



# **Welsh Language Standards**

## **Annual Monitoring Report**

### **2023-2024**

# Contents

Foreword.....	3
Executive Summary.....	4
Background .....	5
Part 1: 2023-24 in Review .....	6
Overview .....	6
Strategy for Welsh in Healthcare .....	6
Welsh in Healthcare for Managers Training .....	6
Investigation into Compliance with Standards 8-10.....	7
Investigation into Compliance with Standards 39 and 41 .....	8
Welsh Language Service Leads Steering Group .....	8
Welsh Language Awareness Training .....	8
Welsh Translation Service .....	9
Current Welsh Language Skill Levels at PTHB .....	9
Part 2: Compliance with the Welsh Language Standards .....	14
Service Delivery Standards.....	14
Policy Making Standards .....	24
Operational Standards .....	25
Record Keeping and Supplementary Standards .....	31
More than Just Words Framework .....	33
Moving Forward: Priorities for 2024-25 .....	42

# Foreword

Welcome to the Annual Report of Powys Teaching Health Board on the Welsh Language Standards in 2023-24.

It is my pleasure to introduce this report, which reflects the hard work of the Health Board to improve health services in Wales.

In addition to our contribution to the health and wellbeing of people here in Powys, we acknowledge the importance of the Welsh language in our work. By using Welsh, we encourage effective communication with our communities, ensuring that health services are accessible and close to the people who need them. I am excited to see continued progress in this area and look forward to seeing how our efforts to increase the quality and flexibility of approach to this area of our health services continue to develop over the coming months and years.

## **Hayley Thomas**

Acting Chief Executive Officer

The Welsh Language Standards Annual Report 2023-24 for Powys Teaching Health Board demonstrates the continued commitment to enhancing Welsh language services within the healthcare sector. Over the past year, significant strides have been made to ensure that Welsh speakers receive equitable and high-quality care.

One notable development is the introduction of the new Welsh in Healthcare for Managers training course. This initiative aims to equip managers with the necessary skills and knowledge to promote Welsh language usage within their teams and ensure that Welsh language standards are met consistently across the board. The course covers various aspects, including communication strategies, language awareness, and cultural sensitivity, fostering a supportive environment for bilingual healthcare delivery.

Furthermore, the report highlights the development and introduction of our new Strategy for Welsh in Healthcare. This comprehensive strategy outlines the Health Board's objectives and action plans for promoting and improving Welsh language services.

The report also details progress in meeting Welsh language standards across various aspects of healthcare delivery, including patient care, administration, and workforce development. Our report demonstrates some of these positive outcomes, with an increase in compliance across a range of standards and significant improvements in staff training and awareness.

Looking ahead, the Health Board remains dedicated to furthering its commitment to Cymraeg. Plans for the upcoming year include expanding the Welsh in Healthcare for Managers training course, embedding the Welsh language strategy and overhauling our approach to the Welsh language in recruitment.

## **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 2023-2024. This includes improvements made in the following key areas:

- Introducing Welsh in Healthcare for Managers as a mandatory part of the PTHB Managers' training course. This ensures that all staff members with leadership responsibility will attend a 1.5-hour expert-led session outlining their responsibilities as managers to ensure compliance, covering not only the requirements of the standards but also *More than Just Words* and the Active Offer. It is hoped that this will inform the cultural change necessary to meet our responsibilities.
- Developing our new Strategy for Welsh in Healthcare, in response to the requirements of Standard 110 and the *More than Just Words* framework for the Welsh Language in Health and Social Care.
- Developing our response to two Investigations by the Welsh Language Commissioner.
- Finalisation of a Welsh Language in the Workplace policy to meet the requirements of Standard 79.

Overall, the health board continues to work to ensure compliance with the Standards. Systems are in place to ensure most of the standards are met in most 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.

The *More than Just Words* framework for the Welsh Language in Health and Social Care sits alongside the Standards and outlines how the health and social care sectors in Wales will improve their ability to provide their services in Welsh, organised around the principle of the Active Offer – the idea that it is service providers' responsibility to offer service users the opportunity to use Welsh without being asked.

# Part 1: 2023-24 in Review

## Overview

A significant amount of time and effort has been invested during this year in the production of our Strategy for Welsh in Healthcare, and in responding to two Investigations by the Welsh Language Commissioner undertaken during the period.

## Strategy for Welsh in Healthcare

Our main achievement this year has been the design, development, consultation, approval and publication of our Strategy for Welsh in Healthcare 2024-2029. This comprehensive document incorporates the requirement to develop a Five-Year Plan to increase our ability to provide Clinical Consultations in Welsh in accordance with Welsh Language Standard 110 as well as the Workforce Strategy required by *More than Just Words*, and provide overall direction and targets for the development of our bilingual workforce. The document is available on the PTHB website and sets out how we plan to develop our Welsh language capacity as an organisation over the next five years.



### Strategy for Welsh in Healthcare 2024-2029

**Incorporating:**

- 1) A five year plan to increase the health board's ability to carry out a clinical consultation in Welsh (Welsh Language Standard 110);
- 2) a targeted Welsh language training and workforce strategy under the *More than Just Words* Framework.

Mae'r ddogfen hon ar gael yn y Gymraeg.

## Welsh in Healthcare for Managers Training



Model good behavior

- Use whatever Welsh skills you have
- Begin / end meetings with Welsh greetings
- Be proactive in allowing staff to use their Welsh
- Promote internal processes in Welsh
- Do you know who the Welsh speakers are on your team?
- Consider setting personal and team objectives around Welsh and the Active Offer.



This new training module has been introduced and integrated into the existing Powys Teaching Health Board Managers' Training Program. A single session with 11 attendees

Do you have any good internal processes you'd like to share?

was held during 2023-24, however this number will increase exponentially in coming years as it is now a mandatory part of the training program which is provided to all staff



Recruitment: Applications & Interviews

Examples of interview questions to ask:

- How would you respond if you received a telephone call from someone speaking in Welsh?
- How do you think our department can support compliance with the Welsh language Standards / patients who wish to use Welsh?



Do any of you have any questions regarding recruitment?



in the health board with leadership responsibilities.

The course covers such subjects as:

- The moral and cultural reasons why providing services in Welsh is a necessary part of good clinical practice, touching on subjects such as Cultural Anxiety, as well as outlining the legislative and strategic requirements.
- How to appropriately consider the Welsh language in recruitment.
- How to access translation and interpretation services and why you need them.

The Welsh in Healthcare for managers training module is a cornerstone of our strategy for compliance with the Standards and *More than Just Words*, helping to ensure the standards become 'business as usual' across the health board.

## **Investigation into Compliance with Standards 8-10**

The health board received notification of the Commissioner's investigation (Ref: CS1124) on 28<sup>th</sup> March 2023, requiring the health board to agree on a terms of notice for the investigation; subsequent correspondence requested we send evidence for the steps we had previously taken to ensure compliance. On 8<sup>th</sup> September we received a Final Notification and Report providing full details of the investigation, the evidence we provided, and instructing us to complete an Action Plan by 8<sup>th</sup> December.

The core of the response centres around the planned infrastructure upgrades, which will enable calls to be redirected around the health board as required. The action plan approved by the Commissioner identified the following seven actions:

- 1) Implement the required telephony infrastructure upgrades to the PTHB telephone system to allow for call redirection.
- 2) Develop and implement a call handling process utilising the new system that will ensure compliance with Standards 8, 9, 10
- 3) Ensure that all future vacancies for roles dealing with initial call handling on main hospital numbers are advertised with Welsh language skills as an essential requirement AND/OR with a commitment to learn a certain level of Welsh if appointed.
- 4) Carry out a review of existing PTHB guidance around telephony to ensure consistency with the Commissioner's advice and the requirements of Standards 8, 9 & 10, modifying or replacing guidance as required.
- 5) Deliver awareness/training sessions to all staff with responsibility for call handling on the requirements of the standards in relation to telephony.
- 6) Inform all staff with responsibility for call handling of the opportunities available to develop their Welsh language skills within PTHB and beyond.
- 7) Approve the Welsh in Healthcare Strategy to increase the Welsh language skills of the PTHB workforce

During 2023-24 we have completed actions 3, 4, 6 and 7, and made significant progress with actions 1 and 5. Action 2 is contingent on the completion of Action 1. It is anticipated that all actions will be completed during 2024-25.

### **Investigation into Compliance with Standards 39 and 41**

The health board received notification of the Commissioner's investigation (Ref: CS1205) on 23<sup>rd</sup> October 2023 into the compliance of the health board with these two standards, which relate to the Website.

