

# Workforce and Culture Committee

Tue 11 July 2023, 15:00 - 16:00

## Agenda

15:00 - 15:00

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1. PRELIMINARY MATTERS

📄 W&C\_Agenda\_11Jul2023.pdf (2 pages)

1.1. Welcome and Apologies

1.2. Declarations of Interest

1.3. Minutes of the previous meeting held on the 16 May 2023, for approval

📄 WC\_Item\_1.3\_WC Minutes\_16\_May\_23\_UNCONFIRMED.pdf (10 pages)

15:00 - 15:00

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2. ITEMS FOR ASSURANCE

2.1. Equality, Diversity and Inclusion Annual Report

📄 WC\_2.1\_Cover Paper for 2022-23 Equality Report.pdf (4 pages)

📄 WC\_2.1a\_Equality Annual Monitoring Report 2022-2023 FINAL.pdf (29 pages)

2.2. Welsh Language Annual Report

📄 WC\_2.2\_Covering Paper for 2022-23 Welsh Report.pdf (4 pages)

📄 WC\_2.2a\_Welsh Language Stds Annual Monitoring Report 22 23.pdf (41 pages)

15:00 - 15:00

0 min

3. ITEMS FOR DISCUSSION

*There are no items for discussion*

15:00 - 15:00

0 min

4. ESCALATED ITEMS

*There are no escalated items.*

15:00 - 15:00

0 min

5. ITEMS FOR INFORMATION

*There are no items for information.*

15:00 - 15:00

0 min

6. OTHER MATTERS

6.1. Items to be Brought to the Attention of the Board and Other Committees

6.2. Any Other Urgent Business

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### **6.3. Date of the Next Meeting**

### **6.4. CONFIDENTIAL ITEM**

### **6.5. Minutes of the In-Committee meeting held on 16 May 2023**

**POWYS TEACHING HEALTH BOARD  
WORKFORCE & CULTURE COMMITTEE  
TUESDAY 11 JULY 2023,  
15:00 – 16:00  
VIA MICROSOFT TEAMS**



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd  
Addysgu Powys  
Powys Teaching  
Health Board

**AGENDA**

Time	Item	Title	Attached/Oral	Presenter
	1	PRELIMINARY MATTERS		
	1.1	Welcome and Apologies	Oral	Chair
	1.2	Declarations of Interest	Oral	All
	1.3	Minutes from the previous Meeting held on 16 May 2023	Attached	Chair
	2	ITEMS FOR ASSURANCE		
	2.1	Equality Diversity and Inclusion Annual Report	Attached	Director of Workforce and OD
	2.2	Welsh Language Annual Report	Attached	Director of Workforce and OD
	3	ITEMS FOR DISCUSSION		
		There are no items for discussion		
	4	ESCALATED ITEMS		
		There are no escalated items		
	5	ITEMS FOR INFORMATION		
		There are no items for information		
	6	OTHER MATTERS		
	6.1	Items to be Brought to the Attention of the Board and/or Other Committees	Oral	Chair
	6.2	Any Other Urgent Business	Oral	Chair
	6.3	Date of the Next Meeting: Tuesday 12 September 2023 at 10:00 via Microsoft Teams		
6.4 The Chair, with advice from the Director of Corporate Governance / Board Secretary, has determined that the following items include confidential or commercially sensitive information which is not in the public interest to discuss in an open meeting at this time. The Board is asked to take this advice into account when considering the following motion to exclude the public from this part of the meeting: <u>Motion under Section 1(2) Public Bodies (Admission to Meetings) Act 1960</u> <b>"Representatives of the press and other members of the public shall be excluded from the remainder of this meeting having regard to the confidential nature of the business to be transacted, publicity on which would be prejudicial to the public interest"</b>				
	6.5	Minutes from the In-Committee meeting held on 16 May 2023	Attached	Chair

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**Powys Teaching Health Board is committed to openness and transparency and conducts as much of its business as possible in a session that members of the public are normally welcome to attend and observe.**

**Meetings are currently held virtually, should you wish to observe a virtual meeting of a committee, please contact the Director of Corporate Governance at [PowysDirectorate.CorporateGovernance@wales.nhs.uk](mailto:PowysDirectorate.CorporateGovernance@wales.nhs.uk) at least 24 hours** in advance of the meeting in order that your request can be considered on an individual basis.

**Papers for the meeting are made available on the website in advance and a copy of the minutes are uploaded to the website once agreed at the following meeting.**

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## POWYS TEACHING HEALTH BOARD

### UNCONFIRMED

## WORKFORCE AND CULTURE COMMITTEE MEETING HELD ON TUESDAY 16 May 2023, 13.30-16.30 VIA MICROSOFT TEAMS

### Present:

Ian Phillips	Independent Member (Chair)
Chris Walsh	Independent Member
Cathie Poynton	Independent Member
Jennifer Owen Adams	Independent Member

### In Attendance:

Debra Wood Lawson	Director of Workforce and OD
Claire Roche	Director of Nursing and Midwifery
Pete Hopgood	Director of Finance and IT
Kate Wright	Medical Director (to 15.30)
Sarah Powell	Assistant Director of Workforce and Culture
Helen Bushell	Director of Corporate Governance (from 14.20)
Kirsten Jones	Llais

### Apologies for absence:

Hayley Thomas	Chief Executive
Claire Madsen	Director of Therapies & Health Science
Mark McIntyre	Deputy Director of Workforce and Organisational Development
Bethan Hopkins	Audit Wales
Daisy Dee	Health Education and Improvement Wales

### Committee Support:

Liz Patterson	Interim Head of Corporate Governance
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<b>PRELIMINARY MATTERS</b>	
W&C/23/01	<p><b>WELCOME AND APOLOGIES FOR ABSENCE</b></p> <p>The Committee Chair welcomed Members to the meeting. Apologies for absence were noted as recorded above.</p>
W&C/23/02	<p><b>DECLARATIONS OF INTEREST</b></p> <p>No interests were declared in addition to those already declared in the published register.</p>
W&C/23/03	<p><b>MINUTES FROM THE PREVIOUS MEETING, HELD 13 NOVEMBER 2022</b></p> <p>The Committee APPROVED the minutes of the meeting 13 November 2022.</p>
W&C/23/03	<p><b>WORKFORCE AND CULTURE COMMITTEE ACTION LOG</b></p> <p>The Director of Workforce and OD drew attention to the update on W&amp;C/22/15 - Single Point of Contact. The Welsh Language Commission investigation have advised that an investigation will be undertaken. The Welsh Language and digital teams are looking to identify the most efficient solution to enable callers to communicate in either Welsh or English, rather than a complete replacement of the telephony system.</p> <p>The Director of Finance and IT advised the limiting factor was the number of Welsh speakers available to take calls.</p> <p>An update will be provided to the September 2023 meeting. This action remains open.</p> <p>The following actions were closed:</p> <ul style="list-style-type: none"> <li>• W&amp;C/22/25 Actions taken to encourage hybrid roles</li> <li>• W&amp;C/22/38 10 year workforce projections</li> <li>• W&amp;C/22/39 Features of high performing teams</li> <li>• W&amp;C/22/40 Triangulation of data</li> </ul> <p>(These actions were included in agenda items for the May 2023 meeting)</p> <ul style="list-style-type: none"> <li>• W&amp;C/21/17 Board Development request – added to the draft Board Development programme</li> </ul>
<b>ITEMS FOR ASSURANCE</b>	

