



Welsh Language Standards

Annual Monitoring Report

2022-2023

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Foreword

As we near the end of the fourth year since the introduction of the Welsh Language Standards, and thus the publication of our fourth Annual Report under these Standards, I am struck by the significant change that has been seen over this period in terms of our provision in Welsh: the Standards have, and continue to make, a real difference to Welsh speakers across Powys.

As a Welsh speaker myself, these issues are important to me personally as well as professionally. Whilst recognising that there is still a lot of work to do in ensuring that we do not treat the Welsh language less favourably across our services, I believe nevertheless that we can take pride in those things we have achieved, and in the work that continues to be carried out every day across our organisation.

Ymlaen!

Hayley Thomas

Acting Chief Executive Officer

It is difficult to imagine a much more difficult healthcare context than the NHS in 2022-23. The system was still strained by the after-effects of the Covid-19 Pandemic at the start of the year, with waiting lists, staff absence and shortages still at record levels. The war in Ukraine and the cost-of-living crisis it precipitated have only exacerbated many of these problems by increasing the mental strain on our staff and our patients even as inflation erodes the available resources to deal with them.

Nevertheless, as an officially bilingual organisation we remain dedicated to ensuring our services can be accessed in Welsh, and have not used the difficult context as an excuse for de-prioritisation or inaction. We have worked hard over the past year, particularly in re-assessing our compliance situation via audits, site visits and assessing our processes of accountability around the standards.

The introduction of new and revised services has also been a theme, with new services launched such as SilverCloud® (and others to come in 2023-24) and work ongoing on new facilities such as at Bro Dyfi (Machynlleth), and in the longer term, the North Powys campus. Work has been undertaken to ensure the Welsh language and the requirements of the standards are considered in all of these developments.

As part of a wider reshuffle of executive responsibilities within Powys Teaching Health Board, executive responsibility for compliance with the Welsh Language Standards has moved from the Directorate of Therapies and Healthcare Science to the Directorate of Workforce and Organisational Development. There is no expectation that the focus of our work in this area will change however, and we remain dedicated to maintaining and improving not just our compliance with the

Standards but also to ensuring that, wherever possible, Powys residents who wish to access their healthcare in Welsh can do so.

Debra Wood-Lawson

Executive Director for Workforce and Organisational Development

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 our compliance notice.

It provides details on the progress made throughout 2022-2023. This includes improvements made in the following key areas:

- Provision of the All-Wales SilverCloud online Cognitive Behavioural Therapy service in Welsh;
- The introduction of a new PTHB intranet, designed from the start with full compliance with the Welsh Language Standards in mind. Additionally, the Welsh language pages on the intranet include an invaluable stock of resources, information use links regarding compliance with the Standards and the More than Just Words Framework, as well as the wider use of Welsh in the Health Board.
- A redesign and relaunch of the Welsh Language Service Leads group, with new Terms of Reference ensuring increased responsibility for attendance and a specific remit to escalate issues of non-compliance or non-attendance to directors.
- Introduction of the CIVICA Patient Experience system which has enabled PTHB for the first time to systematically collect data about patients' use of Welsh whilst receiving our services (or their inability to do so).
- Redesign of our recruitment policy and procedures to promote the appropriate use of Welsh language skills requirements in job vacancies.
- Introduction of a bilingual Welsh Newsletter for staff, promoting learning and development opportunities.
- The evolution of our Welsh speaking staff network into an NHS Wales group for Welsh speaking staff based on the *Yammer* professional social network;
- Continued promotion of communication around national events such as the NHS Wales Eisteddfod, and the bilingual *Mari Lwyd* event for new year.

Overall, the health board continues to work to ensure compliance with the Standards. Systems are in place to ensure the majority of the standards are met in a majority of circumstances. The health board performs particularly well in areas such as communications and social media, and in areas where systems are managed centrally (e.g. recruitment processes such as offering contracts, assessing prospective applicants' Welsh language skills and inviting them to apply in Welsh / use the Welsh language at interview).

Further information on the above alongside a detailed account of the health board's compliance against each of the Standards can be found in Part 2 of this report.

Background

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](#).

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 (this document) 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 provide advice and support around 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.

Part 1: 2022-23 in Review

Overview

The relaxing of Covid-19 restrictions has enabled certain previously impossible activity to resume, such as site visits by Welsh language team members for audit/advice purposes, and in-person training. This has enabled a more accurate assessment of the compliance situation and an organisational 'fresh start'; a timely audit of the organisation's processes surrounding the Welsh Language Standards provided an additional impetus for departments across the organisation to revisit the standards and provide an up-to-date assessment of their compliance. This has improved the situation and/or provided additional reassurance regarding a number of the smaller 'business as usual' standards such as the distribution of Iaith Gwaith lanyards and badges to Welsh speaking staff, ensuring all standard correspondence is routinely bilingual, and that email signatures welcome correspondence in Welsh.

As well as this general improvement, there are some specific areas of development worth highlighting:

SilverCloud Online Cognitive Behavioural Therapy Service

SilverCloud® is a new digital mental health service hosted by PTHB on behalf of the whole of Wales. Put simply, the service provides an online guided self-help courses, based on Cognitive Behavioural Therapy, in which participants work on a particular mental health/wellbeing issue that affects them personally (such as anxiety, depression, substance use, or other issues). The course is carried out entirely online through a combination of self-directed learning and through interacting with a qualified mental health professional who can discuss the issues affecting the patient, as well as providing guidance for the CBT exercises.



Mae gofalu am eich babi yn dechrau trwy ofalu am eich hunain

Cymorth ar-lein i helpu rheoli eich lles yn ystod beichiogrwydd, yr enedigaeth ac ar ôl.

Bydd tua 1 o bob 5 menyw ac 1 o bob 10 dyn yn datblygu pryder iechyd meddwl, fel gorbryder neu hwyliau isel yn ystod y cyfnod amenedigol - dyma'r cyfnod yn ystod y beichiogrwydd a'r flwyddyn ar ôl geni'r babi.

Gall rhaglen huanangymorth, dan arweiniad sydd ar gael ar-lein, **Gofod i Las Amenedigol**, helpu rhieni newydd a rhieni sy'n disgwyl i wella eich lles a chael cymorth iechyd meddwl mewn ffordd sy'n gyfleus i chi ffordd o fyw. Does dim angen atgyfeiriant gan feddyg teulu i ddefnyddio'r rhaglen - mae ar gael am ddim ar y GIG yng Nghymru i unrhyw un sy'n 16 oed neu hyn.

Cymorth sy'n siwtio chi

Cofrestrwch ar-lein heb angen atgyfeiriant gan Feddyg Teulu. Ewch ar gyflymder sy'n gyfleus i chi. Defnyddiwch y rhaglen 24/7 - unrhyw le, unrhyw bryd - o unrhyw ddyfais ar-lein.

Cymorth iechyd meddwl digidol sydd â naws personol

Byddwch yn cael Cefnogwr SilverCloud® penodol a fydd yn adolygu eich cynnydd ac yn gwirio gyda chi drwy neges ar-lein bob pythefnos.

Mae'n gweithio

Mae CBT yn effeithiol wrth lleihau symptomau gorbryder ac iselder, a gwella lles.

I ddsu gwilycofrestru, ewch i:
nhs.uk/silvercloudhealth.com/signup/

© 2023 SilverCloud® Cofrestru heb hysod. Mae SilverCloud® yn nod masnach cofrestrwyd American Well Corporation.