The Commissioner has proposed the following enforcement action:

1. The health board must review its translation resources to ensure there is capacity to translate content into Welsh promptly and accurately.
2. The health board must strengthen its quality assurance protocols for translating content into Welsh to minimise errors and inconsistencies.
3. The health board must carry out regular audits of its main website to identify and rectify any errors and inconsistencies between the Welsh language and English language website.
4. The health board must develop (and share with all relevant teams within the organisation) clear protocols and guidelines for creating, translating, and publishing bilingual content on its websites.
5. The health board must review its content management processes to ensure that an (English) page cannot be published on the English language website without also simultaneously publishing a (Welsh) page on the Welsh language website.
6. The health board must provide the Welsh Language Commissioner with sufficient written evidence that enforcement actions 1 to 5 have been completed. Timetable: Within 3 months of issuing the final determination.

The Commissioner was informed that action 5 is not within the direct control of the health board as this relates to functionality of the MURA Content Management System managed on behalf of all NHS health boards by Digital Health and Care Wales (DHCW); however, the other actions have all been since either been completed or are on target for completion by the agreed deadline in May 2024.

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

This group has continued to meet during the year, providing an opportunity for staff to discuss and share issues relating to compliance with the standards as well as consulting on strategies and developments. This group for example provided an opportunity for staff to provide feedback on and contribute to the development of The Strategy for Welsh in Healthcare.

### **Welsh Language Awareness Training**

The Welsh Language Awareness ESR module has been a mandatory online training session for all staff; it has been completed by 2283 of our 2254 current staff, 90% of the total.

This level of completion is comparable to other mandatory training modules. Because the completion expires after a certain amount of time, and because of staff turnover; we therefore do not anticipate that it will be practical to achieve a significantly higher % than this in future.

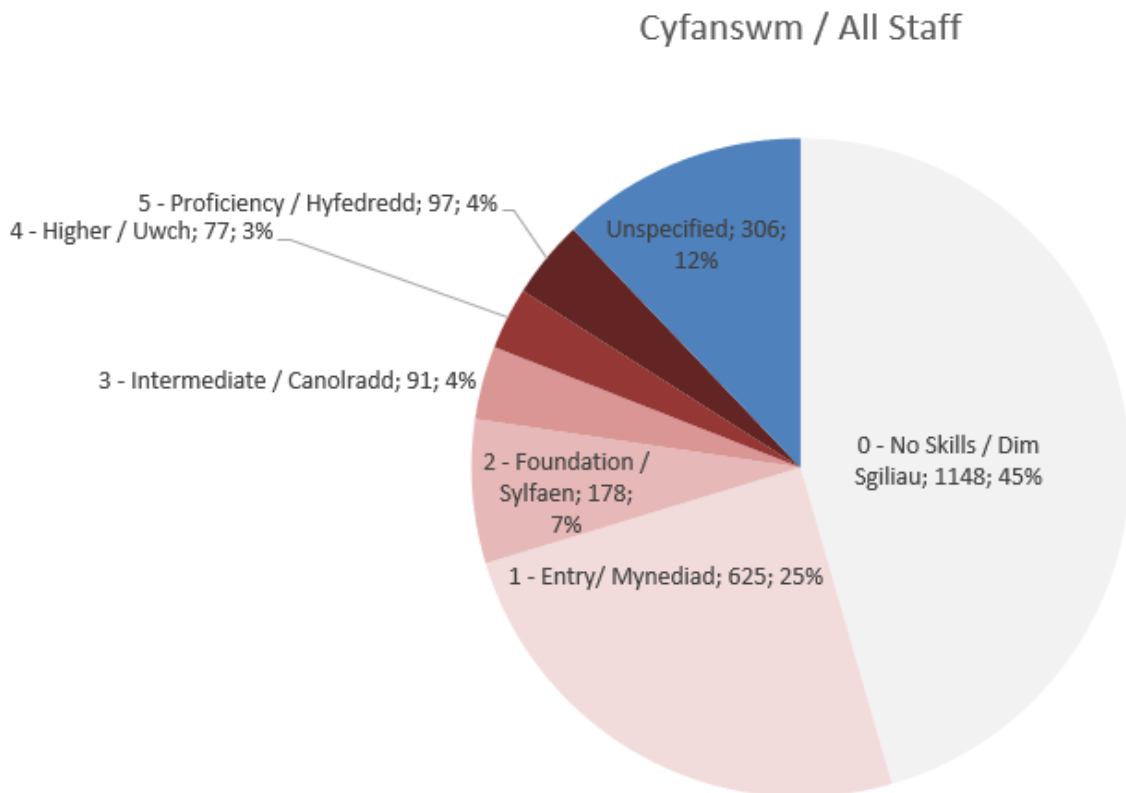
### Welsh Translation Service

A total of 476,127 words were translated internally during 2023-24. 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:

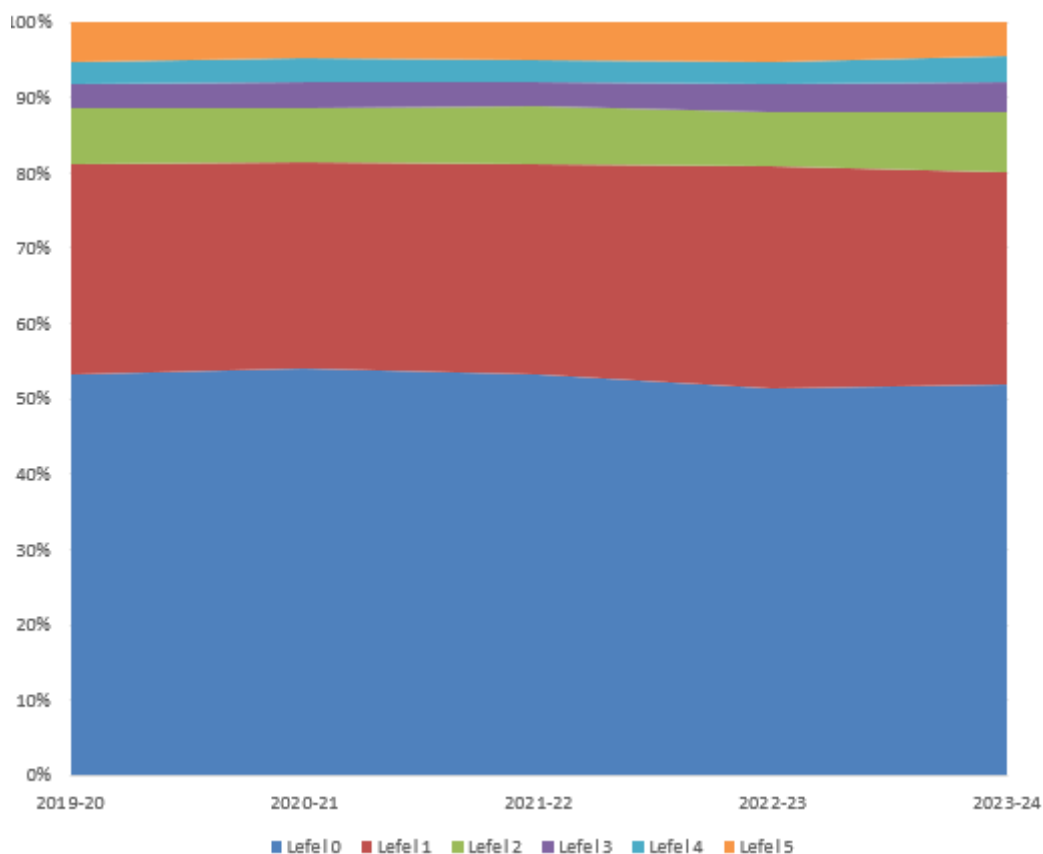
- Improved experience from the point of view of staff, with greater input on the finished product and the ability to consult with the translator in real time.
- Greatly improved turnaround times.
- Improved consistency of terminology.