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W&C/23/04	<p><b>MEDICAL JOB PLANNING ANNUAL REPORT</b></p> <p>This item was taken early due to presenter availability.</p> <p>The Medical Director presented the report outlining that job planning sets out consultant's duties, responsibilities, time commitments and accountability arrangements including all direct clinical care (DCC), supporting professional activities (SPA) and other NHS responsibilities. Medical Directors across Wales work together to ensure standardised job planning.</p> <p>Job planning in Mental Health and Occupational Health is up to date, whereas there have been challenges in Care of the Elderly and Community Paediatrics which are being worked through. Compliance is around 75% which is similar to other areas of Wales.</p> <p><i>How closely are Powys' working arrangements aligned to others. Would staff be consider moving to other Health Boards for better working arrangements?</i></p> <p>The Medical Director advised that there is divergence between English and Welsh contracts with the English contract moving from a DCC:SPA split of 7.5:2.5 to 8:2 and even 9:1. In Wales the split is 7:3 which it was hoped would attract consultants. However, this outcome has not been evidenced. There have been recent decisions in Wales to move to increase DCC time, but SPA time can be of assistance in retaining staff with special interests which can be pursued within the SPA allowance.</p> <p>The Committee received the report and took ASSURANCE that Annual Job Planning is being implemented for Consultant and Speciality Doctors within the Health Board.</p>
W&C/23/05	<p><b>DIRECTOR OF WORKFORCE AND OD REPORT</b></p> <p>The Director of Workforce and OD presented her report which provided an update on items not covered elsewhere on the agenda. Attention was drawn to the following areas:</p> <ul style="list-style-type: none"> <li>• healthy attendance at Wellbeing Roadshows,</li> <li>• staff engagement checks in absence of the national engagement survey,</li> <li>• successful re-evaluation of the Gold Corporate Health Standard,</li> <li>• NHS Wales Awards are open for submission,</li> <li>• Staff Excellence Awards will be relaunched in the autumn,</li> <li>• A new appointment to the Occupational Health team had resulted in reduced waiting times,</li> </ul>

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- four Overseas Nurses have arrived (the fifth was unable to take up the appointment) and are undertaking their preparation training,
- the successful transfer of the Community Health Council to Llais,
- the Health Board continue to struggle to tackle variable pay and are an outlier on this measure. A workstream is examining the potential to use Wagesstream which would enable bank staff to access wages for worked shifts instantly although there is a weekly cost to the employee, and
- Equalities, Diversity and Inclusion and Welsh Language moved to the directorate in April. Internal Audit have issued a Limited Assurance report on Welsh Language and the Welsh Language Commissioner is undertaking an investigation. The Committee will consider items on Equality, Diversity and Inclusion and Welsh Language as noted in the Work Programme. The Anti-Racism Plan will be considered at the May 2023 Board.

The Director of Corporate Governance joined the meeting.

*The report is welcomed including the retention of the Corporate Gold Standard. What actions are being taken to improve winter resilience?*

The Director of Workforce and OD advised that during the previous winter the Workforce Futures Board had been stood down to enable a focus on volunteers, resourcing and infrastructure.

There had been a change of focus from supporting mass vaccination to pathfinders, staying connected with long waiting patients and Community Care Assistant roles. It had not been possible to commence this for the 2022/23 winter period, but it is intended to hold recruitment events in June and September to be ready for 2023/24 winter period. The team are also collaborating with the local authority and the Powys Association of Voluntary Organisations to introduce a joint induction package for health and social care staff.

*Who will fund the pay settlement?*

The Director of Finance and IT confirmed that Welsh Government would fund the pay settlement.

*Given the national focus on workforce sustainability, have Welsh Government provided immediate priorities and if so, do these fit with the Accelerated Sustainable Model?*

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	<p>The Director of Workforce and OD confirmed that the Health Board had received early sight of the Welsh Government implementation plan which had enabled these priorities to be included within the Integrated Plan.</p> <p><i>Is there sufficient agility within the Welsh Government plan to address the specific situation found in Powys?</i></p> <p>The Director of Workforce and OD advised that close working had taken place with Health Education and Improvement Wales (HEIW) which had resulted in specific funding for 27-35 nurses within Powys attached to Bangor University to address this issue.</p> <p><i>The Wellbeing Roadshows have been well attended, however, representation from management has been low.</i></p> <p>The Director of Workforce and OD confirmed the need to encourage senior managers to attend.</p> <p><i>Attendance at some of the roadshows appears low although the feedback is positive.</i></p> <p>The Director of Workforce and OD advised for the size of sites attendance was good. However, future reports would calculate percentage attendance.</p> <p><i>In relation to the pay award, is the organisation considering implementation plans for changes in relation to terms and conditions, for example in relation to new partnership working on the policies group, job evaluation and professional time for Continuous Professional Development?</i></p> <p>The Director of Workforce and OD confirmed this was subject to mainly national negotiations, rather than local discussion as part of the package of measures that were attached to the pay award offer..</p> <p><i>In the most recent Local Partnership Forum the Chief Executive asked how to improve staff retention. The three items listed in the question above would assist in this aim.</i></p> <p>The Director of Workforce and OD noted the comment advising that these areas had been built into the Integrated Plan.</p> <p>The Committee welcomed the Director's Report with updates on areas not covered elsewhere in the agenda. The report was NOTED.</p>
W&C/23/06	<p><b>WORKFORCE PERFORMANCE REPORT</b></p> <p>The Director of Workforce and OD presented the report and drew attention to the following matters:</p>

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	<ul style="list-style-type: none"> <li>• completion of Personal Appraisal and Development Reviews (PADRs) is now an escalated action with deep dives planned for Mental Health and Primary Care, and</li> <li>• An action plan is in place in relation to variable pay including how this links to issues such as career progression, training, accessibility of managers.</li> </ul> <p><i>Rolling turnover is stated at 15% in March 2023 compared to 10% in March 2022. What is the reason for this increase and was it expected?</i></p> <p>The Director of Workforce and OD advised it was expected. There were a high number of fixed term contracts (due to availability of funding) and there had been a restructure in the Workforce Directorate (which would artificially inflate the figure). The amount of turnover resulting from fixed term contracts would be calculated for inclusion in the report.</p> <p><b>Action: Director of Workforce and OD</b></p> <p><i>Is the volume of use of agency staff an additional problem to that of variable pay?</i></p> <p>The Director of Workforce and OD confirmed there was an issue with the volume of agency spend. A considerable amount of time was spent addressing invoicing issues, there are also issues the time it takes to appoint a member of staff. The cost of covering staff, increases through the options of: additional hours, then overtime, bank, agency to the most expensive method which is off contract. There are working practices which need to be reviewed and technology which could be used to improve the situation.</p> <p style="text-align: right;">The Medical Director left the meeting.</p> <p><i>Are agency shifts being fulfilled and do the agencies offer better rates of pay? Does the Health Board use e-rostering?</i></p> <p>The Director of Workforce and OD confirmed e-rostering was utilised, however there are variable skill levels across the area. Vacancies were not just an issue in Powys but hybrid arrangements were under consideration such as Nurse Paramedics to try to cover skill gaps. The Director of Workforce and OD confirmed that agency pay is higher and therefore it was more beneficial for staff to pick up an agency shift with another health board than a bank shift with the health board.</p> <p>The Workforce Performance Report was NOTED.</p> <p>The Assistant Director of Workforce and OD presented a report on triangulation of data and information to understand the 'health' of a team. The current data available included the national staff survey, team climate survey and pulse surveys. A</p>
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	<p>dashboard is under development. Additional data which could be collected includes levels of study leave taken and leadership development courses taken.</p> <p><i>A lot of work is ongoing but how will 'hard to reach' groups be engaged?</i></p> <p>The Assistant Director of Workforce and OD explained it was necessary to ensure that colleagues were confident that their responses were confidential and not be seen by their managers. Previous experience in another organisation gave confidence that hard to reach groups could be engaged in the process.</p> <p><i>Is a pilot scheme planned so that quick wins can be demonstrated, and colleagues be confident of using the process?</i></p> <p>The Assistant Director of Workforce and OD advised that the team climate process had been successfully trialled with the Workforce function and have also used it with Transformation and Value who are actioning the findings. The team are now working with Mental Health and Children's functions.</p> <p><i>The activity in this area is welcomed and it will be important to progress this at pace.</i></p> <p>The Director of Workforce and OD advised that a further report on Team Climate would be brought to the next meeting outlining how this could be progressed and the timescale.</p> <p><b>Action: Director of Workforce and OD</b></p> <p>The presentation was welcomed along with the opportunity to be proactive rather than simply report what had happened.</p>
W&C/23/07	<p><b>WORKFORCE FUTURES: PARTNERSHIP AND CITIZEN HIGHLIGHT REPORT</b></p> <p>The Director of Workforce and OD presented the report.</p> <p>There were no questions on this item.</p> <p>The Workforce Futures Partnership and Citizenship highlight Report was NOTED.</p>
W&C/23/08	<p><b>WORKFORCE FUTURES: WORKFORCE PLANNING OVERVIEW REPORT</b></p> <p>The Director of Workforce and OD presented the report.</p> <p><i>What activity takes place to support workforce planning?</i></p> <p>The Director of Workforce and OD advised there were various levels of support including an ESR (Electronic Staff Record) training module to monitor attendance and compliance.</p>