SilverCloud Wales
 14 Mar at 17:50 · 🌐

Ni ddylai neb teimlo'n unig gyda'u problemau.

Os ydych chi rhwng 16-18 oed ac yn teimlo'n orbryderus neu'n isel, gall therapi gwybyddol ymddygiadol helpu.

- 📱 Ei ddefnyddio unrhyw le, unrhyw bryd drwy ffôn symudol, tabled neu liniadur.
- 🕒 Ewch ar gyflymder sy'n siwtio chi.
- 💖 Arweiniad rheolaidd gan gefnogwr SilverCloud.
- 📄 Does dim angen atgyfeiriant gan Feddyg Teulu.

<https://nhs.uk/silvercloudhealth.com/signup/>



Rhaglen SilverCloud®:

Gofod o Hwyliau Isel
 I bobl ifanc rhwng 16-18 oed

Rhaglen SilverCloud®:

Gofod o Orbryder
 I bobl ifanc rhwng 16-18 oed

SilverCloud® is available to patients across the whole of Wales and in collaboration with the Welsh Language team, staff of the PTHB Mental Health department have been working to ensure that both the content of the system is available in Welsh, and that the team have the capacity and skills to work with patients in Welsh.

Welsh Language Standards Audit

NWSSP were commissioned to carry out an audit of the organisation's compliance with the Welsh Language Standards. As well as auditing the organisation's internal processes for monitoring and ensuring compliance, the audit involved site visits to assess compliance with the standards around signage and information displays. A number of recommendations and actions were identified in order to improve internal processes and compliance, which have all since either been implemented or are on target.

Welsh Language Service Leads Steering Group

This group has continued to meet and is a key part of PTHB's internal process for meeting the requirements of the Standards and of monitoring compliance. Following the recommendations of the audit the group's Terms of Reference and membership have been reviewed and strengthened, increasing its powers and representation to better equip it to carry out its functions.

NHS Wales Welsh Speaking/Learning Yammer Networks

With the Yammer workplace social media platform introduced in PTHB, it was a natural step to move the staff networks previously hosted on Teams onto the new platform to take advantage of its increased functionality. An initially unintended consequence of this was that the activity of the networks was visible to the whole of the Welsh NHS; however as this led to a significant increase in activity it was decided to rebrand the group as an NHS-wide one. The groups continue to go from

strength to strength, providing an opportunity for staff to share their experiences and learn from one another.

Welsh Language Awareness Training

Despite the introduction of the ESR mandatory training module in the later part of the year, Welsh Language Awareness has been a popular subject for training with requests coming into the Welsh Language team from other departments across the organisation. Members of the team also promoted the importance of Welsh as a skill for careers in health in a session in Newtown High School.

Raising Awareness & Events

PTHB continues to use its internal communication channels to host and promote events to encourage the use of Welsh formally and informally within our workplace, and to promote knowledge and understanding of the Welsh language and culture (Standard 102). Two particularly popular events in PTHB (both held in partnership with other NHS Wales organisations) were the Mari Lwyd talk held during December and the inaugural NHS Wales Eisteddfod, in which PTHB staff competed.

SGWRS NADOLIG CHRISTMAS CHAT
16/12/2022
12:00-13:00

Y Fari Lwyd

Cofrestrwch i gymryd rhan yn ein sesiwn Nadolig! Sgwrs am y Fari Lwyd.

Register to join our Christmas session! A talk about Welsh Christmas traditions and the Mari Lwyd

COFRESTRWCH YMA
REGISTER HERE
[HTTPS://FORMS.OFFICE.COM/E/T9MVD93OU](https://forms.office.com/E/T9MVD93OU)

Eisteddfod GIG 2023

Yn Eisteddfod gyntaf erioed GIG Cymru, gall staff gystadlu mewn nifer o gystadlaethau creadigol gan gynnwys Dysgwr Cymraeg y Flwyddyn. Gall plant staff y GIG hefyd gystadlu am wobwr yn eu categori eu hunain.

Am ragor o wybodaeth, cliciwch yma.

In the inaugural Eisteddfod for NHS Wales, staff can compete in artistic competitions in a range of categories, including Welsh Learner of the Year. Children of NHS staff can also compete for a prize in their own dedicated category.

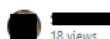
For further information please [click here](#).

Every quarter the Welsh language team release a Welsh Newsletter for the health board, promoting events and opportunities both within the health board and Welsh NHS and in the wider community within Powys. The newsletter also provides an opportunity to remind staff about particular standards via our new 'Standard of the Season', planned to be a regular feature focusing on a particular one of the Welsh standards and its implications on the ground for staff.



Cylchlythyr y Gymraeg - Gwanwyn 2023 / Welsh Newsletter - Spring 2023

Cylchlythyr y Gymraeg: Rhifyn Gwanwyn 2023 Darllenwch y diweddraf am y Gymraeg ym Mwrdd Iechyd Addysgu Powys



(PTHB – Therapies and Sciences) 20 March

18 views

Welsh Translation Service

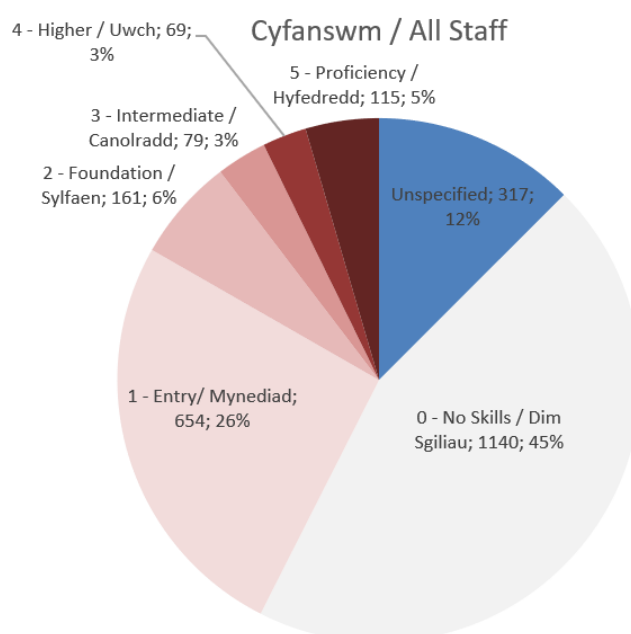
The health board's in-house translation service has continued to be popular with staff in its second year, with demands on the service now having settled down following fluctuations in the initial year 2021-22. A total of 477,7510 words were translated internally during 2022-23. Internal analyses have shown demonstrable financial savings from the introduction of this service, with an additional benefit from the use of Translation Memory software. However, the main benefits have been non-financial:

- Improved experience from the point of view of staff, with greater input on the finished product and the ability to consult with the translator in real time.
- Greatly improved turnaround times.
- Improved consistency of terminology.