### Current Welsh Language Skill Levels at PTHB

As of 31<sup>st</sup> March 2024, the 2,522 staff at PTHB staff indicated that their ability to speak Welsh was as follows:



### Welsh Language Skills by Year (Numbers)



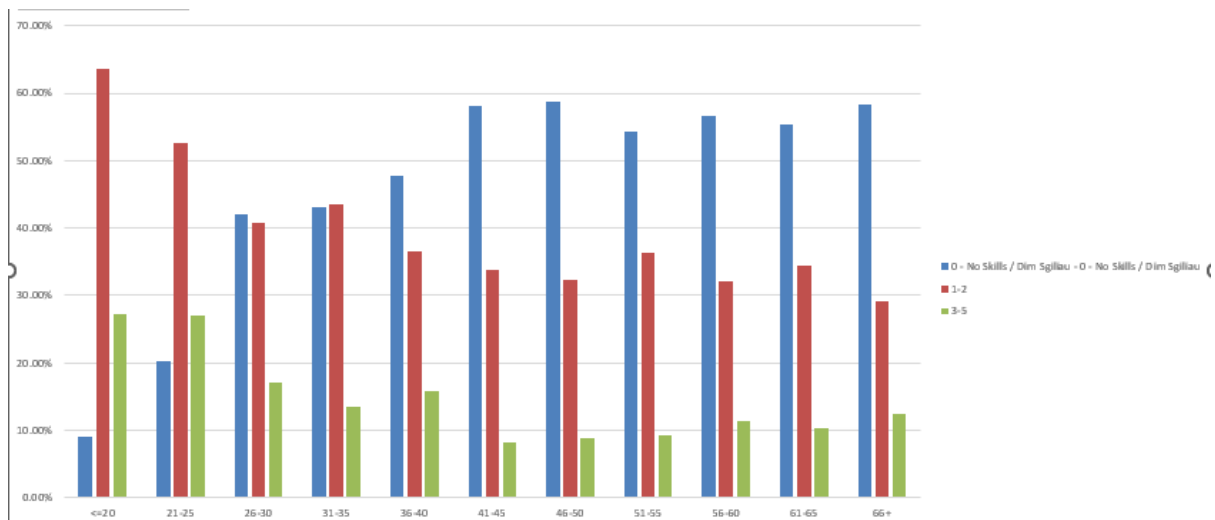
	Unknown	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	TOTAL
<b>2022-23</b>	317	1,140	654	161	79	69	115	2,535
<b>2023-24</b>	306	1,148	625	178	91	77	97	2,522

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

These figures are broadly similar to previous years, with a decrease in the numbers reporting Level 5 and 1 but an increase at levels 2, 3 and 4.

These figures represent the highest ever recorded numbers of staff on levels 2, 3 and 4. This broadly reflects a continual trend of a very gradual increase year on year, though this year the percentage showing any level of Welsh language skill (Levels 1-5) fell slightly.

### **Welsh Language Skills by Year (Percentage; Unknowns Removed)**

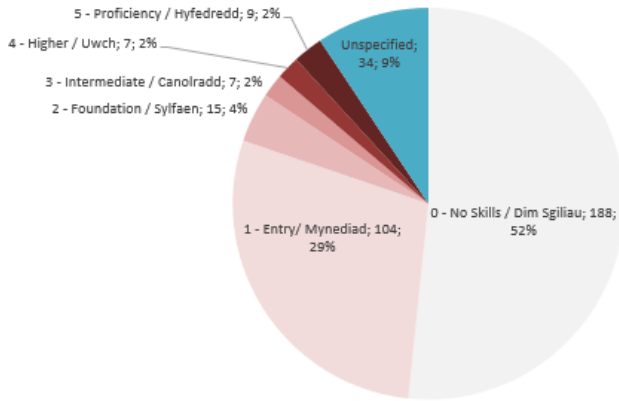


As in previous years, breaking down Welsh language skills by age shows significantly higher levels of Welsh language skills amongst younger employees.

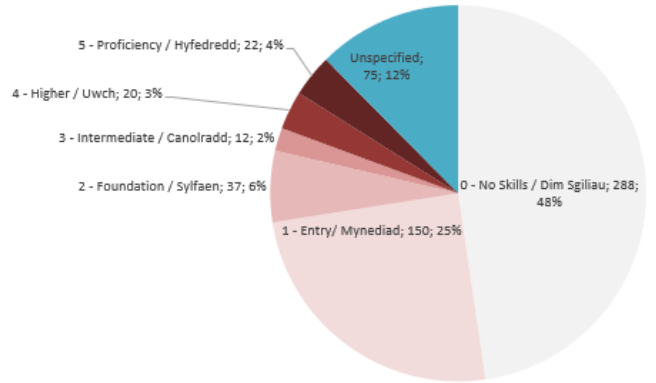
The distribution of Welsh skills amongst PTHB staff is uneven, with two sites in particular (Ystradgynlais and Bro Dyfi (Machynlleth) hospitals) showing significantly higher levels of staff skills than other sites. This is in line with local population statistics on Welsh.

This data has been broken down by base (for the 9 main PTHB hospital sites) on the following page, which shows the statistics for the 9 main hospital sites. The distribution of Welsh skills amongst PTHB staff is uneven, with two sites (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.

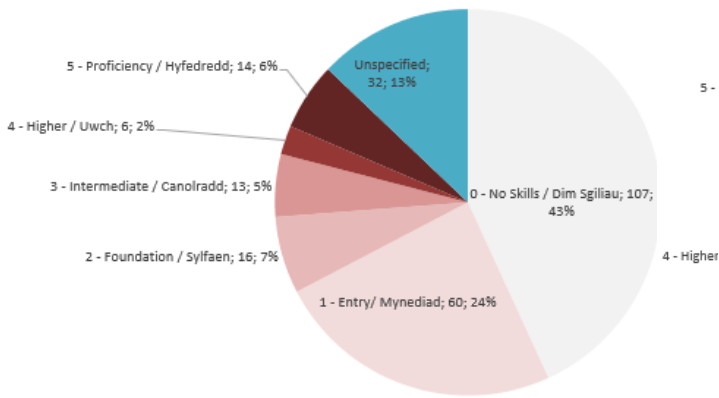
Aberhonddu (Brecon)



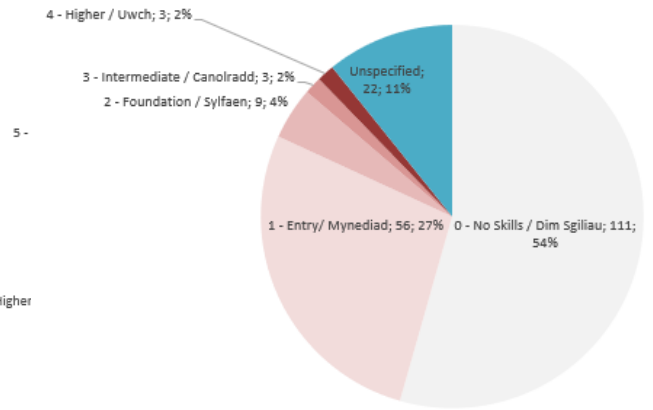
Bronllys



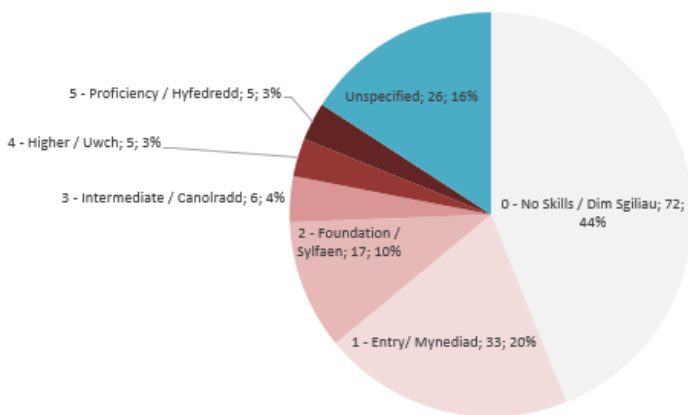
Y Drenewydd (Newtown)



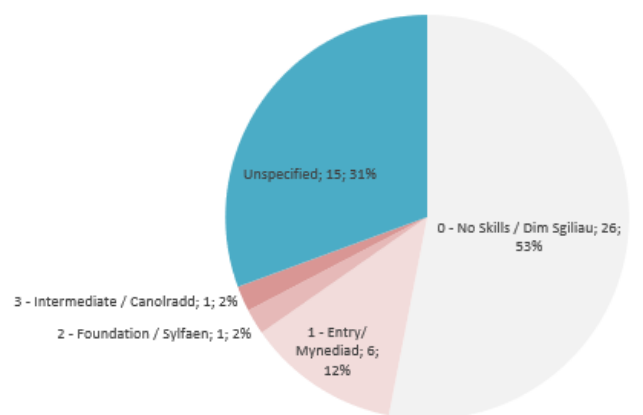
Llandrindod

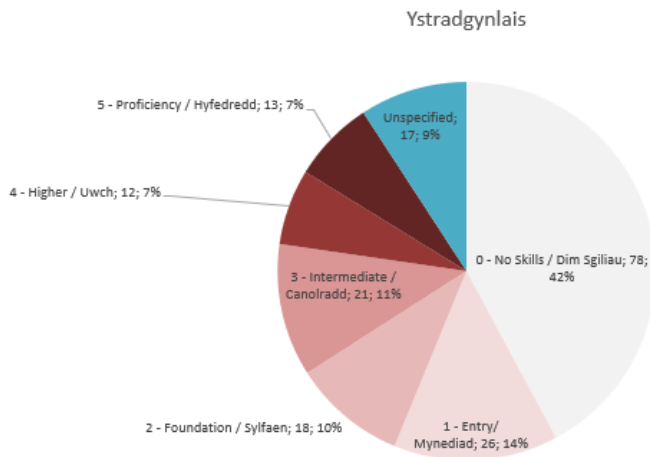


Y Trallwng (Welshpool)