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	<p><i>Work has taken place to workforce plan for clinical roles, but has the same taken place for non-clinical roles such as admin, clerical, works and estates?</i></p> <p>The Director of Workforce and OD confirmed that workforce planning had not been restricted to clinical roles and highlighted the importance of the Accelerated Sustainable Model which had been instigated to address such issues. Rather than focussing on clinical/non-clinical roles the focus should be on the team around the patient.</p> <p><i>Given the scale of the problem is the approach ambitious enough?</i></p> <p>The Director of Workforce and OD advised that the new commissioning model agreed with HEIW, and the overseas nurses programme had been game changing. There was a need to address the accommodation issue for overseas nurses and then a business case for additional nurses could be made. The organisation is ambitious in focussed areas.</p> <p>The Workforce Futures Workforce Planning overview report was NOTED.</p>
W&C/23/09	<p><b>ORGANSIATIONAL DEVELOPMENT STRATEGIC FRAMEWORK</b></p> <p>The Director of Workforce and OD presented the end of year review of the Organisational Development Strategic Framework outlining that the previous framework had been paused in 2021 due to the pandemic. Many of the priority areas had already been implemented, were in other plans, or had moved to business as usual. It is intended that the framework will be reviewed and embedded into relevant plans where appropriate (including the Integrated Plan).</p> <p>The Workforce and Culture Committee took ASSURANCE in relation to progress against the original priorities within the framework, and noted the framework would be embedded into relevant plans.</p>
<b>ITEMS FOR DISCUSSION</b>	
W&C/23/10	There were no items for inclusion in this section.
<b>OTHER MATTERS</b>	
W&C/23/11	<b>CORPORATE RISK REGISTER – RISKS OVERSEEN BY THIS COMMITTEE</b>

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	<p>The Director of Corporate Governance presented the Risk Register noting that the Risk Register will be reviewed in light of the new Integrated Plan and Delivery Plan. The Executive Committee have considered the 11 risks and some change is expected as whilst some risks are right, some are too broad. This will be considered at Board Development in July 2023.</p> <p><i>Is a risk rating of 16 for 'failure to plan for, recruit and retain an appropriate workforce results in an inability to sustain high quality services' too low?</i></p> <p>The Director of Workforce and OD agreed it was a difficult decision, but some successes were being seen.</p> <p><i>Independent Members made the following comments:</i></p> <ul style="list-style-type: none"> <li><i>• there will always be a residual risk, but the risk appetite and mitigating actions need to be considered,</i></li> <li><i>• should the risk be split into three i.e., failure to plan, failure to recruit and failure to retain, given a credible plan is now in place, and</i></li> <li><i>• there is a national aspect of planning which is outside of the Health Board's control, so failure to plan should possibly remain as a risk.</i></li> </ul> <p>The Director of Workforce and OD advised that these points would be taken into consideration when the risks were reviewed.</p> <p>The Committee NOTED the Committee Risk Register.</p>
W&C/23/12	<p><b>COMMITTEE PROGRAMME OF BUSINESS</b></p> <p>The Director of Corporate Governance advised that the Work Programme would be agreed at the May meeting of Board. Main areas of focus included the Workforce Futures programme, two strands of which would be considered at each meeting.</p> <p>The Chair welcomed the emphasis given to culture which would have a positive impact on performance.</p> <p><i>Could a session on how Independent Members can best contribute at Committee be arranged at Board Development?</i></p> <p>The Director of Corporate Governance advised that the Chair was keen to develop the role of assurance role of Committee's and how this is fed back to Board.</p>

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	The Work Programme was NOTED.
W&C/23/13	<b>ITEMS TO BE BROUGHT TO THE ATTENTION OF THE BOARD AND/OR OTHER COMMITTEES</b>  There were no items identified under this section.
W&C/23/14	<b>ANY OTHER URGENT BUSINESS</b>  There was no urgent business.
	The following motion was passed:  <i><b>Representatives of the press and other members of the public shall be excluded from the remainder of this meeting having regard to the confidential nature of the business to be transacted, publicity on which would be prejudicial to the public interest.</b></i>
W&C IC/22/45	<b>DIRECTOR OF WORKFORCE AND OD UPDATE</b>  Rationale for item being held in private: This item relates to an individual member of staff.  The Director of Workforce and OD updated the Committee on an employment issue.

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## Agenda item: 2.1

Workforce & Culture Committee		Date of Meeting: 11 July 2023
<b>Subject:</b>	<b>Equality, Diversity &amp; Inclusion Annual Report 2022-2023</b>	
<b>Approved by:</b>	Debra Wood-Lawson Director of Workforce and Organisational Development	
<b>Presented by:</b>	Debra Wood-Lawson Director of Workforce and Organisational Development	
<b>Prepared by:</b>	Adam Pearce Service Lead for Welsh Language and Equalities	
<b>Other Committees and meetings considered at:</b>	Executive Committee Workforce Steering Group	
<b>References</b>	N/A	

### PURPOSE:

To **review** and **recommend** to the Board that they approve the Equality Annual Report for 2021-22 and publish it on the PTHB Website.