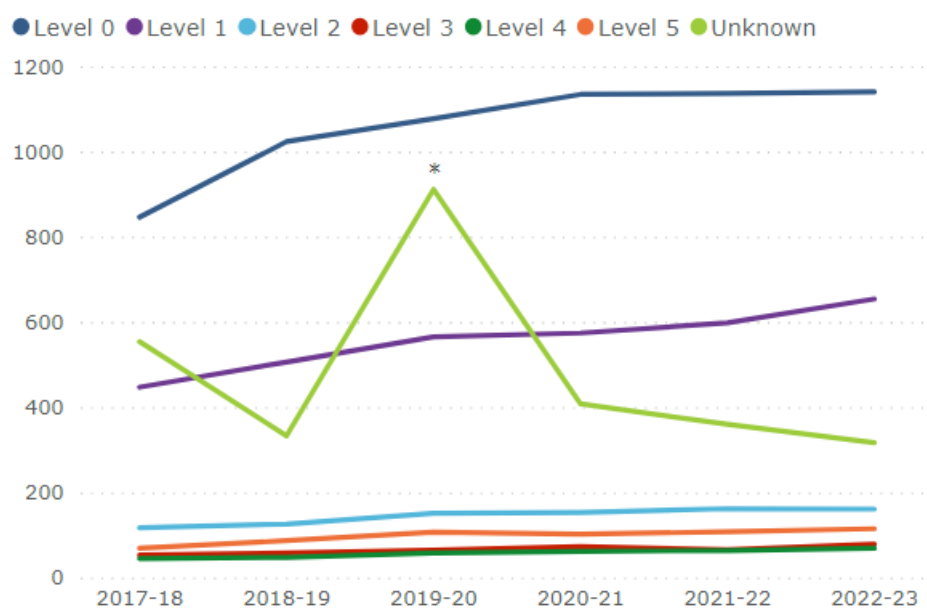
During December 2022, PTHB made the difficult decision to stop routinely making Job Descriptions available in Welsh due to the disproportionate demands this was placing on the health board (greater than all other English to Welsh translation put together). Whilst acknowledging that this will mean we are not compliant with Standard 107A(ch), this decision was deemed necessary in order to protect wider expenditure on compliance whilst prioritising patient-facing materials and communications.

Current Welsh Language Skill Levels at PTHB

As of 31st March 2023, the 2,535 staff at PTHB staff indicated that their ability to speak Welsh was as follows:



Welsh Language Skills by Year (Numbers)



* The significant temporary increase in 'unknowns' in 2019-20 likely reflects staff on temporary contracts related to Covid-19

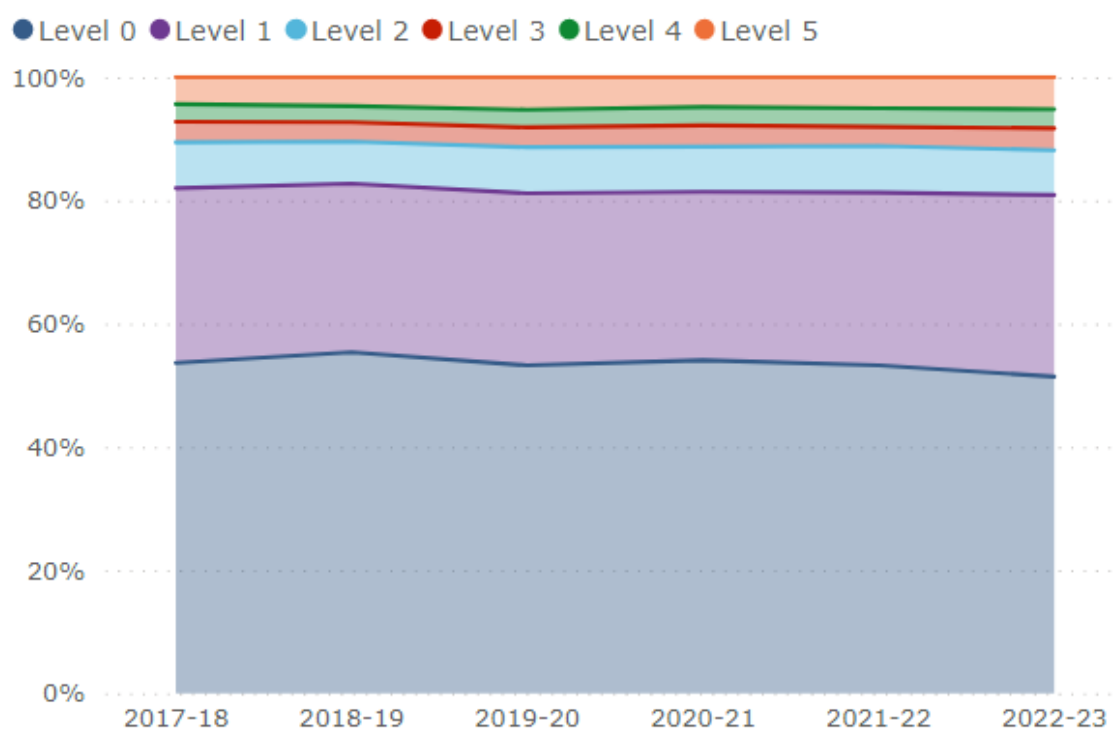
	Unknown	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	TOTAL
2021-22	360	1,136	598	162	66	64	108	2,494
2022-23	317 (-43)	1,140 (+4)	654 (+56)	161 (-1)	79 (+13)	69 (+5)	115 (+7)	2,535 (+41)

The significant temporary increase in 'unknowns' in 2019-20 likely reflects staff on temporary contracts related to Covid-19)

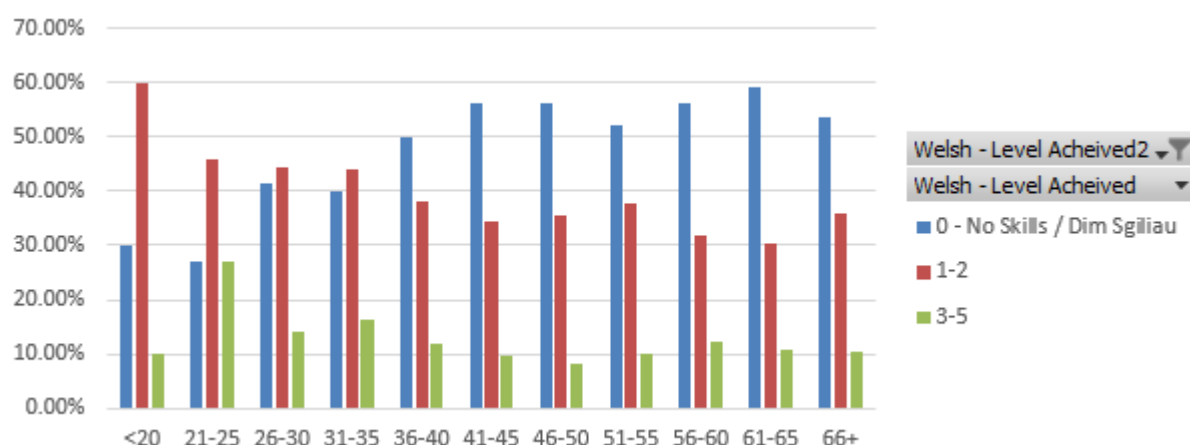
These figures represent a small increase in terms of the overall Welsh language skill levels of the organisation, compared to previous years.

These figures represent the highest ever recorded numbers of staff on levels 3, 4 and 5. There was also a significant increase in the number of staff reporting a low level of ability (Level 1), and a reduction in those with no skills and whose skills are unknown.

Welsh Language Skills by Year (Percentage; Unknowns Removed)



These increases are small and may be more likely to represent gradual social changes (such as an increase in Welsh medium education, and increased teaching and use of Welsh in English medium schools) than the result of PTHB interventions. This is corroborated by cross-referencing staff Welsh language skills to age, showing that younger staff are significantly more likely to report higher skill levels compared to older colleagues:



This suggests that the Welsh language skills of our workforce should be expected to increase slowly over time; we should therefore be cautious before attributing small year-on-year increases to specific policy interventions.