Trefyclawdd (Knighton)





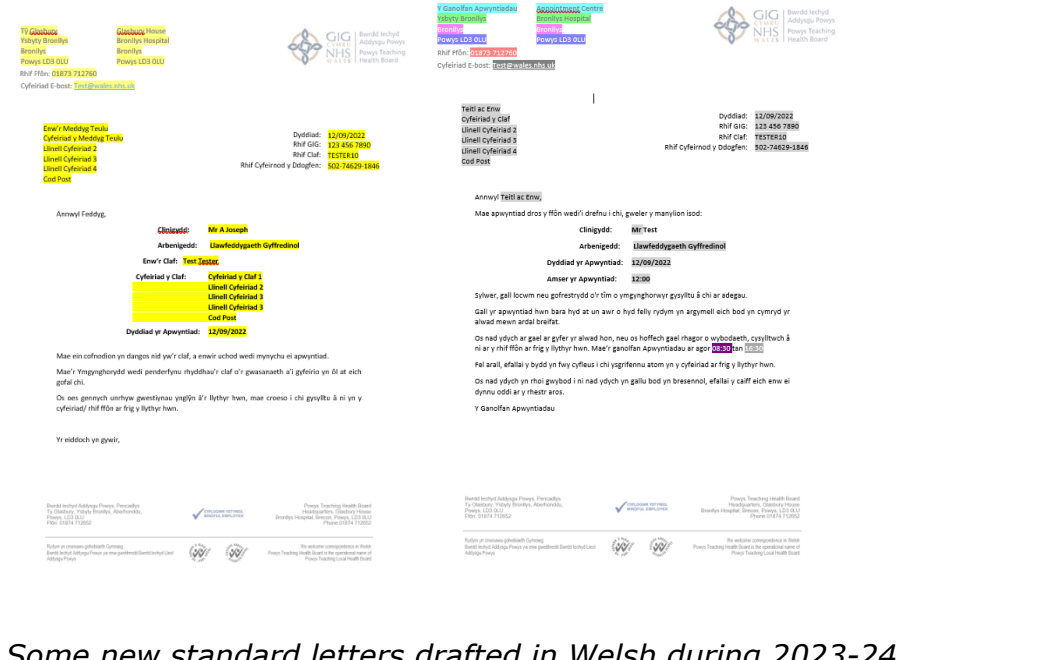
This variation reflects the prevalence of Welsh in the local population, which varies considerably across Powys. Whilst the 2021 census showed that 16.4% of the overall population was able to speak Welsh – slightly below the Wales average of 17.8% - the proportion locally varies from as low as 7% in Knighton and Presteigne to as high as 33% in Ystradgynlais and 48% in Machynlleth.

## 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 2023-24	Proposed Actions during 2024-25
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.

	 <p><i>Some new standard letters drafted in Welsh during 2023-24.</i></p>	
<p>Standards 8 – 20 relating to telephone calls made and received by the health board</p>	<p>During 2023-24 PTHB received notification of an investigation into a failure to comply with standards 8, 9, and 10. The investigation was carried out and found a lack of compliance; and PTHB was tasked with developing and carrying out an action plan to ensure compliance in the future.</p> <p>During 2023-24 the process of carrying out the action plan began, with the following steps carried out:</p> <ul style="list-style-type: none"> <li>• Most call handling staff across the organisation received bespoke training on the requirements of the Welsh Language Standards with regards telephony; the remainder will receive this training during 2024-25.</li> </ul>	<p>The new telephony system is expected to come online during 2024-25; call flows will need to be designed to meet the requirement of the standards. The current iteration of the Welsh language Vacancy assessment tool indicates that all call handling roles should be advertised as Welsh essential to improve the skill levels of the</p>

	<ul style="list-style-type: none"> <li>• All the health board's guidance around responding to telephone calls was verified for accuracy and compliance with the Standards.</li> <li>• The process began of procuring a replacement the health boards decades-old telephony system. Whilst compliance with the standards was not the main motivation for carrying out this work, it has the additional benefit of enabling call diverting which will improve the health board's ability to comply with the standards.</li> </ul>	organisation's staff in this regard.
Standards 20-22CH relating to meetings that are not open to the public	<p>This requirement is promoted on an ongoing basis and individual teams have implemented processes as per their individual requirements.</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 new Welsh in Healthcare for Managers training session covers the requirements of these standards and ensures managers are aware of the need to proactively offer persons invited to meetings the opportunity to use the Welsh language.</p>	Continue to monitor compliance levels and feedback.
Standards 23-25 relating to in-patients and case conferences	<p>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, and case conferences are routinely carried out with the assistance of interpretation.</p> <p>The new Strategy for Welsh in Healthcare identified that this was unlikely to be a significant issue in preventing patients using Welsh.</p>	Ensure any new systems are developed in line with these requirements, including any national systems to which PTHB contributes.

<p>Standards 26-32 relating to meetings and events that are open to the public</p>	<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. Participants at the AGM of the board were invited to use Welsh in questions, and all information provided was in Welsh; however, no questions in Welsh were received.</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; the new Welsh in Healthcare for Managers training session covers the requirements of these standards and ensures managers are aware of the need to proactively offer persons invited to meetings the opportunity to use the Welsh language.</p>	<p>Continue to monitor compliance levels and feedback.</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>Periodic site visits 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.</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. A single complaint was received in relation to English only signage at Bro Dyfi (Machynlleth); however, it transpired this was in relation to a photograph of the site during works published on social media in which the Welsh part of a fixed sign had yet to be installed; the site was never in fact open to the public without the Welsh sign in situ.</p>	<p>Continue to visit sites to assess compliance and escalate issues.</p>



Yn ystod y blynyddoedd cynnar, mae eich plentyn yn datblygu fel unigolyn, yn dysgu iaith, chwarae a sgiliau symud, deall ei feddyliau a'i weithredoedd a datblygu perthynas â chi a'r teulu ehangach.

Gall cefnogi eich plentyn yn ystod y blynyddoedd cynnar hyn ei helpu tyfu a datblygu, gan leihau'r angen am ymyriadau arbenigol yn ddiweddarach a rhoi'r dechrau gorau mewn bywyd iddynt.

Mae'r cynllun Braenaru yn brosiect gan Lywodraeth Cymru sy'n helpu'r Bwrdd Iechyd, y Cyngor ac asiantaethau eraill i gydweithio'n well. **Nod y dull Braenaru yw cefnogi plant yn y blynyddoedd sylfaen o'r cyfnod Cynenedigol hyd at 7 oed.**

Mae'r cynllun Braenaru yn edrych ar anghenion plant a theuluoedd yn y Blynyddoedd Sylfaen, gan edrych ar wasanaethau sydd ar gael i'r plant a chydweithio i brofi a darparu rhaglen gymorth ar gyfer y dechrau gorau mewn bywyd.

Mae'r cynllun Braenaru wedi bod yn gweithio ledled Powys i ddeall anghenion plant a theuluoedd a gwasanaethau. Maent wedi bod yn gofyn cwestiynau fel "Pa wasanaethau sydd ar gael ac ydyn nhw'n addas, yn hygyrch ac yn y lle iawn?"

Mae'r prosiect wedi bod yn casglu barn teuluoedd a'r gweithwyr proffesiynol sy'n eu cefnogi i ddeall beth sydd angen ei wneud.

**Bydd y prosiect peilot yn cael ei gyflwyno yng nghymunedau Tref-y-clawdd a Llanfyllin o fis Ebrill 2023 tan fis Mawrth 2024.**

Bydd y prosiect yn cynnig mwy o weithgareddau a grwpiau cymorth i fabanod a phlant 0-7 oed.

**Bydd Nyrs Feithrin Gymunedol ar gyfer y prosiect**

Braenaru yn cynnal grwpiau ar gyfer plant 0-4 oed gan ddarparu cymorth ychwanegol fel grwpiau chwarae a chymorth iaith.



Large quantities of documents, signage and public information is routinely published in Welsh and/or bilingually within the health board. The images in this section show a tiny fraction of the various posters and information leaflets published during 2023-24.