### RECOMMENDATION(S):

That the Committee consider the Equality Annual Report and recommend to Board, for its approval and publication, on the Health Board's website

Approval	Discussion	Information
✓	✓	✓

## THE PAPER IS ALIGNED TO THE DELIVERY OF THE FOLLOWING STRATEGIC OBJECTIVE(S) AND HEALTH AND CARE STANDARD(S):

Strategic Objectives:	1. Focus on Wellbeing	✓
	2. Provide Early Help and Support	
	3. Tackle the Big Four	
	4. Enable Joined up Care	✓
	5. Develop Workforce Futures	✓
	6. Promote Innovative Environments	✓
	7. Put Digital First	✓
	8. Transforming in Partnership	✓
Health and Care Standards:	1. Staying Healthy	
	2. Safe Care	
	3. Effective Care	
	4. Dignified Care	✓
	5. Timely Care	
	6. Individual Care	✓
	7. Staff and Resources	✓
	8. Governance, Leadership & Accountability	✓

## EXECUTIVE SUMMARY:

As part of the Statutory Duty under the Equality Act 2010, the health board is required to publish an Annual Report for each financial year outlining the steps it has taken to meet the Public Sector Equality Duty. The health board's annual reports are cross-referenced to the objectives outlined in the Strategic Equality Plan; the plan and annual reports, including the previous report for 2021-22, are published on the [health board website](#).

## DETAILED BACKGROUND AND ASSESSMENT:

The report is descriptive and details work carried out by the Equality team as well as other departments. Highlights from 2022-23 include:

- Sponsorship of the inaugural Powys Pride event in Llandrindod Wells; the health board officially attended the event with representation from the Equality, Mental Health and Sexual Health teams to promote our services and engage with the local LGBTQ+ community. PTHB also participated in Hay Pride in June 2022.
- Publication of the 'Gender Services in Powys' leaflet, co-created with local trans service users and the Welsh Gender Service, providing advice and guidance on accessing healthcare services for those questioning their gender identity in Powys. This was launched at Powys Pride and distributed to primary and secondary care locations across the county.

- A review and refresh of the PTHB Strategic Plan for Health Inequalities, encompassing review of the impact of COVID-19 and the latest routine intelligence from Public Health Wales.
- Delivery of EasyRead training to a range of individuals and teams across the organisation, building the capacity to create documents in this format in-house. Early publications in the format have included the Equality Annual Report, information leaflets for collecting Patient Stories and patient information documents in the Learning Disability department.
- Establishment of an online repository of Equality reference information and resources on the newly redeveloped staff intranet.
- Establishment of new online-based staff networks for LGBTQ+ and Black, Asian and minoritised staff networks; these provide opportunities for staff to network professionally and offer mutual support.
- Continued rollout and monitoring of the Equality Impact Assessment process, with training offered to planning and North Powys Project teams.
- Establishment of Equality Training for Managers as a mandatory part of the PTHB Leadership Development offer.
- Ongoing promotion internally of a series of staff talks and events such as to commemorate World AIDs Day, Equality Week, Black History Month and others.

This Annual Report is an overview of some of the Health Boards key work to promote equality, diversity and inclusion throughout 2022-2023. It also outlines our intentions for the future to build upon the work already undertaken to continue to improve the health and wellbeing for individuals and reduce inequalities. The next year's annual report (2023-24) will be the last to relate to the previous Strategic Equality Plan; during 2023-24 we will also be working to develop a new Strategic Equality Plan for the period 2024-28.

NB. As in 2021-22, the Communications team will improve the appearance of the Annual Report prior to final publication (this will only affect the aesthetics and not the content). The approved report will be uploaded in English and Welsh as well as in EasyRead format.

The following Impact Assessment must be completed for all reports requesting Approval, Ratification or Decision, in-line with the Health Board’s Equality Impact Assessment Policy (HR075):

IMPACT ASSESSMENT				
Equality Act 2010, Protected Characteristics:				
	No impact	Adverse	Differential	Positive
<b>Age</b>				X
<b>Disability</b>				X
<b>Gender reassignment</b>				X
<b>Pregnancy and maternity</b>				X
<b>Race</b>				X
<b>Religion/ Belief</b>				X
<b>Sex</b>				X
<b>Sexual Orientation</b>				X
<b>Marriage and civil partnership</b>				X
<b>Welsh Language</b>				X
<div>Statement</div> <p>As part of the health board’s broader work around Equality, publishing the Equality Annual Report is a key part of our accountability process and will promote better outcomes for all groups.</p>				
Risk Assessment:				
	Level of risk identified			
	None	Low	Moderate	High
<b>Clinical</b>	X			
<b>Financial</b>	X			
<b>Corporate</b>	X			
<b>Operational</b>	X			
<b>Reputational</b>	X			
<p>There is no risk associated with the publishing of this report. Failing to publish could represent a compliance risk.</p>				

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# **Powys Teaching Health Board**

## **Equality, Diversity & Inclusion Annual Report 2022-2023**

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## Foreword

It's thirteen years now since the Equality Act 2010 changed the legislative landscape around prejudice and discrimination in the UK, but it often feels like these issues are more relevant than ever before. Take even a cursory glance at our national news channels and websites and you are certain to see a range of current issues and debates which raise questions about equality and discrimination, and about how we as a society and as employers, reflect diversity and ensure a fair and inclusive experience for all.

This is reflected in the profile these issues have been given in policy circles, particularly here in Wales with programmes like the LGBTQ+ Action Plan and Anti-Racist Wales Action Plan. These are commitments to actively work to stamp out discrimination and harassment and to ensure that equality is a fundamental principle of the work we undertake. In Powys Teaching Health Board, we wholeheartedly support this approach. We have our own distinct challenges, but these are never excuses for inaction or not to prioritise this important work. Fairness and Equality is one of our core organisational values and we will always be proud of this. The work outlined in this document is part of our long history of commitment to these ambitious aims.

### **Hayley Thomas, Interim CEO**

Once again Powys Teaching Health Board is proud to present its Equality Report and highlight the work, we have done to meet our obligations under the Public Sector Equality Duty.

Equality, Diversity and Inclusion are priorities for all of our staff, not just those who directly work in these specialist areas. The work outlined in this report represents only a snapshot of our more visible work across the organisation. Not described here, but no less important than these specific examples, is the daily work carried out by members of the Equality team and

teams across the health board to embed Equality and Inclusion across our range of services; whether that is advising on specific cases arising from issues in the workplace or in contributing to consultations, project plans and workstreams. Our Equality Impact Assessment process ensures that important questions about how policies and services impact on our patients are being asked and being answered; and the training and awareness sessions we offer our staff ensures that they are continually learning and developing their expertise.

We will continue to build on this work in the future in order to ensure that we live our values.

**Debra Wood-Lawson, Executive Director for Workforce and Organisational Development and Board-level lead for Equality, Diversity and Inclusion**