The distribution of Welsh skills amongst PTHB staff is uneven, with two sites in particular (Ystradgynlais and Bro Dyfi (Machynlleth) hospitals) showing

significantly higher levels of staff skills than other sites. This is in line with local population statistics on Welsh.

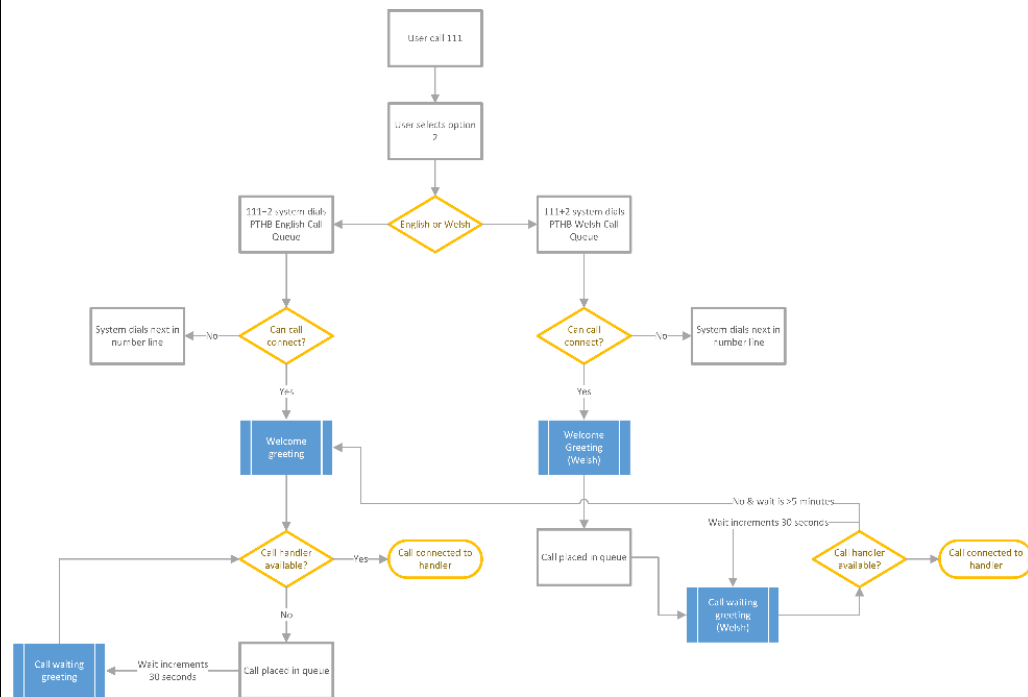
Part 2: Compliance with the Welsh Language Standards

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:

Service Delivery Standards

Standards	Situation as of 2022-23	Proposed Actions during 2023-24
Standards 1-7 relating to correspondence sent by the health board	<p>As per the standards and our internal PTHB policy, we have continued to proactively ensure standard correspondence is sent out bilingually as a matter of course.</p> <p>Regarding non-standard correspondence, the requirement to deal with this locally on a case-by-case basis is promoted via induction, language awareness courses and internal departmental action plans.</p> <p>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.</p>	Continue to ensure that correspondence is proactively translated as required, and to promote compliance with these standards via induction, language awareness courses and internal departmental action plans.

Some new standard letters drafted in Welsh during 2022-23.




It is harder to provide assurance of compliance on older telephone lines however due to the contact methods being decentralised, with each hospital contacted separately; and the small, community nature of PTHB sites, where the switchboard may be manned by only one individual.

Resources providing guidance on answering telephones have been distributed across the health board:

	<div data-bbox="555 193 945 719"> <p>Welsh Language Standards Quick Guide Phone calls</p> <p>Remember: a phone call is one of the first ways in which we interact with our partners, clients, the public etc. Therefore it is of paramount importance that we ensure that those that contact us are aware that we welcome communications in Welsh, and that we will not treat Welsh less favourably than English</p> <p>Please see the Quick Guide for Pronunciation and Phrases for any help with pronouncing Welsh words and what to say on the phone</p> <p>This guidance applies to phone calls to main telephone numbers, helpline numbers or call centre numbers</p> <p>When a person contacts you, you must:</p> <ul style="list-style-type: none"> greet the person in Welsh inform the person that a Welsh language service is available deal with the call in Welsh (if that is the person's wish until such point as: <ul style="list-style-type: none"> it is necessary to transfer the call to a member of staff who does not speak Welsh who can provide a service on a specific subject quote no Welsh speaking member of staff is available to provide a service on that specific subject quote When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English language If you offer a Welsh language service on your main phone number(s), on any helpline/call centre numbers, the phone number for the Welsh language service must be the same as for the corresponding English language quote When you publish your main phone number, or any helpline/call centre service numbers, you must state (in Welsh) that you welcome calls in Welsh If you have performance indicators for dealing with phone calls, you must ensure that those performance indicators do not treat phone calls made in Welsh any less favourably than calls made in English Your main phone call answering service(s) must inform those calling, in Welsh, that they can have a message in Welsh <p><small>This guidance relates to standards 6, 10, 11, 12, 13, 14, 15 and 16</small></p> </div> <div data-bbox="945 236 1599 719"> </div> <p>Training opportunities are promoted to staff continually, including opportunities for staff to develop existing Welsh language skills and improve confidence; and the revised Recruitment Policy published during 2022-23 reinforces the need to assess the Welsh language levels required for vacancies prior to advertising posts; see below for more information.</p> <p>Options for using automated telephone messaging to meet the requirements of the standards, including directing incoming calls to a Welsh speaking call handler where required, are being explored for potential implementation in 2023-24.</p>	
<p>Standards 20-22CH relating to meetings that are not open to the public</p>	<p>This requirement is promoted on an ongoing basis and individual teams have implemented processes as per their individual requirements; for example, the Primary Care team have asked all practices to indicate their preferred language for meetings (and correspondence); this will be reviewed on an annual basis.</p>	<p>Continue to monitor compliance levels and feedback.</p>

	<p>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.</p> <p>The upgrade Microsoft Teams permitting the use of online interpretation has improved the health board's ability to comply with this in online meetings. This new functionality was promoted to the health board during a staff briefing in which the health board's Chair, a Welsh speaker, delivered a part of the briefing in Welsh.</p> <p>Interpretation from Welsh to English has been made available at some staff events where the requirement was identified; other events e.g. the NHS Eisteddfod Awards Ceremony have been held bilingually via language relay, without the use of interpretation.</p>	
Standards 23-25 relating to in-patients and case conferences	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 development of a new five year plan under Standard 110 (see below) during 2023-24 will improve the health board's ability to meet the requirements of these standards in practice.
Standards 26-32 relating to meetings and events that are open to the public	<p>The requirement to ask the public if they would like to use Welsh at our meetings is outlined in guidance documentation on holding meetings and events.</p> <p>Uptake of this offer is rare, e.g. attendees at the Powys Dementia Conference were asked in advance whether they wished to use Welsh at the conference and no requests were received.</p>	Continue to monitor compliance levels and feedback.