# YDYCH CHI'N POENI AM OLWG LLYGAID RHYWUN?



Gall eich optegydd lleol trin ystod o broblemau'r llygaid a helpu canfod cyflyrau'r llygaid fel y gellid eu trin yn gyflymach. Helpwch eich teulu a ffrindiau ceisio'r cymorth cywir.



Dewch o hyd i'ch optometrydd lleol yn [biap.gig.cymru/gofallygaid](http://biap.gig.cymru/gofallygaid)



Bwrdd Iechyd  
Ardoygu Powys  
Poetry Teaching  
Health Board

<h2>Visitors</h2> <p>All Visitors – please speak to a member of staff for information prior to entering the room</p>		<h2>Ymwelwyr</h2> <p>Pob Ymwelydd – siaradwch ag aelod o'r staff am wybodaeth cyn mynd i mewn i'r ystafell</p>	
<h3>All Staff</h3> <p>Contact Precautions Required (in addition to standard precautions)</p>		<h3>Pob Aelod o Staff</h3> <p>Rhagofalon Cyswll Angenrheidiol (yn ychwanegol at rhagofalon safonol)</p>	
<h4>Before entering the room</h4>		<h4>Cyn mynd i mewn i'r ystafell</h4>	
 Perform Hand Hygiene Glanhau eich dwyllo	 Put on Gown or Apron Rhai gwisgo mas ffedog ymlaen	 Put Gloves on Rhai meny9 ymlaen	
<h4>Before leaving the room</h4>		<h4>Cyn gadael yr ystafell</h4>	
 Dispose of Gloves Cell gwaredd a'y mesgys	 Perform Hand Hygiene Glanhau eich dwyllo	 Dispose of Gown or Apron Cell gwaredd a'y gwisgo mas ffedog	 Perform Hand Hygiene Glanhau eich dwyllo
<h4>Outside room</h4>		<h4>Tu allan i'r ystafell</h4>	
 Decontaminate Equipment Ddiholgi Offer	 Perform Hand Hygiene Glanhau eich dwyllo		

Temporary signage and information displays remain somewhat inconsistent however, and prominence has been given to these

standards in the Welsh in Healthcare for Managers training.

**Ydych chi'n 65 oed neu'n hŷn?**  
Ydych chi wedi cwmpo dros y flwyddyn ddiwethaf neu'n poeni am gwmpo?

**Are you 65 or over?**  
Have you fallen over in the last year or are you worried you might fall?

**13<sup>EG</sup> MAWRTH 2024 10YB- 2YH, MAES PARCIO AEL Y BRYN**

**YDYCH CHI ERIOED... WEDI??**

**DIGWYDDIAD PROFI DROS DRO**

**Cael twll yn eich corff – o unrhyw fath**  
**Cael tatŵ**  
**Cael unrhyw driniaethau harddu: BOTOX, lliwio'r croen**  
**Cael pigladau mewn gwlad dramor**  
**Cael triniaeth ar eich dannedd mewn gwlad dramor**  
**Rhannu brwsh dannedd**  
**Rhannu raser**  
**Cael eich gwallt wedi torri mewn siop dros dro**  
**Cael eich siafio â raser hir**  
**Cael trallwysiad gwaed cyn 1991 yn y DU**  
**Cael trallwysiad gwaed mewn gwlad dramor**  
**Ffroeni rhyw sylwedd – erioed!**  
**Cael pigiad: lliwio'r croen, steroidau neu gyffuriau o unrhyw fath – erioed!!**  
**Smocio pibell neu bong**  
**Rhannu dŵr, llwyau, ffiltteri**  
**Cael rhyw heb ddiogelwch**

**IE I UNRHYW BETH, HYD YN OED OS MAI DIM OND UNWAITH - yn golygu efallai eich bod wedi dod i gysylltiad â feirws yr afu sy'n achosi hepatitis a niwedd difrifol i'r afu yn ddiweddarach mewn bywyd os na chewch eich trin.**

**NEWYDDION DA - MAE MEDDYGINIAETHAU EFFEITHIOL AR GAEL A ALL WELLA'R CYFLWR HWN**

**DEWCH I WELD TŪM CYFEILLGAR Y GIG AM BRAWF SYML**  
**TE A CHOFFI HEFYD AR GAEL A WIF AM DDM**  
**CADWCH LYGAD AM Y BWS WALLICH PORFFOR, SYDD WEDI'I BARCIO YN AEL Y BRYN,**

**YSTRADGYNLAIS**  
**AR 13<sup>EG</sup> MAWRTH 10YB-2YH**



A wyddoch chi mae unrhyw un sy'n ateb **Ydw** i un neu ddau o'r uchod yn cael ei annog i gael asesiad manwl i ddarganfod beth all eich tîmau iechyd a gofali cymdeithasol ei wneud i'ch atal rhag cwmpo.

Gofynnwch i'ch gweithiwr gofali iechyd proffesiynol eich cyfeirio chi, neu ewch i [biap.gig.cymru](http://biap.gig.cymru) a chwillwch am 'Gwasanaeth Cwmpioadau' i humanatgyfeiriant.

Did you know, anyone who answers **Yes** to the above or both is encouraged to have a detailed assessment to find out what your health and social care teams can do to prevent you from falling.

Ask your Healthcare professional to refer you, or visit [pfbh.nhs.wales](http://pfbh.nhs.wales) and search 'Falls Services' to self-refer for a falls assessment.

**#CARU'CH AFU**

**Gwneud i bob cyswllt gyfrif**  
**Making Every Contact Count**

**Bwyta'n iachach**  
Eating healthier

**Rhoi gorau i smygu**  
Stopping smoking

**Bod yn fwy heini**  
Being more active

**Alcohol**  
Alcohol

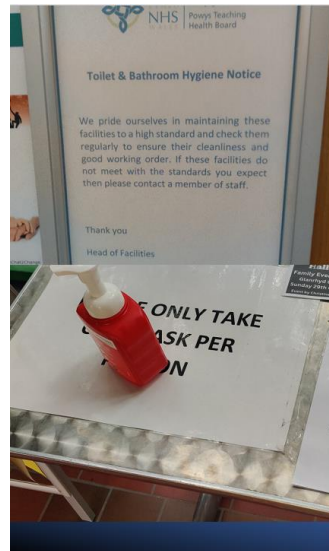
**Llesiant**  
Wellbeing

**Imiweiddiadau**  
Immunisations

**Sgrinio**  
Screening

**Sut i gael sgysiau iach**  
**A guide to having healthy conversations**

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 provide information in English only; for example, UK charities such as The Alzheimer’s Society, or small local voluntary or charity groups. In line with the Code of Practice for the Welsh Language Standards (No. 7) published by 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.



### Notices and Posters

- Must be bilingual or in Welsh / English.
- This is an important part of ensuring we provide a welcoming bilingual environment.
- Reassures Welsh speakers their needs will be met.
- Don’t assume this is someone else’s job!
- **Remove posters if they are not compliant or out of date.**
- Translation are available and will be turned around immediately; common signs are available [here](#).

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

During 2023-24 PTHB received notice of an investigation by the Welsh Language Commissioner into compliance with standards relating to the website. A limited number of pages were found which were not available bilingually.

Comms team to continue to act as gatekeepers for the website and social media, ensuring best practice.

**Statws gwasanaeth gan gynnwys Gweithredu Diwydiannol**



**Croeso i wefan Bwrdd Iechyd Addysgu Powys**



**Cyfleoedd gwych i Hyfforddi, Gweithio, Byw ym Mhowys**

As part of the Action Plan in response to this investigation, a new process has been implemented which has strengthened the process and will ensure no content will be uploaded in English only in future. As part of PTHB's own investigations into the situation it was found that most non-compliant pages could be isolated to certain specific teams, suggesting there is not a systemic problem across the whole health board.


As per the new process, teams persistently failing to upload Welsh content will lose the ability to upload to the website without prior approval.

Standards 47-49 relating to signage

See Standards 33-38 above.

See Standards 33-38 above.

Standards 50-53 relating to receiving visitors	A sign has been provided to each reception area in the health board (where there was not already a sign present), inviting visitors to use the Welsh language (Standard 52); badges/lanyards were also widely distributed to Welsh speaking staff (Standard 53). All these standards are covered in the new Welsh language for Managers training.	Once the new telephony system is installed and functioning it will be possible to offer a telephone reception service (as per the Welsh Language Commissioner's code of practice) at all reception areas.
Standards 54-59 relating to grants, tenders and procurement	PTHB remains compliant with these standards as per NHS Wales standard procurement and practice.	Continue to ensure compliance.
Standards 60-62 relating to the organisation's corporate image	PTHB's corporate identity is wholly bilingual, with the Welsh appearing above the English in our logo.	Continue to ensure compliance.
Standard 63 relating to education courses offered by the health board	Managers are informed of this standard as part of the Welsh in Healthcare for Managers training program.	Continue to ensure compliance.
Standard 64 relating to public address systems	As of 31 <sup>st</sup> March 2024, there are currently no public address systems in operation within PTHB.	N/A
Standards 65-68 relating to primary care	As per Standard 65, a dedicated area of the website exists to provide the public with information on primary care services able to offer some or all services in Welsh.	Ensure this section of the website remains current.