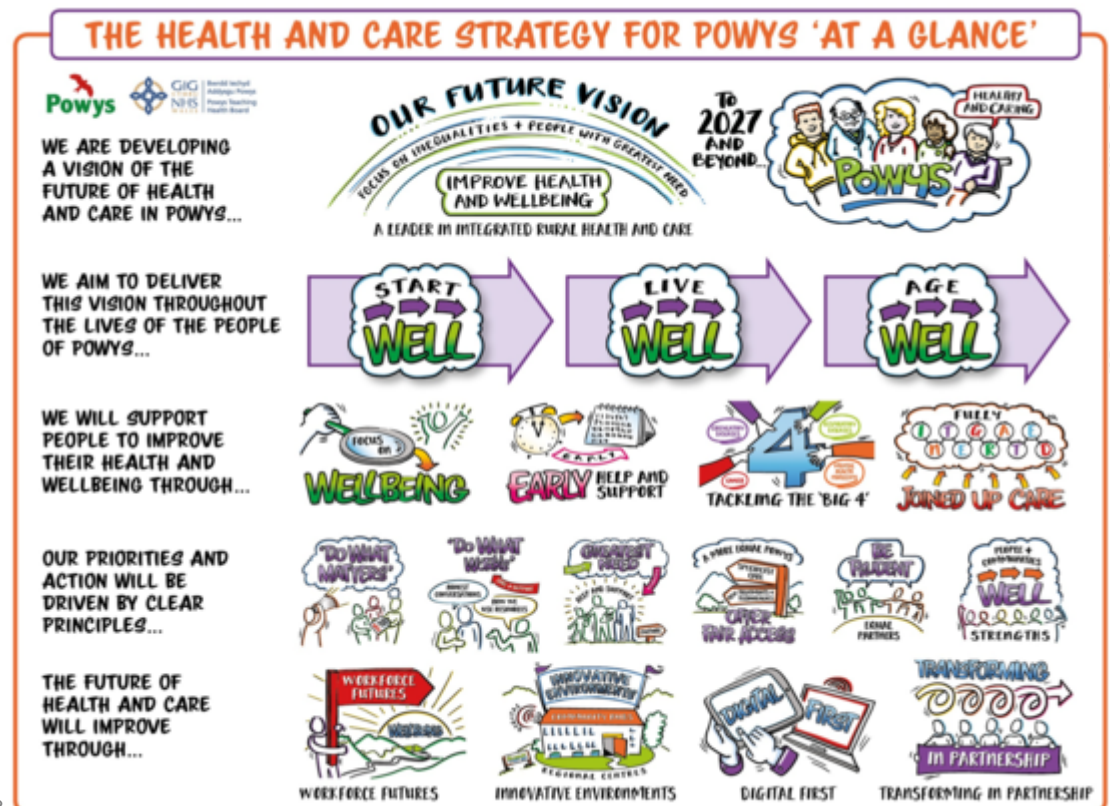
## An Overview of 2022-23

Powys Teaching Health Board (PTHB) is committed to putting people at the centre of everything we do. Our vision is to create an organisational culture and environment that is accessible and inclusive for everyone. This includes our staff, those who receive care including their families and carers, as well as partners who work with us whether this is statutory organisations, Third sector partners and our communities.

Fairness & Equality represents one of the six core organisational values developed by our staff. Our values are the things that we believe are important in the way we live and work and represent the “guiding principles” behind our actions.

As a UK public sector organisation, we are also subject to the requirements set out in Public Sector Equality Duty and outlined in the Equality Act (2010) which, among other things, sets out our General Duty to reduce inequality of opportunity and foster good relations between groups of people.

Our [Strategic Equality Plan](#) (SEP) for 2020-2024 and objectives has been designed to sit alongside our 10-year Health and Care Strategy and our Integrated Medium Term Plan (IMTP) .



Each year, the Executive Lead for equality agrees an annual work plan to identify our priority actions for the year. Highlights from our work in 2022-23 include:

- Sponsorship of the inaugural Powys Pride event in Llandrindod Wells; the health board officially attended the event with representation from the Equality, Mental Health and Sexual Health teams to promote our services and engage with the local LGBTQ+ community. PTHB also participated in Hay Pride in June 2022.
- Publication of the 'Gender Services in Powys' leaflet, co-created with local Transgender service users and the Welsh Gender Service, providing advice and guidance on accessing healthcare services for those questioning their gender identity in Powys. This was launched at Powys Pride and distributed to primary and secondary care locations across the county.
- A review and refresh of the PTHB Strategic Plan for Health Inequalities, encompassing a review of the impact of COVID-19 and the latest routine intelligence from Public Health Wales.
- Delivery of EasyRead training to a range of individuals and teams across the organisation; building the capacity to create documents in this format in-house. Early publications in the format have included the Equality Annual Report, information leaflets for collecting Patient Stories and patient information documents in the Learning Disability department.
- Establishment of an online repository of equality reference information and resources on the newly redeveloped staff intranet.
- Establishment of new online-based staff networks for LGBTQ+ and Black, Asian and Minoritised staff networks; these provide opportunities for staff to network professionally and offer mutual support.
- Continued rollout and monitoring of the Equality Impact Assessment process, with training offered to planning and North Powys Project teams.
- Establishment of Equality Training for Managers as a mandatory part of the PTHB Leadership Development offer.
- Ongoing promotion internally of a series of staff talks and events such as to commemorate World AIDs Day, Equality Week, Black History Month and others.

This Annual Report is an overview of some of the health board's work to promote equality, diversity and inclusion throughout 2022-2023. It also outlines our intentions for the future to build upon the work already

undertaken to continue to improve the health and wellbeing for individuals and reduce inequalities.

## About the Powys Teaching Health Board Area

Powys Teaching Health Board occupies the same borders as the Powys County Council (PCC) area. At the time of the 2021 census there were 133,200 people living in Powys - a large, rural county of approximately 2000 square miles. This population density of 26 individuals per square kilometre is the lowest by far of Wales' local authority areas.

The rural nature of Powys means that whilst many services are provided locally through our community hospitals and services, there are no District General Hospitals within the health board area. This means that a significant proportion of secondary healthcare functions for Powys residents are commissioned from adjacent health boards, including over the border in England. A very significant proportion of PTHB's funding allocation is spent on commissioned services taking place outside of the health board, and the services that are offered directly are disproportionately concentrated in fields such as community care (compared to other Welsh health board areas).

A consequence of this is that the health board as an organisation is smaller than would be expected allowing for population alone, employing 2,539 staff (as of 31 March 2023), alongside volunteers. This total staff count represents fewer than a typical District General Hospital in other Welsh health boards. It reflects a very different mix of staff in terms of roles and specialisms, with a much greater proportion of allied healthcare professionals and correspondingly fewer medical and nursing staff. This needs to be borne in mind when comparing PTHB practice and performance with other health boards in Wales. Our operating model is different as it focuses on a mix of primary care, community / tertiary care and commissioned care. Due to the lack of centralised sites, the staff body is also quite disparate, and many staff live outside the county.

Partly as a response to our unique context, we have forged strong partnerships with colleagues in other sectors, such as Powys County Council , Dyfed-Powys Police and Powys Association of Voluntary Organisations (PAVO).

Information on how we intend to improve services for the people of Powys can be found on our website under the [Key Documents](#) section which includes copies of our annual reports, annual quality statements, strategies and plans.

### Diversity within Powys

PTHB appreciates the diversity of our population and the need to treat one another with dignity and respect. Alongside our values we have specific

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legal obligations as a service provider and employer. In line with the Public Sector Equality Duty, this report focuses on the health board's activity in relation to promoting equality and tackling discrimination for our patients and wider population on the basis on the relevant protected characteristics of Age, Disability, Pregnancy and Maternity, Race and Ethnicity, Religion and Belief, Sex, Sexual Orientation and Gender Reassignment.

In keeping with the area's rural character, the demographic profile of Powys' population is quite different to the Wales average for some figures:

- Age – 27.8% of the population of Powys are aged 65 and over. This is the highest of any local authority area in Wales, where the average proportion in this group is 21.3%.
- Disability – 18.1% identified as having a disability, lower than the Wales average of 21.1%. 7.6% described their disability as limiting their day-to-day activities 'a lot'; this figure was the joint lowest in Wales.
- Race – 94.9% of the population described their Ethnicity as White (Welsh, English, Scottish or British), rising to 97.7% when including all other White groups (including Irish, European and all Traveller groups); these figures are among the highest in Wales and correspondingly the proportion of the population identifying as Black, Asian or other non-white groups is one of the lowest in Wales at just 2.2%, compared to 6.2% for the whole of Wales.