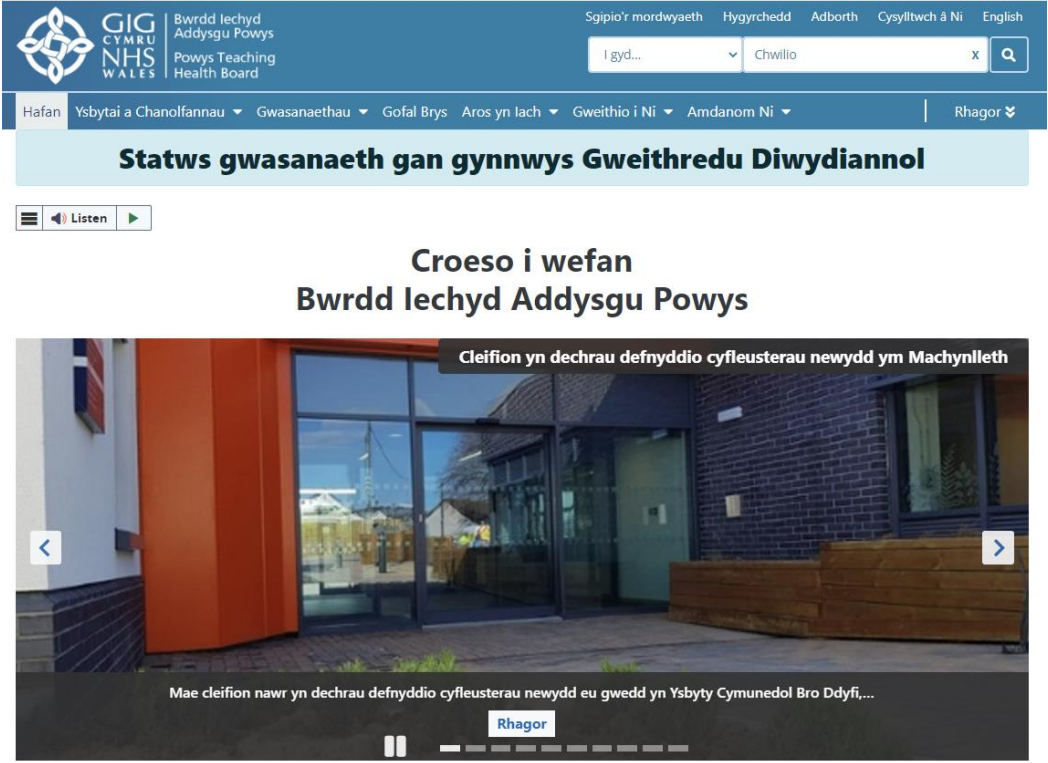
	<p>Participants at the AGM of the board were invited to use Welsh in questions, and all information</p> <p>The 'Welsh Language – Communication and Marketing' procedural guidelines which includes information on how to comply with the Standards when arranging meetings which are open to the public continues to be promoted to managers and staff within their teams.</p>	
<p>Standards 33-38 relating to publicity and advertising, displaying material in public, producing and publishing document and forms</p> <p>(Standards 47-49 relating to signage; also Standards 111 – 113 relating to signage)</p>	<p>Following the easing of restrictions post-pandemic, site audits have been carried out of the 9 main hospital sites, assessing compliance with a range of standards including those related to signage, information displays and documents or leaflets. As part of the NWSSP-led audit, some sites were also visited independently, with a remit to look at signage only.</p> <p>Fixed signage has been bilingual as a matter of course long before the introduction of the Welsh Language Standards, and no examples of non-compliance were found with regards fixed signage. The new facilities at Bro Dyfi (Machynlleth) have been designed from the start to be fully compliant with all the standards, with the Welsh language extremely prominent throughout the development.</p>  <p>Production of documents in Welsh has been standard practice for some time, and whilst occasional examples were found of leaflets available in</p>	<p>Issues of non-compliance with the standards relating to information displays and signage have already been escalated to local Patient Service teams and to the Director of Patient Services.</p> <p>Welsh Language Training for Managers' will cover responsibilities in this area, among others.</p> <p>Repeat site visits during 2023-24 to see whether compliance has improved.</p>




English only, these were invariably old leaflets pre-dating the standards. These were sent for translation or simply discarded, as appropriate.



The audits revealed less consistency with regards temporary signage and information displays, however. At least some signage and posters in all sites was compliant, however, most sites included some examples of signs, or information displays, in English only, which were reported to local teams to remove or update as necessary.

It should be noted that a significant proportion of information posters on display in PTHB sites come from sources which do not have Welsh language standards and whom provide information in English only; for

	<p>example, UK charities such as The Alzheimer's Society, or small local voluntary or charity groups. In line with guidance from the Welsh Language Commissioner, displaying this information does not consist of a breach of the standards, where PTHB (or another organisation which has received a Welsh Language Standards Compliance Notice) did not produce the information in the first place.</p>	
<p>Standards 39-46 relating to the health board's website, apps and social media</p>	<p>PTHB's website is wholly available in Welsh and managed by the communications team, who ensure that no pages are uploaded unless they are compliant with the Welsh language standards.</p>  <p>Cyfleoedd gwyh i Hyfforddi, Gweithio, Byw ym Mhowys</p>	<p>Comms team to continue to act as gatekeepers for the website and social media, ensuring best practice.</p>


	<p>Corporate social media accounts are available in Welsh. Individual departments do not generally have separate social media presence, however where this is the case (e.g. Powys Living Well service), accounts are either bilingual or Welsh language equivalent accounts are in place.</p> <div> <div>  <p>Bwrdd Iechyd Addysgu Powys / Powys Teaching Health Board 3 d · 🌐</p> <p>15-21 May 2023 is Mental Health Awareness Week. Focusing on anxiety for this year's Mental Health Awareness will increase people's awareness and understanding of anxiety. Mental Awareness Week is an ideal time for us all to think about our mental health, and tackle the stigma by creating a society that prevents mental health problems from developing and that protects our mental wellbeing. Mental Health Foundation To find out more visit https://www.mentalhealth.org.uk/mhaw</p> <p>—</p> <p>15-21 Mai 2023 yn Wythnos Ymwybyddiaeth Iechyd Meddwl. Bydd canolbwyntio ar orbyrder ar gyfer Ymwybyddiaeth Iechyd Meddwl eleni yn cynyddu ymwybyddiaeth a dealltwriaeth pobl o orbyrder. Mae Wythnos Ymwybyddiaeth Meddwl yn amser delfrydol i ni gyd feddwl am ein hiechyd meddwl, a mynd i'r afael â'r stigma drwy greu cymdeithas sy'n atal problemau iechyd meddwl rhag datblygu ac sy'n amddiffyn ein lles meddyliol.</p> <p>I gael gwybod mwy ewch i https://www.mentalhealth.org.uk/mhaw</p> </div> <div>  <p>Powys Living Well Service @PowysLivingWell</p> <p>Mae adborth yn bwysig i ni gan ein bod yn ei ddefnyddio i ysgogi gwelliannau i wasanaethau.</p> <p>Os ydych wedi bod mewn cyswllt â'r Gwasanaeth Bwy'n Iach Powys, yna hoffem glywed eich syniadau!</p> <p>#DyddGwenerAdborth #BywnDdaBIAP Translate Tweet</p>  <p>2:00 PM · Feb 4, 2022</p> <p>1 Retweet 1 Like</p> </div> </div>	
Standards 47-49 relating to signage	<i>See Standards 33-38 above.</i>	<i>See Standards 33-38 above.</i>
Standards 50-53 relating to receiving visitors	During the site visits carried out 2022-23, a sign was provided for each reception area (where there was not already a sign present), inviting visitors to use the Welsh language (Standard 52); badges/lanyards	Develop guidance and procedure to allow telephone reception services in Welsh possible at PTHB receptions.