	<p>☰ Listen ▶</p> <h2>Gwasanaethau Cymraeg o fewn Gofal Sylfaenol</h2>  <p>Manylion am staff sy'n siarad Cymraeg sy'n gweithio o fewn Meddygfeydd, Deintyddfeydd, Fferyllfeydd ac Optegwyr o fewn Powys ar gael trwy gysylltu â'r Meddygfeydd, Deintyddfeydd, Fferyllfeydd ac Optegwyr perthnasol.</p> <p>Gellir gweld gwybodaeth am Feddygfeydd, Deintyddfeydd, Fferyllfeydd ac Optegwyr o fewn Powys ac ar draws Cymru ar ein gwefan:</p> <ul style="list-style-type: none"> <li>• Meddygfeydd Teulu - Bwrdd Iechyd Addysgu Powys (<a href="http://gig.cymru">gig.cymru</a>)</li> <li>• Gwasanaethau Deintyddol - Bwrdd Iechyd Addysgu Powys (<a href="http://gig.cymru">gig.cymru</a>)</li> <li>• Fferyllfeydd - Bwrdd Iechyd Addysgu Powys (<a href="http://gig.cymru">gig.cymru</a>)</li> <li>• Optegwyr - Bwrdd Iechyd Addysgu Powys (<a href="http://gig.cymru">gig.cymru</a>)</li> </ul> <p>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.</p>	
--	---	--

## Policy Making Standards

Standards 69 – 78A relating to policy making decisions	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.	The Equality Impact Assessment Policy is due for review and renewal in 2024-25, as well as being a part of a wider review of processes
--	---	--

During 2023-24, 1 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.



Bwrdd Iechyd  
Addysgu Powys  
Powys Teaching  
Health Board

<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:

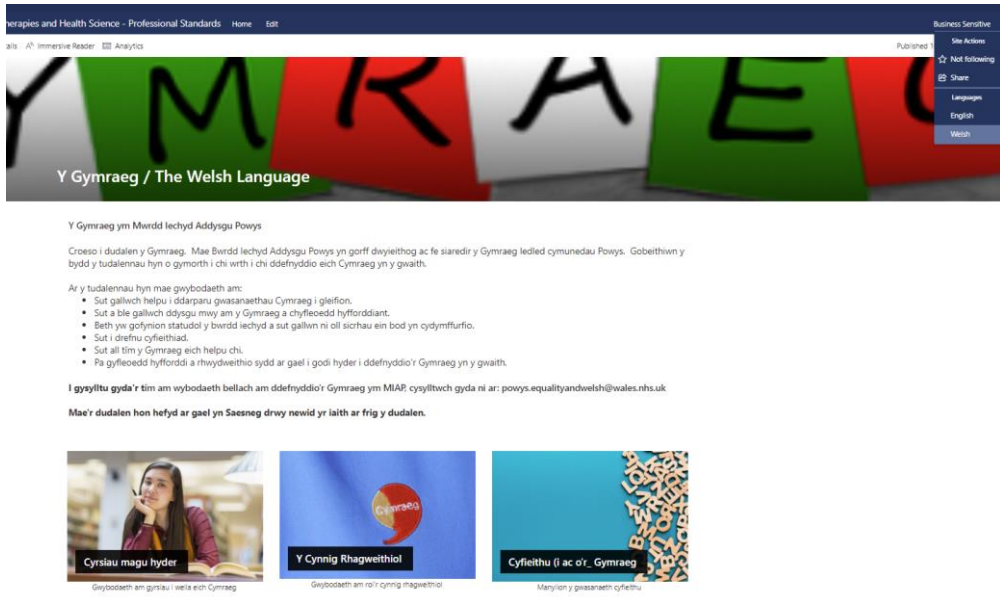
What provision have you made for Welsh?  
Will Welsh versions be distributed with English materials?  
Will it be easier for people to receive services in Welsh?  
If the service is new, how will you offer it in Welsh?

around written control documents, and the commissioner's research into compliance with these standards. PTHB's internal processes may change as a result.

## Operational Standards

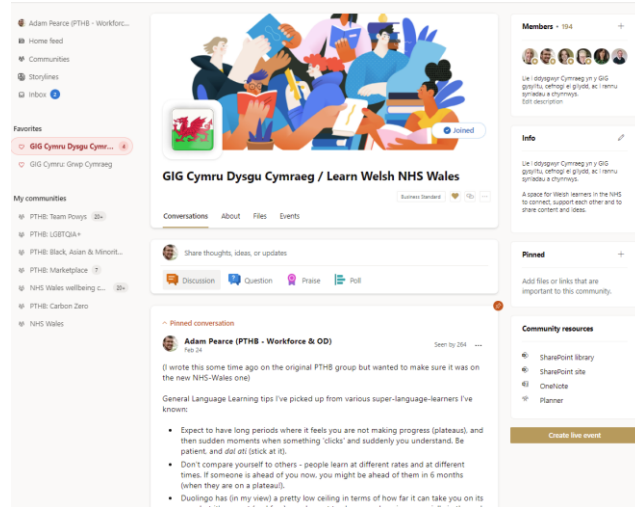
<p>Standard 79 relating to a policy on the internal use of the Welsh language</p>	<p>During 2023-24 Powys Teaching Health board published its Welsh Language in the Workplace policy to meet the requirements of this standard. It is promoted via induction and the Welsh in Healthcare for Managers training session.</p> <div style="text-align: center;">  <p><b>WELSH LANGUAGE IN THE WORKPLACE POLICY</b></p> <table border="1" data-bbox="598 555 1021 834"> <tr><td><b>Document Reference No:</b></td><td colspan="2">PTHB /HR 109</td></tr> <tr><td><b>Version No:</b></td><td colspan="2">1</td></tr> <tr><td><b>Issue Date:</b></td><td colspan="2">July 2023</td></tr> <tr><td><b>Review Date:</b></td><td colspan="2">July 2026</td></tr> <tr><td><b>Author:</b></td><td colspan="2">Service Improvement Manager for Equality and Welsh Language</td></tr> <tr><td><b>Document Owner:</b></td><td colspan="2">Service Improvement Manager for Equality and Welsh Language</td></tr> <tr><td><b>Accountable Executive:</b></td><td colspan="2">Director of Workforce and Organisational Development</td></tr> <tr><td><b>Approved By:</b></td><td colspan="2">Executive Committee</td></tr> <tr><td><b>Approval Date:</b></td><td colspan="2">12 July 2023</td></tr> <tr><td><b>Document Type:</b></td><td>Policy</td><td>Non-clinical</td></tr> <tr><td><b>Scope:</b></td><td colspan="2">PTHB-wide</td></tr> </table> <p style="font-size: small; text-align: center;">The latest approved version of this document is online. If the review date has passed please contact the Author for advice.</p> <p style="font-size: x-small; text-align: center;">Powys Teaching Health Board is the operational name of Powys Teaching Local Health Board Bwrdd Iechyd Addysgu Powys yw enw gweithredol Bwrdd Iechyd Lleol Addysgu Powys</p> </div>	<b>Document Reference No:</b>	PTHB /HR 109		<b>Version No:</b>	1		<b>Issue Date:</b>	July 2023		<b>Review Date:</b>	July 2026		<b>Author:</b>	Service Improvement Manager for Equality and Welsh Language		<b>Document Owner:</b>	Service Improvement Manager for Equality and Welsh Language		<b>Accountable Executive:</b>	Director of Workforce and Organisational Development		<b>Approved By:</b>	Executive Committee		<b>Approval Date:</b>	12 July 2023		<b>Document Type:</b>	Policy	Non-clinical	<b>Scope:</b>	PTHB-wide		<p>Continue to promote the Welsh in the Workplace Policy.</p>
<b>Document Reference No:</b>	PTHB /HR 109																																		
<b>Version No:</b>	1																																		
<b>Issue Date:</b>	July 2023																																		
<b>Review Date:</b>	July 2026																																		
<b>Author:</b>	Service Improvement Manager for Equality and Welsh Language																																		
<b>Document Owner:</b>	Service Improvement Manager for Equality and Welsh Language																																		
<b>Accountable Executive:</b>	Director of Workforce and Organisational Development																																		
<b>Approved By:</b>	Executive Committee																																		
<b>Approval Date:</b>	12 July 2023																																		
<b>Document Type:</b>	Policy	Non-clinical																																	
<b>Scope:</b>	PTHB-wide																																		
<p>Standards 80 – 81 relating to employment documents</p>	<p>Contracts (Standard 80) are standardised and automatically provided bilingually through the TRAC system.</p> <p>Other Employment documents have been made available in Welsh on the Health Board intranet; awareness of these is promoted via induction and the Welsh in Healthcare for managers training session.</p>																																		