A sparse population spread across a large rural land mass, means that PTHB faces many challenges when seeking to address inequality of access, inequality of opportunity and ultimately, tackling health inequalities for people who live within Powys. We have a particular challenge around understanding and addressing socio-economic inequalities and ensuring that that people in lower income brackets who are particularly feeling the impact of the current cost of living crisis, are able to access the services they need. This has been acknowledged by reports from [Public Health Wales](#) and [the Nuffield Trust](#). Our [SEP](#) includes more details about these challenges and outlines our aims and objectives to reduce inequality, which are aligned to our IMTP.

Patterson, Liz  
05/07/2023 12:45:16

## SEP Objectives 2020-2024

In the development of its SEP, PTHB agreed a set of Strategic Equality Objectives for 2020-2024 which include 3 broad long-term aims each with an overarching equality objective. These are:

### **Long-term Aim 1: Engagement**

To ensure strong and progressive equality and human rights protections for everyone in Powys.

#### **Equality Objective:**

We will promote a positive attitude towards equality and diversity across our organisation. Our processes of continuous engagement to develop and deliver services will be informed by local needs, with the aim of improving access to healthcare services and reducing inequalities.

### **Long-term Aim 2: Service Delivery**

The needs and rights of people who share protected characteristics are at the forefront of the design and delivery of our healthcare services.

#### **Equality Objective:**

We will work with our population, staff and partners to shape the design and delivery of our services.

### **Long-term Aim 3: Workforce**

PTHB is a leading, exemplar, inclusive and diverse organisation and employer.

#### **Equality Objective:**

We will have an engaged workforce who have positive working relationships with their managers and colleagues in an environment where they feel safe and are supported to manage their own wellbeing.

The activity taking place during in 2022-23 and described in this plan has been mapped against each of these Equality objectives. As of 2023 work is already underway on the initial stages of preparing the next Strategic Equality Plan, covering the period 2024-28.



## Activity during 2022-2023

The following activity has taken place during 2022-2023, and in each case the activity has been cross-referenced to one or more of the Long Term Aims/Equality Objectives outlined in our SEP (see above):

### Communication of Key Messages and Information (Objective 1)

PTHB has continued to promote positive messages internally and on social media relevant to the broader Equality agenda, as part of a regular Equality calendar to ensure that particular dates are recognised and promoted.

We have promoted a series of Equality-relevant events and messages for our staff such including, but not limited to:

- Celebrating Equality Week 2022
- Celebrating Pride 2022
- A talk for Black History Month (October 2022)
- A panel discussion for World Aids Day, including an exploration of the condition's relevance to LGBTQ+ culture (December 2022)
- An event for International Women's Day (including a presentation on the Gender Pay Gap) (March 2023)

The image displays three promotional posters for NHS Wales events. The first poster on the left is for World AIDS Day on December 1st, 2022, at 12-1pm, featuring speakers Jill Nalder and Lisa Power. The middle poster is for International Women's Day on Wednesday 8th March, 2023, from 12pm to 1.30pm, featuring speakers Bhavani Athithan and Dr Adam Pearce. The third poster on the right is for Black History Month on 27th October, 2022, from 12-1pm, featuring speaker Abu-Bakr Madden Al-Shabazz. Each poster includes the NHS Wales logo and contact information for booking.



PTHB-Intranet  
**Understanding Muslim Mental Health - Online Course - FutureLearn**  
Explore the distinctive mental health experiences of Muslims and how mental health support can

(Powys Teaching Health Board – Communications) 2 days ago  
19 views









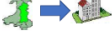
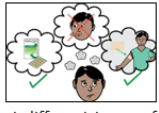


These events are typically in collaboration with other organisations across NHS Wales, providing opportunity for staff to share experiences and

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network with their colleagues in other health boards. This is particularly important for a smaller organisation like PTHB.

## Accessible Information: EasyRead (Objectives 1, 2 & 3)

Following the EasyRead training that was offered to staff during 2021-22, the health board now routinely produces a range of documents in this format. Documents published by the health board in EasyRead include a Leaflet collecting Patient Stories, .

<h3>Introduction</h3>  <p>Powys Teaching Health Board runs the hospitals in Powys.</p>  <p>We also run some community health programs.</p>  <p>We want to hear about your experience of health services.</p>  <p>Whether they were good or need improving.</p>		<h3>About Powys</h3>  <p>Powys is a large area in Mid Wales.</p>  <p>The biggest towns in Powys are Newtown, Brecon, Llandrindod, and Ystradgynlais.</p>  <p>But lots of people in Powys live in the countryside.</p>  <p>The hospitals we run are quite small.</p>  <p>This means sometimes people have to go out of Powys, to get to big hospitals.</p>		 <p>You can get different types of medication and treatment to give up smoking.</p>  <p>You can chew gum instead of smoking a cigarette.</p> <p>Chewing nicotine gum can help you not to have a cigarette.</p>  <p>A nicotine patch is a sticker that goes on your skin.</p> <p>It has nicotine in it so that you no not want a cigarette.</p>
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*A selection from EasyRead documents produced by PTHB in 2022-23.*

## Health Inequalities Framework (Objectives 1 & 2)

Health inequalities are avoidable, unfair and systematic differences in health between different groups of people. Health inequalities are caused by a complex interplay of individual factors (including age, sex and ethnicity); lifestyle factors (including smoking, alcohol consumption, diet and physical activity); healthcare; and the “wider determinants” of health (for example: income, housing and the environment).

Although the picture is complex, during the decade before the COVID-19 pandemic, improvements in life expectancy had stalled and health inequalities had increased in many parts of the UK, including in Wales. Expert commentators have attributed these trends to austerity. With specific reference to COVID-19, there is consensus amongst subject experts that there has already been a further adverse impact on health inequalities in the UK and that, unmitigated, health inequalities will continue to worsen due to the impact of COVID-19 over coming years. Further, there are clearly other forces which, unless addressed, are also highly likely to cause a deterioration in the pattern and extent of health inequalities, including the current cost of living and energy crises.

Based on recent evidence from Public Health Wales and as part of the overall trend which pre-dates COVID-19, health inequalities have not generally been improving over recent years in Powys. Key messages include that, between 2011/13 and 2018/20, for both the PTHB male and female populations, the gaps in life expectancy between the least and most deprived fifths of the Powys population increased (deteriorated).

The reduction of health inequalities has been a strategic priority for PTHB in successive IMTPs and during 2022/23, work commenced to further develop the health board's approach to local health inequalities. One framework under review recognises the role of the health board in addressing health inequalities across three distinct domains of influence:

- As a partner: influencing multi-agency action to address the wider determinants of health
- As an anchor institution: that is, as a large (public sector) organisation which, for example, is recognised by communities and is also a significant local employer
- As a commissioner and provider of NHS health care services

The Powys population surveillance which was summarised above has formed part of the "Discovery" phase of the PTHB Accelerated Sustainable Model programme, during 2022/23 and 2023/24. The PTHB Annual Delivery Plan for 2023/24 also encompasses examples of activities across the three domains of influence.

### Equality Impact Assessment (Objective 2)

We have continued to embed this process and promote high quality Equality Impact Assessment (EIA) practice across the organisation. Highlights of our work in this area include A revised process in place to assess all Workforce Policies

- An EIA of the application by Crickhowell Group Practice to close their Belmont Branch Surgery in Gilwern, Monmouthshire (affecting some Powys residents).

Training sessions on EIA have been made available to staff across the health board as well as to local Primary Care staff and to local third sector organisations via Powys Association of Volunteer Organisations; groups to whom the sessions have been delivered have included the Planning and North Powys project teams with a total of 12 staff undergoing the training in 2022-23.