	<p>were also distributed to Welsh speaking reception staff as required (Standard 53).</p> <p>Providing a full service in person in Welsh at all reception areas at all times remains an ambition rather than a practice, due to the difficulty in recruiting reception staff generally (whether with Welsh skills or not). Following receipt of the draft code of practice guidance from the Welsh language commissioner, it should be practical for PTHB to offer a telephone reception service, and PTHB will be developing this capacity in 2023-24.</p>	
Standards 54-59 relating to grants, tenders and procurement	PTHB remains compliant with these standards as per NHS Wales standard procurement and practice.	
Standards 60-62 relating to the organisation's corporate image	<p>PTHB's corporate identity is wholly bilingual, with the Welsh appearing above the English in our logo.</p> <p>PTHB promotes those services it is able to offer in Welsh e.g. the SilverCloud system (see above).</p>	
Standard 63 relating to education courses offered by the health board	This requirement has been raised with those teams offering education courses (primarily Womens' and Children's Services) as per the guidance notice relating to the standard; they will be surveying their patients to assess the need to provide courses in Welsh as per the guidance.	Ensure that the assessment is appropriately carried out during 2023-24 and followed up as required.
Standard 64 relating to public address systems	As of 31 st March 2023 there are currently no public address systems in operation within PTHB.	N/A
Standards 65-68 relating to primary care	Work is ongoing to ensure the PTHB website reflects the requirements of Standard 65, with primary care providers across the county having been surveyed as to the Welsh language services they can provide. This information is being collated to be published on the PTHB site during 2023-24.	Ensure relevant area of the PTHB website reflects the requirements of Standard 65 and ensure ongoing compliance.

	The PTHB in-house translation service continues to be 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.	
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Policy Making Standards

Standards 69 – 78A relating to policy making decisions	<p>The assessment of policy decisions for their impact on Welsh continues to take place as part of the health board's wider Equality Impact Assessment (henceforth EIA) process.</p> <p>During 2021-22, 2 additional 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.</p>	Continue to monitor Equality Impact Assessments for evidence that this standard has been met.
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	 <p>http://pthb.nhs.wales</p> <h2>What do I need to consider? (5/6)</h2> <p>Welsh Language The Policy or Project must should not have negative effects and ideally will have positive effects on</p> <ol style="list-style-type: none"> 1) Opportunities to use the Welsh Language 2) Treating the Welsh Language less favourably than English <p><i>Questions to ask:</i> 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?</p> <p>11 Equality Impact Assessment Training</p> <p>More information on the health board's Equality Impact Assessment process is available in the PTHB 2022-23 Equality Annual Report.</p>	
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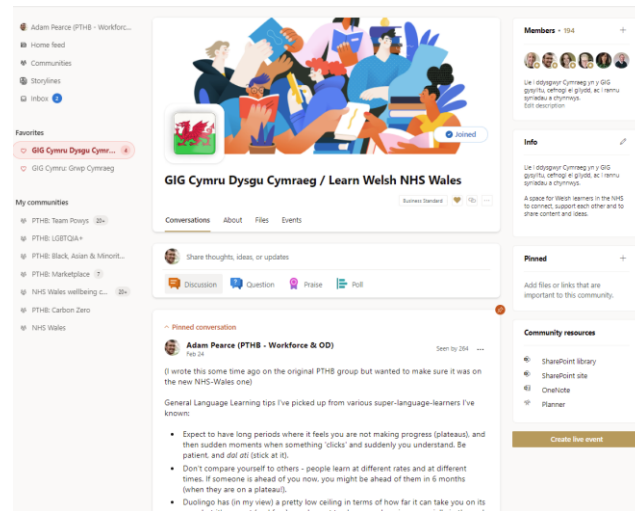
Operational Standards

Standard 79 relating to a policy on the internal use of the Welsh language	PTHB had previously met this standard via it's Managers' Information pack, however the NWSSP-led audit mandated the adoption of a formal health board policy. As of March 2023 this policy, entitled the Welsh in the Workplace Policy, had been drafted and was awaiting formal approval via internal PTHB processes.	Ensure the Welsh in the Workplace Policy is approved and publicised.
Standards 80 – 81 relating to	Contracts (Standard 80) are standardised and automatically provided bilingually through the TRAC system.	

employment documents	Other Employment documents have been made available in Welsh on the Health Board intranet.	
Standard 82 - relating to operational policies	<p>A process has been put in place to ensure policies relevant to this standard are made available in Welsh, and where changes are made, these are flagged. Some of the policies covered by Standard 82 are published bilingually due to being All-Wales policies.</p> <p>Due to capacity limits within the Welsh translation team and the need to prioritise patient-facing information, these policies are being translated as and when they are separately reviewed; this work is expected to be completed over the next financial year.</p>	Continue to work to ensure all policies under this standard are available in Welsh by the end of 2023-24.
Standards 83-88 – relating to disciplinary, grievance and other internal processes.	All these requirements continue to be met via the existing relevant all-Wales and PTHB policies.	Continue to ensure all policies reflect these requirements.
Standard 89 relating to bilingual computer software interfaces	Cysgliad and Welsh interfaces for Windows, Office and ESR remain available to staff. Details on accessing these are available on the health board staff intranet.	Continue to promote these via staff induction and training/awareness sessions.

<p>Standards 90 – 95 relating to the intranet</p>	<p>The previous staff intranet was replaced wholesale during 2022-23 with a new intranet using Microsoft Sharepoint architecture, which has been designed from the start to be wholly compliant with the Standards related to the intranet (to the extent that the architecture allows). The Welsh versions of intranet pages (where they exist) can be accessed by clicking 'Welsh' on the languages tab:</p>  <p>As well as the pages relating to the use of Welsh at work (see above), the homepage of the intranet is available in Welsh as are pages relating to OD and clinical education (Training) and all other sites as specified by the Standard 81.</p>	<p>Continue to monitor the intranet to ensure compliance continues as the intranet grows.</p>
<p>Standards 96 – 101 relating to staff Welsh language skills and training</p>	<p>See the section above for staff skills reporting responsibilities.</p> <p>PTHB have continued to promote and, where appropriate, financially support learning of Welsh in line with the standards; these coruses have been more popular this year, with 32 19 expressions of interest</p>	<p>Continue to promote existing and new training options to staff across PTHB.</p>

(+11 compared to 2021-22) and 21 carrying out some kind of training (+9).



The *GIG Cymru Dysgu Cymraeg / Learn Welsh NHS Wales* Yammer group, originally a PTHB-only group but since opened up to staff across NHS Wales, provides a supportive network for staff learning Welsh as well as an opportunity to share tips and ask questions.

Standards 102-103 relating to Welsh language awareness training


In person Welsh Language Awareness training continues to be offered within the health board and primary care, with five departments partaking of this during 2022-23:

- Midwifery and Health Visiting
- Powys Living Well Service
- Memory Assessment Team
- Estates
- GP Practice Managers

Continue to monitor and encourage completion of the mandatory training module.