<p>Standard 82 - relating to operational policies</p>	<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. Most of the policies covered by Standard 82 are published bilingually already 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 ongoing.</p>	<p>Continue to work to ensure all policies under this standard are available in Welsh.</p>
<p>Standards 83-88 – relating to disciplinary, grievance and other internal processes.</p>	<p>All these requirements continue to be met via the existing relevant all-Wales and PTHB policies; awareness of these is promoted via induction and the Welsh in Healthcare for managers training session.</p>	<p>Continue to ensure all policies reflect these requirements.</p>
<p>Standard 89 relating to bilingual computer software interfaces</p>	<p>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, and awareness of these is promoted via induction and the Welsh in Healthcare for managers training session.</p>	<p>Continue to promote these via staff induction and training/awareness sessions.</p>

<p>Standards 90 – 95 relating to the intranet</p>	<p>Our intranet 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 courses have been popular as ever, with 19 individuals completing the online <i>Cymraeg Gwaith</i> courses during 2023-24 and other staff following</p>	<p>Continue to promote existing and new training options to staff across PTHB. Follow up on the disparity between the expressions of interest in the <i>Codi Hyder</i> scheme (49) and</p>

*Dysgu Cymraeg* courses online and in the community. As of 31<sup>st</sup> March 2024, 9 individuals at the health board were also attending the *Codi Hyder* Confidence Raising scheme.

the number undertaking the course (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

The online More than Just Words: Welsh Language Awareness module was introduced in December 2022. As of March 2024, a total of **90%** of all PTHB staff had undertaken this mandatory training module.

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

In person Welsh Language Awareness training continues to be offered within the health board and primary care, with two departments partaking of this during 2023-24:

- Patient Services

	<ul style="list-style-type: none"> <li>Primary Care Team</li> </ul>	
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 in the Managers Guidance and Resource document.</p>	
Standards 106 – 109 relating to recruitment	<p>The health board's policy is 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 standard practice. The health board does not currently translate all job descriptions (107A ch) due to financial and capacity constraints.</p> <p>During 2023-2024 PTHB advertised 973 vacancies:</p> <p>1 post was advertised with Welsh language skills as essential.</p> <p>972 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 essential was a role in the Health &amp; Social care academy.</p> <p>A new mandatory process involving an online assessment tool that will be required will be provide full accountability for Standard 106 and for the decisions made leading to the statistics advertised in this part of future Welsh Language Standards Annual Reports.</p>	Rollout the new mandatory vacancy assessment process and monitor the number of vacancies advertised in the various categories.

Standards 110-110A relating to a plan for bilingual clinical consultations	<p>Our main achievement this year has been the design, development, consultation, approval and publication of our Strategy for Welsh in Healthcare 2024-2029. This comprehensive document incorporates the requirement to develop a Five-Year Plan to increase our ability to provide Clinical Consultations in Welsh in accordance with Welsh Language Standard 110 as well as the Workforce Strategy required by More than Just Words, and provide overall direction and targets for the development of our bilingual workforce. The document is available on the PTHB website and sets out how we plan to develop our Welsh language capacity as an organisation over the next five years.</p> <p>The Review of the previous strategy under Standard 110A is included as an appendix to the Welsh in Healthcare Strategy</p>	Ensure the Welsh in Healthcare Strategy is embedded and promoted across the health board.
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

### 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</p>	N/A
--	---	-----

	<p>with complaints made in Welsh and relating to Welsh language provision. Copies of these documents can be found <a href="#">here</a>.</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; another investigation was opened in December 2023 around Standard 39 and 41. Details of these are provided above.</p>	
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.

## Short Term Actions (by 2023) and Medium Term Actions (by 2025)

<b>NHS Organisation</b>	<b>Powys Teaching Health Board</b>
-------------------------	------------------------------------

<b>Completed by:</b>	<b>Service Lead for Equality &amp; Welsh Language</b>	<b>Date:</b>
----------------------	---	--------------

Ref	Description of Short Term and Medium Term Action	Lead Accountability	Progress Report for 2023/24 (reporting period 1/4/23 – 31/3/24)	Priorities 2024/25	Examples of best practice/ work done in partnership.
<b>Culture and Leadership</b>					
1	We'll set personal performance objectives to ensure the delivery of More than just words 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). ( <i>Short term</i> )	All health and social care bodies  Welsh Government to lead on objectives for Chairs.	<p>PTHB does not set Chair objectives. The PTHB Welsh in Healthcare for Managers’ Training Course suggests that managers consider setting the active offer as a personal or team objective as appropriate.</p> <div style="border: 1px solid black; padding: 5px;"> <p style="background-color: #0056b3; color: white; padding: 2px;">Model good behavior</p> <ul style="list-style-type: none"> <li>Use whatever Welsh skills you have</li> <li>Begin / end meetings with Welsh greetings</li> <li>Be proactive in allowing staff to use their Welsh</li> <li>Promote internal processes in Welsh</li> <li>Do you know who the Welsh speakers are on your team?</li> <li>Consider setting personal and team objectives around Welsh and the Active Offer.</li> </ul> <div style="border: 1px solid black; padding: 2px; display: inline-block;">Do you have any good internal processes you'd like to share?</div>  </div>	Members of the Board will be invited to participate in the HEIW-led <i>Agor y Drws</i> program for Leaders in Healthcare.	The Welsh in Healthcare for Managers training course, a part of the mandatory PTHB Managers’ Training Program undertaken by all individuals in PTHB with line management experience, ensures an additional level of provision for more

					senior staff over and above mandatory Awareness training.
2.	Over time, we expect all health and social care staff to gain an appreciation of the positive difference that learning and using Welsh can make to the care experience. In the meantime, we'll bolster language awareness courses with a behavioural-science communications approach so that everything we say about Cymraeg as leaders, and as organisations and partnerships contributes to this strategy. This approach will build on the training and on the positive narrative outlined in the plan. <i>(Short to medium term)</i>	Welsh Government/ HEIW/ SCW	See below regarding Welsh Language Awareness session. All staff also receive information on using Welsh as part of their induction; see also Welsh in Healthcare for Managers training course.	See below regarding Welsh Language Awareness session. All staff also receive information on using Welsh as part of their induction; see also Welsh in Healthcare for Managers training course.	The Welsh in Healthcare for Managers training course, a part of the mandatory PTHB Managers' Training Program undertaken by all individuals in PTHB with line management experience, ensures an additional level of provision for more senior staff over and above mandatory Awareness training.
3	We'll expect those in leadership roles to take part in our Leading in a Bilingual Country programme. This programme works towards embedding the spirit of Cymraeg 2050 in organisational culture and policymaking. All too often, Welsh is viewed as just an issue of translation or as a 'tick box' in policy development. This values-based programme goes beyond understanding the possible impact of language on all aspects of our work to using	Chairs and Chief Executives of health and social care bodies	This has not been possible due to the course not being run this year and being replaced with <i>Agor y Drws</i> .	Members of the Board will be invited to participate in the HEIW-led <i>Agor y Drws</i> program for Leaders in Healthcare.	