## PTHB Equality Intranet Site (Objectives 2 & 3)

As part of the planned rollout of the new PTHB intranet, we have created a comprehensive intranet Equality site which provides a range of equality-related information and resources, accessible by all staff. This is a significant upgrade on previous versions of the Equality pages and for our staff and supports our work across all aspects of Equality, Diversity and Inclusion. The site experiences heavy traffic with over 800 unique visitors making an average of 1,000 visits per month.

### Cydraddoldeb / Equality

#### Equality at PTHB

At PTHB we are committed to Equality, Diversity and Inclusion.

- Equality is about making sure that everyone is treated fairly and not discriminated against.
- Diversity is about recognising, respecting and valuing people of differing experiences, views and backgrounds.
- Inclusion is about creating environments for staff and patients where everyone is able and welcome to participate.

The Equality and Welsh Language Team can help you with:

- Working with a patient or member of staff
- Access to interpretation / translation or accessible formats
- Advice on developing a policy or carrying out an Equality Impact Assessment
- If you have concerns about discrimination
- Training and development opportunities
- Disability, reasonable adjustments and access to work.

You can contact the team directly on [pthb.equalityandwelsh@wales.nhs.uk](mailto:pthb.equalityandwelsh@wales.nhs.uk)

#### Equality Impact Assessment

Information on Equality Impact Assessments

#### LGBTQ+

Information on supporting and inclusion of LGBTQ+ patients and staff

#### Sensory Loss

Help supporting patients and staff with sensory loss

#### Diversity Monitoring Forms

Sample Diversity Monitoring Forms to use when surveying staff or patients.

#### Accessing Translation and Interpretation

How to access translation and interpretation

#### Events and activities

Information on events and activities

#### Disability Resources

Help supporting patients and staff with disabilities, long term health conditions and/or who are neurodiversity.

#### Attend Anywhere

Attend Anywhere is an NHS Wales Video Consultation platform

The PTHB Equality team is able to administer the site directly and without support from other parts of the organisation. This helps ensure the information is up-to-date and fit for purpose.

### Patient Stories (Objectives 1 & 2)

Building on the work established in the previous financial year, Patient Stories has become a regular item on the agenda of Board Meetings. Many of these stories have provided an opportunity for members of the board to hear the lived experience of individuals in protected groups, particularly those with Disabilities and their carers: patient stories shared with the board have included those of a patient with diabetes, two patients with sensory loss, and one of a child with disabilities.



### Staff Networks (Objective 1 & 3)

In line with the commitments in our Strategic Equality Plan, the Health Board has continued to support the establishment and development of virtual networks to support staff. Each of the networks is targeted at a different group, however, follows a similar model, providing a number of functions:

- An opportunity for staff from across the organisation to meet, network professionally and to socialise, irrespective of seniority or department.
- An opportunity for staff to share experiences and support one another.



- An opportunity for staff to contribute by consultation and/or co-creation for events, resources, policies, or other projects.

Where staff networks have relevance to a Protected Characteristic under the Equality Act 2010, they can be consulted as part of the Equality Impact Assessment process.

The following staff networks were active in 2022-23:

### *Menopause Café*

This group, in collaboration with Powys Council, has continued to meet to provide support to staff across both organisations experiencing Menopause; it has met a total of fifteen times throughout the year with sessions typically having around 10 attendees. It is planned to expand this work in 2023-24, with an aim to becoming a certified Menopause Friendly Employer.

## **PtHB Virtual Menopause Cafés**

- Are you or a family member/work colleague, struggling with the menopause?
- Would you like to join a friendly, informal group to chat and support each other regarding all things perimenopause and menopause related?
- Share hints and tips on how to cope with symptoms and guide each other.
- Café's are hosted monthly via Microsoft Teams.
- Facebook page:- Powys Menopause Virtual Café.



Email [Sharon.Davies7@wales.nhs.uk](mailto:Sharon.Davies7@wales.nhs.uk) if you would like more information.

Useful links:-  
[www.menopausematters.co.uk](http://www.menopausematters.co.uk)  
[www.balance-menopause.com](http://www.balance-menopause.com)

### *Neurodiversity Network*

This network, organised by PTHB and PCC staff with a range of Neurodiverse perspectives, has a total of 17 members and met twice during the year, providing an opportunity for staff to network and share their experiences.

## Welsh Learners

The transfer of this group from Teams to Yammer as its electronic platform coincided with a massive increase in interest, including from staff outside staff PTHB able to access the group's content because of the cross-organisational nature of the platform. In consultation with the group's members, the group was expanded to welcome members from across NHS Wales; activity has grown as a result and the group continues to go from strength to strength, with almost 200 members. Whilst this group does not hold meetings as such, it provides an opportunity for learners to ask questions and share resources.

**Public Health Wales - No.2 Capital Q...** May 18 Seen by 1,317 ...

Prynhawn da  
Tip Cymraeg mis Mai gan y Ganolfan Dysgu Cymraeg / Tip of the month for May from the Learn Welsh centre:

**TIP CYMRAEG Y MIS**  
MAI - I'W / YW

I'W	YW
Callir "i'w" ei ddefnyddio er mwyn nodi 'i ei' neu 'i eu'. Yn Saesneg defnyddio 'to his', 'to her' neu 'to their'. e.e. i + ei + tŷ (his) = i'w tŷ i + ei + car (her) = i'w car i + ei + cyfarfod (to) = i'w gyfarfod	Mae "yw" yn gyflystyr ag "ydyw" neu "ydy". Yn Saesneg defnyddio 'is'. e.e. Hwyl yw ei llyfr. Beth yw? broblem? Mrs Williams yw'r pennaeath.

**TIP YCHWANGOL**  
Os nad gwyd ymgeirdded "yw" yn eiddo "i'w" yn gwrthod.  
e.e. Rhoddid yn ddiarffod i'w gylfa. i'w... Rhoddid yn ddiarffod i'w gylfa.

Like Comment Share

(Swansea Bay UHB - Calon Lan) and 10 others

Show 2 previous comments

(Public Health Wales - No.2 Capital Quarter) Tue at 10:55 AM

Bore da  
Diolch so much for your message.  
Apologies that the English isn't always clear on these.

i'w = in English means 'to his', 'to her' or 'to their'  
i'w tŷ = to their house

yw = in English means 'is'  
Hwyl yw ei llyfr  
This is her book

Hope this helps,  
Diolch

(BCUHB - Audiology) 4h ago

Thanks for the clarification

Write a comment

## LGBTQ+ Network

The adoption of Yammer as an internal platform has facilitated the establishment of informal networks within the health board. The Powys staff LGBTQ+ Network organised spontaneously; it currently has around ten members and provides a space for staff to promote and share events as well as discussing issues and it also has a presence on Facebook.

## Black, Asian and Minority Ethnic Network

This was another group made more feasible by Yammer and formed by staff who had previously worked in other Welsh health boards with previous experience of staff networks in those organisations. It currently has around eight members. The existence of this group contributes to PTHB's response to the Anti-Racist Action Plan (see below).

## Pride Cymru (Objectives 1, 2 & 3)

PTHB took part in national online Pride Cymru and LGBTQymru events during the summer of 2022, including the NHS Wales Pride Quiz. Open invitations were sent to all PTHB staff to participate in the events.