	<p>In addition, the new online More than Just Words: Welsh Language Awareness module was introduced in December 2022. As of March 2023, a total of 73% of all PTHB staff had undertaken this mandatory training module. This figure is extremely encouraging given that the training has been available for only a short period (See also More than Just Words update). Compliance with this training module is managed as part of the health board's wider Statutory / Mandatory Training, helping to normalise the use of Welsh within health board business.</p> <p>The Welsh language team will continue to offer in-person Welsh language training sessions due to the greater depth offered by this kind of training.</p> <p>Although not formal training courses as such, events such as the Mari Lwyd talk and NHS Wales Eisteddfod provided further opportunities for staff to learn about Welsh history and culture.</p>	
Standards 104-105 relating to identifying Welsh speaking staff	<p>Badges and lanyards to identify Welsh speaking staff and Welsh learners are available to all staff. This enables patients to readily identify Welsh speaking staff and increases their confidence in the health board's ability to provide services in Welsh.</p> <p>Bilingual email signature templates are available on the Welsh language resource intranet page and also in the Managers Guidance and Resource document.</p>	
Standards 106 – 109 relating to recruitment	<p>The health board continues to ensure that all vacancies have the Welsh language requirement specified, and are advertised in Welsh as well as English as per Standards 106 and 106A; as a matter of course applicants to all vacancies are invited to apply in Welsh.</p> <p>107A a-c are all provided in Welsh as a matter of course. Previously, all job descriptions (Standard 107A (ch)) were also provided in Welsh as a matter of course. However, the health board took the decision in November 2022 to stop this practice; this was due to the</p>	<p>Develop a new plan under Standard 110 / More than Just Words to improve staff Welsh Language skills.</p> <p>Develop Welsh Language training for Managers to improve compliance with the recruitment process.</p>

	<p>disproportionate cost of doing so (over 50% of all expenditure on Welsh translation) in the difficult financial context.</p> <p>During 2022-2023 PTHB advertised 1,264 vacancies:</p> <p>3 posts were advertised with Welsh language skills as essential.</p> <p>1,261 posts were advertised with Welsh language skills as desirable.</p> <p>0 posts were advertised with Welsh language skills as not required.</p> <p>The roles advertised with Welsh language skills included a Welsh Language and Equality Officer and a Welsh CBT Coordinator for the SilverCloud Service.</p> <p>As was identified in the previous Welsh Language Standards Annual Report, the recruitment process was revisited during 2021-22 and a new Recruitment Policy and process introduced in 2022. This included an interactive tool to replace the previous flowchart to identify whether Welsh Language Skills should be essential, desirable or not required.</p>	
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	 <p>Bwrdd Iechyd Addysgu Powys Powys Teaching Health Board</p> <p>www.pthb.nhs.wales</p> <div data-bbox="517 287 1238 746"> <h2>Vacancy Assessment: Welsh Language Skills</h2> <p>Assessment Tool for PTHB staff</p> <p>Use this interactive assesement to decide whether Welsh Language Skills are Essential, Desirable, or Not Essential for a vacancy.</p> <p>Click to begin</p> <p>If you have any queries on this tool or its content, please contact the Welsh Language team: powys.equalityandwelsh@wales.nhs.uk</p> </div> <p>Under these circumstances the lack of an increase in the number of roles advertised with Welsh language skills as essential in these figures is surprising, suggesting that either staff are not complying with PTHB processes or that those processes are not strict enough to direct change. These will be addressed in 2023-24 via a new plan under Standard 110 (see below) and planned Welsh Language for Managers training.</p>	
Standards 110-110A relating to a plan for bilingual clinical consultations	This plan has been published on the health board's website and can be accessed here ; it is updated annually. As the end of the initial five year period will take place during 2023-24, a new plan under Standard 110 will be a key priority for the following financial year.	Develop a new five-year plan under Standard 110.
Standards 111 – 113 relating to signage	(See Standards 33-38 above).	(See Standards 33-38 above).

Standard 114 - relating to recorded workplace messages.	This standard is not applicable to PTHB as there are not recorded workplace announcement systems in place on our sites.	N/A
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Record Keeping and Supplementary Standards

Standard 115 - relating to complaints.	<p>During 2022-2023 PTHB received no formal or informal complaints in relation to the implementation of the Welsh Language Standards.</p> <p>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.</p> <p>In late March 2023, the Welsh Commissioner opened an Investigation into the health board relating to non-compliance with Standards 8, 9 and 10 on some hospital switchboard numbers. Due to the timing of this investigation the impacts lie beyond the scope of this current document.</p>	N/A
Standards 116-121 relating to Record keeping and supplementary matters.	<p>For Standard 116, see 'current Welsh Language Skill levels at PTHB' above.</p> <p>For Standard 117, see under Standard 106.</p>	N/A

More than Just Words Framework

The Welsh Government's More than Just Words Framework is separate to the Welsh Language Standards; however in the interests of simplicity and reduced duplication of reporting, the following update reflects PTHB's progress under the More than Just Words Action Plan.

Delivering the Welsh language actions as defined in the More than just words Action Plan 2022-27: For the period August 2022- April 2023

Year: 2022-23

NHS Organisation	Powys Teaching Health Board
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Completed by:	Service Improvement Manager for Welsh Language and Equality	Date: 31-March-2023
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Ref	Action description	Issues to consider when providing the update	Update	Challenges / barriers to action and any other comments
				If there are any barriers to implementing the action please note them here and outline how you will address them.
1.	We'll set personal performance objectives to ensure the delivery of <i>More</i>	These are the personal performance objectives set:	The PTHB Chair is a Welsh speaker and routinely uses Welsh in board meetings. All	It should be noted that achieving much over 90% for Welsh

	<p><i>than just words</i> so that the Active Offer is embedded in annual objectives of sector leaders, cascaded throughout organisations and considered in relevant individual appraisals at all levels. This will include Chairs of NHS boards and the Directors of Social Services report (Annual Council Reporting Framework).</p>	<p>➤ Demonstrate how they have provided Board leadership to develop and cascade an organisational culture of belonging that supports bilingualism and mainstreaming of Welsh language in plans and delivery of services. The Board has assured itself on progress on the short-term actions set out in the More than just words framework for health bodies. This to include:</p> <ul style="list-style-type: none"> - Improved data on workforce language skills (over 90% of staff recorded skills) to support planning of services to enable the active offer. - Over 90% of staff completing Welsh language awareness training 	<p>information presented at board meetings is in both Welsh and English.</p> <p>A Welsh Language Champion has been appointed for the Board.</p> <p>As of March 31st 2023, 87.48% of PTHB staff had recorded their Welsh language skills, just shy of the total.</p> <p>73% of staff had completed the online Welsh language Awareness training as of March 31st; this is very high considering it had only been available since November and bodes well for the future.</p>	<p>language skills and Welsh language awareness training may be difficult due to staff turnover; a figure of 80-90% compliance is common for NHS Wales mandatory training completion rates.</p>
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		- Board champions appointed and best practice evidenced and delivering system improvements.		
16.	Organisations to define the level of Welsh language skills required in all job adverts as per best practice in some health boards and local authorities	This is something that will benefit from guidance to be developed at a national level. In the meantime please provide examples of best practice regarding this action point in your organisation.	<p>This is standard practice in PTHB where Welsh language skills are noted as essential. For example, the Equality and Welsh language officer role specified a required Level 4 of skills at speaking, reading and writing Welsh; the Online CBT Coordinator (Welsh) role specified Level 3.</p> <p>Where Welsh skills are desirable in PTHB job descriptions, no level is specified. This is because it is implicit that higher level is <i>more</i> desirable than a lower level; this enables recruiting managers to give greater weight to a higher level of skills at Welsh higher, without needing to treat candidates equally once a certain level is met.</p>	
17.	Gradual introduction of a minimum “courtesy” level of	This is something that will need guidance developed	PTHB are awaiting national guidance on this issue.	PTHB frequently recruit staff from outside