	what levers we have to increase its use. <i>(Medium term)</i>				
<b>Theme 1: Welsh language planning and policies including data</b>					
8	An agreed national framework for the collection and collation of data on the language skills of all staff working in health and social care in Wales will be developed and implemented. This should be mandatory wherever possible and would need to align with systems and approaches currently in place for the collection, collation of data across the health and social care sectors including services that are provided in Welsh <i>(Medium term)</i>	HEIW/SCW/ DHCW/ health and social care bodies including independent primary care contractors	PTHB provide annual data regarding the Welsh Language skills in their workforce as part of the Annual Reporting under the Welsh Language standards.	PTHB's response to this objective is necessarily reactive.	
9	An annual report will be prepared by an appropriate body to bring together the data relating to the health and social care workforce. This report could be prepared and published by Statistics for Wales. The published report should be publicly available with a further level of granular detail available as appropriate to those bodies responsible for the workforce in different contexts e.g. HEIW, SCW, Health Boards <i>(Short to medium term)</i>	HEIW/SCW, health and social care bodies	PTHB provide annual data regarding the Welsh Language skills in their workforce as part of the Annual Reporting under the Welsh Language standards. PTHB is happy to provide any data requested by "an appropriate body."	PTHB's response to this objective is necessarily reactive.	
10	That action 30 of the 'Health and Social Care Workforce Strategy' – to develop workforce planning guidance for Welsh language skills identification and development in the health and social care	HEIW/Social Care Wales	Our Strategy for Welsh in Healthcare 2024-2029 includes new steps to enforce the mandatory assessment of all vacancies with respect to teams' existing ability to provide	Introducing and embedding the Strategy for Welsh in Healthcare and the Vacancy Assessment tool, and	The vacancy assessment tool developed by PTHB has had a lot of interest from other

	workforce – is progressed at the earliest opportunity. This guidance should consider the required number of staff with Welsh language skills and the nature of those skills in different health and social care contexts and within the priority areas of need identified. The guidance is used as part of annual workforce planning by Health Boards, Local Authorities, HEIW, Social Care Wales and other employers as appropriate. Furthermore, that the guidance informs the work of the relevant regulators and inspectorate as appropriate ( <i>Short term</i> )		their services in Welsh. This will ensure that all vacancies are appropriately assessed for their Welsh language requirements and should result in an increase in the number of roles advertised as Welsh essential.	ensuring it is being used correctly and effectively.	health boards; similar tools based on this may be introduced in other Welsh health boards in the near future.
<b>Theme 2: Supporting and developing the Welsh language skills of the current and future workforce</b>					
13	Health and social care organisations to identify workforce skills gaps in key areas and develop plans to address them. This will be embedded in workforce and skills plans developed and delivered within individual organisations and involve close working with HEIW and SCW. ( <i>Medium term</i> )	Health and social care bodies, HEIW and SCW	Our Strategy for Welsh in Healthcare 2024-2029 includes new steps to enforce the mandatory assessment of all vacancies with respect to teams' existing ability to provide their services in Welsh. This will ensure that all vacancies are appropriately assessed for their Welsh language requirements and should result in an increase in the number of roles advertised as Welsh essential.	Introducing and embedding the Strategy for Welsh in Healthcare and the Vacancy Assessment tool, and ensuring it is being used correctly and effectively.	The vacancy assessment tool developed by PTHB has had a lot of interest from other health boards; similar tools based on this may be introduced in other Welsh health boards in the near future.
14	We'll expect all NHS and social care colleagues to follow a language 'awareness' course which will explain how important Cymraeg is in service	Health and social care bodies	The Welsh Language Awareness ESR module has been a mandatory online training session for all staff; it has	Continue to ensure that the proportion of the health board who have	

	<p>delivery and as a patient need. Following the introduction of Welsh language awareness training for all health and social care professional, we'll expect that this training is provided across all disciplines for trainees and introduced as part of the induction process for new employees in the health and social care workforce who have not already undertaken the training. <i>(Medium term)</i></p>		<p>been completed by 2283 of our 2254 current staff, <b>90%</b> of the total.</p> <p>This level of completion is comparable to other mandatory training modules. Because the completion expires after a certain amount of time, and because of staff turnover; we therefore do not anticipate that it will be practical to achieve a significantly higher % than this in future.</p>	<p>completed this training remains high.</p>	
15	<p>The National Centre for Learning Welsh develop further their plans to offer Welsh language training to the health and social care sectors and provide an enabling environment on the use of Welsh in workplaces. This should complement informal language learning through on-line tools and apps to be made available across the sector. It could be modelled on recently announced developments for the education workforce. This should include tailored provision to support practice in health and social care and identify opportunities (along with relevant employers) to support staff confidence to make more use of their Welsh language skills (at whatever level) in the workplace. We further recommend that Welsh</p>	<p>Welsh Government/ National Centre for Learning Welsh</p>	<p>In partnership with the National Centre for Learning Welsh, PTHB have promoted the Codi Hyder confidence raising course. 49 individuals expressed an interest in this course and 9 are currently undergoing group and 1:1 sessions through the provider aimed at increasing the confidence of individuals able to speak Welsh but out of practice or otherwise feeling unable to do so actively. We believe these individuals represent a crucial "low hanging fruit" for the organisation.</p>	<p>Continue to promote the course and identify what the reasons were for the significant numbers initially expressing an interest not then taking up the course.</p>	

	Government explore what resources are required to deliver adequate support for such a scheme including supporting employers to release key staff to undertake substantive Welsh language learning. <i>(Medium term)</i>				
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 <i>(Medium term – guidance to be developed and shared in the short term)</i>	Health and social care bodies	This is already standard practice in the Health Board.	This is already standard practice in the Health Board.	
17	Gradual introduction of a minimum “courtesy” level of Welsh language skills making staff more aware of positive impact that learning and using Welsh can have accessing and receiving health and social care services. By the end of the life of this plan, <b>all staff</b> working in health and social care should have courtesy level Welsh. <i>(Short term- introduction)</i>	Health and social care bodies	We are awaiting the provision of a clear definition of “courtesy level” Welsh from the Welsh Government and the central provision of an appropriately identified training course.	We are awaiting the provision of a clear definition of “courtesy level” Welsh from the Welsh Government and the central provision of an appropriately identified training course.	
18	Organisations to develop and implement a targeted Welsh language training and workforce strategy – with initial focus on addressing gaps in More than just words key priority areas and those who lack confidence (need to consider the potential for working with team leaders / managers /employers to also create the conditions for individuals to use their Welsh) <i>(Medium term)</i>	Health and social care bodies	This requirement is incorporated into our Strategy for Welsh in Healthcare, approved and published this year.		The Strategy for Welsh in Healthcare combines this with the Five-Year Plan under Standard 110.

Theme 3: Sharing best practice and an enabling approach					
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. <i>(Short term)</i>	Welsh Government/ Welsh language officers		Contribute to the research and innovation app.	
31	We'll provide the required structured and resourced support for More than just words regional forums and professional networks to have space that enables learning and the sharing of best practice on consistency of care across communities with particular attention to Integration of health and social care <i>(Medium term)</i>	Welsh Government and Chairs of Regional Forums, clinical networks, Royal Colleges, British Association of Social Workers	The Powys More than Just Words Forum continues to meet to share updates and best practice across health and social care.	The Powys More than Just Words Forum continues to meet to share updates and best practice across health and social care.	
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 develop initiatives to celebrate success including promoting More than just words within existing awards and accolade schemes. <i>(Short term)</i>	Welsh Government, Health and social care bodies	Welsh language officers at PTHB continue to participate in the relevant All-Wales NHS groups.	Welsh language officers at PTHB continue to participate in the relevant All-Wales NHS groups.	
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	Welsh Government/ DHCW/ health and social care bodies	These are promoted across the health board as a standard practice in inductions, Welsh language awareness training, Welsh in Healthcare for managers training.	Continue to promote across the health board as a standard practice in inductions, Welsh language awareness training, Welsh in	

	<p>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 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.) (<i>Short term</i>)</p>		<p>PTHB does not directly commission the ICT systems that would enable this (ESR, Office) which are procured on an All-Wales basis.</p>	<p>Healthcare for managers training.</p>	
37	<p>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 Gair i Glaf. This to include in the short-term Welsh language officers and translators working together on collation of terms and translation capacity and capability. (<i>Short term- joint working on developing standard terms</i>)</p>	<p>Welsh Government / health and social care bodies</p>	<p>Powys Teaching Health Board's translation unit collaborates with other NHS Wales bodies sharing translation memories; we will participate in an NWSSP-led exercise to procure an All-Wales solution to translation memory software.</p>		
<p><b>Additional/general comments (expand box as necessary)</b></p> <p>PTHB has incorporated the requirements of the More than Just Words Framework alongside Welsh Language Standard 110 into its Strategy for Welsh in Healthcare, approved during 2023-24 and published online shortly after the end of the financial year. This strategy is intended to inform and direct our approach to the Welsh language across the health board.</p>					



## **Moving Forward: Priorities for 2024-25**

Our new Strategy for Welsh in Healthcare sets out our priorities and targets over the coming five-year period in terms of improving the Welsh language skills of our workforce, which in turn will improve our ability to comply with the standards.

Specific priorities over the coming period include:

- Appropriate establishment of the new telephony system, and the design and implementation of the call flow processes.
- The completion of all other identified actions in response to the two investigations from the Welsh Language Commissioner.
- The continued rollout of the Managers training.
- The introduction of the Vacancy Assessment tool and the monitoring of the outcomes.
- Revisiting the process for assessing policies for their impact on the Welsh language as part of a wider review of both PTHB's Written Document procedures and its Equality Impact Assessment processes.

The 'Proposed Actions during 2024-25' 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](mailto:powys.equalityandwelsh@wales.nhs.uk).