been promoted internally, with guides published on the PTHB intranet on how to set them up.

Thanks to these developments it is now possible for staff who do not need access to clinical systems to work entirely in the medium of Welsh in terms of their own computer system interfaces. The provision of Cysgliad enables staff to check their grammar and spelling when using Welsh, improving their confidence for example when dealing with Welsh queries.



→ In 2022/23 we will:

Continue to engage with ICT leads to explore the possibility of enabling the CySill plugin for Office, which enables use of Cysgliad without having to open a second application.

Intranet (Standards 90-95)

→ In 2021/22 we:

Continue to make progress with shutting down our existing PTHB intranet site and replacing it with a new Sharepoint-based system. This will be fully compliant with the standards, however due to ongoing delays with introduction of the system architecture the existing intranet is still in use at the end of 2021-22.

→ In 2022/23 we will:

Establish the new Sharepoint-based intranet over 2022-22 and we will ensure that this new intranet is fully compliant with the relevant standards.

Staff Welsh language skills and training (Standards 96-101)

→ In 2021/22 we:

(See the previous section for reporting responsibilities).

Promoted and financially supported learning of Welsh in line with the standards. Despite the staffing pressures caused by the Pandemic uptake has remained similar to previous year, with 19 expressions of interest (+1 compared to 2020-21) and 12 carrying out some kind of training (+/-0).

→ In 2022/23 we will:

Continue to promote existing and new training options to staff across PTHB.

Welsh Language Awareness Training (Standards 102-103)

→ In 2021/22 we:

Updated the Welsh Language Awareness training and continued to offer this to all staff. Uptake has been low, due perhaps in part to staffing and other pressures caused by the pandemic but also busy training schedules with many competing demands, a context in which it is difficult to promote a non-mandatory course.

On a more positive note, during 2021/22 PTHB introduced Welsh Language Awareness as part of its Induction Program for the first time, meaning that all new staff now receive information on the historic context of the language, and on the standards (in line with Standard 103).

→ In 2022/23 we will:

Revisit the Concept of awareness training as part of a Bilingual skills review in 2022-23.

Identifying Welsh Speaking Staff (Standards 104-105)

→ In 2021/22 we:

Made available to all staff, badges and lanyards (Iaith Gwaith) to identify Welsh speaking staff and Welsh learners. This enables patients to readily identify Welsh speaking staff and increases their confidence in the health board's ability to provide services in Welsh.

Bilingual email signature templates are available on the Welsh language resource intranet page and also in the Managers Guidance and Resource document. The overwhelming majority of staff are using a Bilingual signature.

→ In 2022/23 we will:

Continue to promote the use of Iaith Gwaith materials and bilingual signatures, including by means of our new induction process (see above).

Recruitment (Standards 106-109; Standard 117)

→ In 2021/22 we:

Continued our implementation of a new vacancy approval procedures that were initiated in 2019-2020. The health board continues to follow a robust set of procedures to ensure equity for Welsh in the recruitment process. The health board was recognised and praised by the Welsh Language Commissioner for our sector-leading approach to Standard 107A in particular (requiring job descriptions to be made available in Welsh). All vacancies are advertised in full compliance with Standards 106A, 107, 107A, 107B, 108 and 109.

During 2021-2022 PTHB advertised 1,040 vacancies:

- 3 posts were advertised with Welsh language skills as essential.
- 922 posts were advertised with Welsh language skills as desirable.
- 115 posts were advertised with Welsh language skills as not required.

The roles advertised with Welsh language skills as an essential requirement were a Welsh Language Translator, a Welsh Language and Equality Officer and the Service Improvement Manager for Equality and Welsh Language.

Although the above figures represent a nominal increase from the previous year, the fact that all Welsh essential vacancies were in the Welsh language team suggests that staff across the wider organisation are not using the means available to them to encourage Welsh speakers to work for the organisation. The advertising of vacancies as requiring Welsh skills is remains extremely low and disproportionately represented by vacancies within the Welsh language team.

An audit of recent recruitment instances was carried out and found that knowledge and implementation of existing recruitment frameworks in the organisation was inconsistent. Ensuring that these systems are fit for purpose and working is vital to ensure compliance with the standards.

→ In 2022/23 we will:

Develop a new action plan to encourage an increase in the number and range of posts advertised as requiring Welsh language skills.

Monitor and promote the use of the existing skills assessment tool to recruiting managers across the health board, and if necessary, revise or replace it.

A plan for bilingual clinical consultations (Standards 110-110A)

→ In 2021/22 we:

Published our plan on the health board's website and can be accessed [here](#) (it is updated annually). 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.

→ In 2022/23 we will:

Recognise that this standard is primarily a question of the bilingual workforce (see above) and our efforts to address this element of our activity will be relevant to this standard.

Concerns and Complaints (Standard 115)

During 2021-2022 PTHB received no formal complaints in relation to the implementation of the Welsh Language Standards.

PTHB continues to follow the conditions set out in NHS Wales 'Putting Things Right' policy, which include information on dealing with complaints made in Welsh and relating to Welsh language provision. Copies of these documents can be found [here](#).

During 2021-2022, PTHB received the following informal complaints in relation to its compliance with the standards:

November 2021 - Recorded Telephone message for a Mass Vaccination Centre provided only a greeting in Welsh and was otherwise in English only (Standard 20)

- The issue raised was highlighted to the team in question, and the issue was resolved to the satisfaction of the correspondent.

December 2021 - Signage in English only at a Mass Vaccination Centre (Standard 47)

- The issue raised was highlighted to the team in question, and the issue was resolved to the satisfaction of the correspondent.

January 2022 - English-language only text message regarding Covid-19 Track and Trace (Received via the Welsh Language commissioner) (Standard 5)

- It transpired that the text message in question did not in fact originate from PTHB, but the UK-wide Track and Trace system. The Commissioner was informed of this in order to pass on to the complainant, and no subsequent correspondence was received in relation to the matter.

January 2022 - the Welsh on two signs at Brecon Hospital was inaccurate (Standard 49)

- The individual drawing the team's attention to this provided photographs as evidence for one fixed sign with non-standard Welsh and another which was inaccurate. Both instances were passed onto the Estates Department to be flagged for replacement.

Additionally, although not a complaint as such, a representative of the Welsh Language Commissioner drew attention to a number of documents on the website which were not available in Welsh. Each of these documents was either subsequently provided in a Welsh version and made available on the website, or an explanation provided under Standard 36 for why the document was not available in Welsh.

Moving Forward

The primary target area for 2022-2023 will be taking steps to address the lack of progress in increasing the Welsh language skills of the PTHB workforce. Central to achieving this will be encouraging recruiting managers take advantage of opportunities to advertise vacancies with Welsh language skills as essential, and identifying the obstacles that prevent staff from taking advantage of training opportunities, and whether these can be addressed.

With a new Health Board intranet anticipated to be up and running during the first quarter of 2022-23, the Welsh Language team hope to provide a comprehensive collection of resources for staff that will be a considerable improvement on what has previously been available.

The 'Proposed Actions during 2022-23' statements set out above indicates our commitment to embark on further improvement measures during the next financial year.

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 Equality and Welsh Language team by emailing powys.equalityandwelsh@wales.nhs.uk.



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