	Welsh language skills making staff more aware of positive impact that learning and using Welsh can have on individuals accessing and receiving health and social care services. By the end of the life of this plan, all staff working in health and social care should have courtesy level Welsh	at a national level. In the meantime please provide information about any developments in your organisation including examples of best practice.	Analysis of our staff skill levels suggests that lower age correlates strongly with Welsh language ability, suggesting that the skill levels of our staff body will increase naturally with time regardless of any additional interventions.	Wales, and increasingly, internationally. 'Courtesy level' will need to be clearly defined, and careful consideration will need to be given to the wording of any such guidance to avoid discouraging potential candidates. For example, where prospective applicants do not already have Welsh language skills, they should be given the opportunity to commit to learning to 'courtesy level' following appointment (rather than needing to demonstrate this during or prior to interview).
29.	We'll collate and share examples of innovative good practice which is accessible across the sector utilising existing portals and hubs including the Research and Innovation Hubs.	Please provide examples of good practice shared in your organisation and with other organisations. To what extent have you engaged with the Research and Innovation	The Welsh language team engage regularly with peers across other Health Boards and beyond via, for example, the Powys 'Bright Ideas' app, to share best practice.	

		hubs to improve Welsh language services?		
30.	We'll use our Bilingual Technology Toolkit to ensure that when we procure and/or develop new digital services, they will include a bilingual user interface wherever possible. For information and advice websites we'll bring translators closer to content creation, drafting in Welsh and English together, so that we communicate clearly in both languages.	<p>Please provide examples of using the Bilingual Technology Toolkit when procuring / developing new digital services. To what extent were digital services produced bilingually Are there records of the uptake of Welsh language digital services?</p> <p>Provide examples of co-drafting for information and advice websites. If this did not happen please state why.</p>	<p>PTHB is continuing to ensure the bilingual development of the SilverCloud service. This is happening in collaboration between the SilverCloud contractors, PTHB Mental Health SilverCloud Service and the Welsh Language team (and translator), but also with the assistance of the Online CBT Coordinator (Welsh Essential) appointed to the SilverCloud team for this exact purpose.</p> <p>The PTHB Comms team has Welsh speakers in-house who contribute to the collation of information in Welsh on our digital platforms, without recourse to translation.</p>	
32.	We'll ensure that Welsh language Executive Leads and Welsh Language Officers and champions meet nationally to share best practice to ensure a consistent approach on key issues and developing initiatives to celebrate success including	The Welsh Government will arrange a national meeting for relevant stakeholders. In the meantime please outline any other meetings / groups held to share best practice and ensure a consistent approach.	PTHB contribute fully to both Welsh government-organised meetings of NHS Welsh Language Officers and separate Strategic Group meetings of NHS Wales Welsh Language leaders. The health board collaborates with local partners e.g. PCC and PAVO	

	promoting <i>More than just words</i> within existing awards and accolade schemes	Also indicate whether <i>More than just words</i> is promoted within existing awards / accolades.	via the <i>More than Just Words</i> forum. Promoting the excellence in delivering healthcare in Welsh specifically included as an example of activity that should be considered for the PTHB internal Awards.	
35.	Visual markers not only enable service users to identify Welsh speaking staff but also to convey a message that Welsh is a 'normal' everyday part of service delivery and builds on ethos of belonging. We'll extend the laith Gwaith project across Wales to allow workers who can offer or partially offer services in Welsh to readily identify themselves by wearing laith Gwaith badges or lanyards. We'll also in our ICT systems capture, display and share information that let us know as individuals and staff who can speak Welsh and what services they will be offering in	Visual markers are widely used to denote Welsh speaking staff, but there are still some areas where the markers are not used and some staff are reluctant to wear the Working Welsh badge. Can you be confident that the vast majority of workers in your organisations who can offer services in Welsh are identifying that by wearing the laith Gwaith badge? Do receptions/waiting areas have clear branding to show that Welsh language services are offered?	During site visits in 2022-23 all but two sites had clear branding on the reception with the 'laith Gwaith' logo encouraging visitors to use Welsh; these two sites were provided with a poster to use on the spot, ensuring full coverage. laith Gwaith badges and lanyards are frequently distributed during site visits and can be requested from the Welsh team.	PTHB are sometimes limited by the architecture of our ICT systems (Office, Outlook, Teams etc.) which do not always have the capability to display e.g. laith Gwaith logos alongside staff information; similarly ESR is a UK-wide system. PTHB has little or no ability to directly modify these systems.

	Welsh — so we can use our Welsh with them. (Consideration would need to be given to additional funding/resources to enable this to be delivered.)	To what extent are ICT systems used to capture and share information about language choice and how is this information then used?		
37.	We'll further develop dictionary resources, high standard terminological corpus, language memory systems and practical tools to support staff to use their Welsh skills, for example <i>Gair i Glaf</i> . This to include in the short term Welsh language officers and translators working together on collation of terms and translation capacity and capability.	Please provide details about any initiatives in your organisation regarding terminology / translation.	PTHB's internal translation resource uses Translation memory software. Our team is small however collaborates fully with colleagues wherever possible, for example exchanging translation memories with other health boards / NHS organisation such as NWSSP and Cwm Taf Morgannwg University Health Board, and participating in terminology standardisation meetings.	
SECTION 4 – Monitoring Progress	All health and local authorities to appoint a person to be responsible for ensuring delivery on the actions and targets set in the plan	Please indicate whether this has been achieved and the name of the relevant person.	The Service Improvement Manager for Welsh Language and Equalities is responsible for monitoring the More than Just Words Framework, which sits within the Executive portfolio of the Director of Workforce & Organisational Development.	

Guidance to RAG rating

Red	Majority are not on track and improvement needs to be made.
Amber	Majority are on track, but there is scope for improvement.
Green	On track.

Please provide an overall RAG rating

Green

Moving Forward: Priorities for 2023-24

During the 2023-24 our original Five Year Plan for clinical consultations under Standard 110 will expire, and it will be necessary to develop a new plan in consultation with departments across the organisation, reflecting the lessons learned in the first five years since the introduction of the Welsh Language Standards. The development of this plan will be a major piece of work during this year. It is also proposed to incorporate our local plan under the More than Just Words Framework into this plan, as an efficient way to approach these requirements in a comparatively small organisation.

As mentioned previously there will be other new services coming online in the following year, with the official opening of the Bro Dyfi site in Machynlleth and the launch of new services such as 111 #2 (telephone-based mental health support). It will be crucial to ensure these services are designed from the start to accommodate the requirements of the standards.

Additionally, as part of the response to the NWSSP Audit, a need has been identified for Welsh Language training for Managers; the development and integration of this training into the existing PTHB Leadership Development program will be another major piece of work carried out.

The response to the notice of an investigation by the Welsh Language Commissioner into our compliance with Standards 8, 9 and 10 will also be a top priority; any actions in response to this investigation should strengthen compliance in these areas.

The 'Proposed Actions during 2023-24' column in the above section suggests further avenues of work 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.