## Powys Pride 2022 (Objectives 1, 2 & 3)

Summer 2022 saw the inaugural Powys Pride event taking place in Llandrindod Wells, following previous postponements due to Covid-19. PTHB sponsored the event with a financial contribution and held a stall at the event with representation from several teams across the organisation including the Mental Health, Sexual Health and Equality teams, as well as the Powys Living Well service, promoting the services of the health board and celebrating the local LGBTQ+ community in Powys.

## NHS Gender Services in Powys Leaflet (Objectives 1 & 2)

As part of our contribution to Powys Pride (see above), we undertook a consultation and workshop exercise with members of the trans and non-binary community in Powys in which we asked the open question of what they would like to see the health board do to make things easier for them. A consistent theme to the discussion was the availability of information for those seeking to transition, with many individuals frustrated not just by the lack of information available to the public about accessing gender services, but also the fact that many GPs were unable to answer questions on the subject, despite being identified as the appropriate initial contact in NHS guidance.



The result of this co-creation exercise was the information leaflet entitled 'NHS Gender Services in Powys', produced in collaboration between PTHB, the Trans community in Powys, and the Wales Gender Service at Cardiff & Vale University Health Board. This leaflet provides a wide range of



information on the process of transitioning through the NHS, as well as signposting patients to a range of Third-sector organisations. It was distributed at Powys Pride and copies have been made available at all PTHB sites as well as primary care providers throughout the county.

## **Anti Racist Wales Action Plan: 2022-23 Update**

The Welsh Government's [Anti-Racist Wales Action Plan](#) was launched in June 2022. It includes a number of actions which public bodies, including PTHB needs to undertake in support of the government's ambition for an Anti-Racist Wales.

As this current Equality Annual Report reflects only those actions carried to during 2022-23 the work done in this area is only just beginning. During 2022-23 the Health Board carried out the following actions:

### **Priority Action 1: Leadership**

- Facilitated the establishment of a Black, Asian and Minority Ethnic Staff Network (see above). This is a key part of ensuring there is a forum by which the health board management is able to engage with its Black, Asian and Minority staff stakeholders, as well as providing the staff themselves with the opportunity to support one another and share experiences.
- Promoted events as part of an ongoing program to provide staff with the opportunity to hear about the lived experience of individuals from Black, Asian and Minority Ethnic backgrounds.
- Commenced reporting on Pay and Ethnicity (See Appendix B). This will now be a feature of PTHB Equality Reports in the future.

### **Priority Action 2: Workforce**

- We have updated the PTHB Equality for Managers Training program to incorporate the principles of Anti-Racism.

Patterson, Liz  
05/07/2023 12:45:16

## What is Anti-Racism?



- The Welsh Government's aspiration to be an **Anti-Racist Wales** is based on the idea that in order to achieve true equality we need to go beyond simply 'not discriminating' and actively dismantle systems that produce negative outcomes.

*Anti-racism is about changing the systems, policies and processes which for so long have embedded a negative view of ethnic minority people...*

*Often it is the systems for progression, and for selecting who will be mentored, coached or sponsored, that fail people. In service provision, it is often the 'colour-blind' approach that works against ethnic minority people. For us, anti-racism involves actively identifying and getting rid of policies, systems, structures and processes that produce radically different outcomes for ethnic minority groups. It requires us to acknowledge that even if we do not see ourselves as 'racist' we can, by turning our eye away, be complicit in allowing racism to continue.*

## Moving Forward: Priorities for 2023-24

The health board's main priority in the fields of Equality, Diversity and Inclusion during 2023-24 is to begin consulting on and developing the next Strategic Equality Plan, which will cover the period 2024-28. The 2023-24 Annual Report will be the last under the existing Strategic Equality Plan and will include a review of the plan.

As part of the process of developing a new plan for the next four-year period, the health board has already been busy planning a joint consultation exercise with regional partners across Mid and West Wales, including Hywel Dda Health Board, Carmarthenshire, Pembrokeshire, and Ceredigion Councils, Mid and West Wales Fire and Rescue, Dyfed-Powys Police and the Bannau Brycheiniog National Park, among others. This joint approach will reduce duplication of activity across participating organisations and maximise the number of responses received for all organisations participating. The consultation at this stage is a high-level information gathering exercise that asks members of the public what they think the health board should prioritise in terms of Equality.

As a part of the process, the health board will be attending events across the county during summer 2023 to promote the survey with specific communities and groups. It has been made available in a range of languages, as well as being promoted online.

Our other priorities in the coming financial year include:

- Surveying our staff for their views on equality, both as part of the SEP consultation but also regarding their views on career progression for ethnic minority staff (as part of our Anti-Racist Action Plan).
- Develop and deliver Gender awareness training following requests from departments and primary care.
- Ensuring that all actions in the Anti-Racist Action Plan are followed through within the identified timelines.

These priorities are naturally subject to change. PTHB remains committed to Equality, Diversity and Inclusion will continue to take advantage of new opportunities to ensure we are meeting the Public Sector Equality Duty as and when they arise.

## Further information

More information on Equality, Diversity and Inclusion at Powys Teaching health board can be obtained by contacting the team ([powys.equalityandwelsh@wales.nhs.uk](mailto:powys.equalityandwelsh@wales.nhs.uk)). Please also contact the team if you have any queries about individual activities touched on in this report.

Further information on the health board's broader initiatives and achievements throughout 2021-2022 can be found in the [Annual Reports](#) section on the health board's website.

For further information on the health board's OD Framework, please [contact the health board](#) and ask to speak to a member of the WOD team who will be able to assist you further.

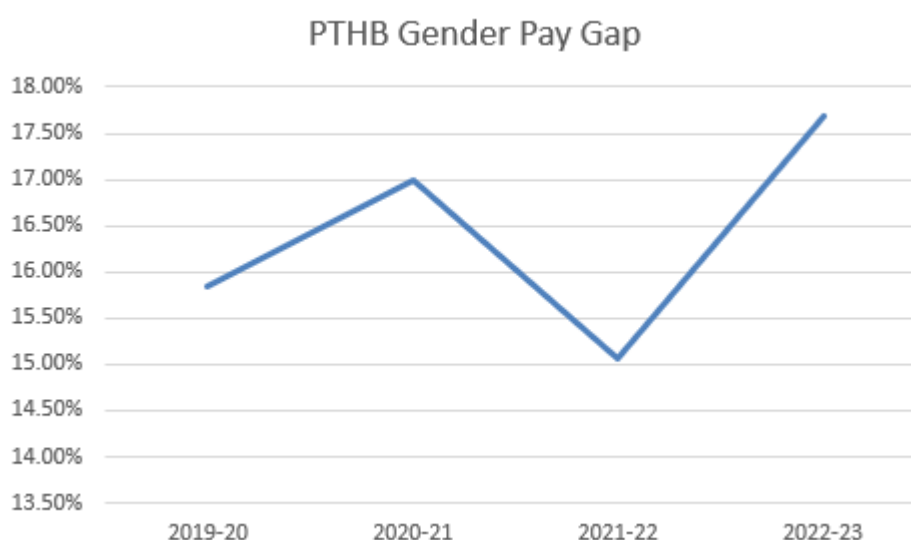
## Appendix A: Gender Pay Gap Reporting

*Note: All the information in this section reflects the situation as of 31<sup>st</sup> March 2023.*

As per UK legislation, as an organisation with over 250 employees PTHB is obliged to report on its Gender Pay Gap including the average and median hourly rates earned by men and women.

As of 31<sup>st</sup> March 2023, the Gender Pay Gap in Powys Teaching Health Board was as follows:

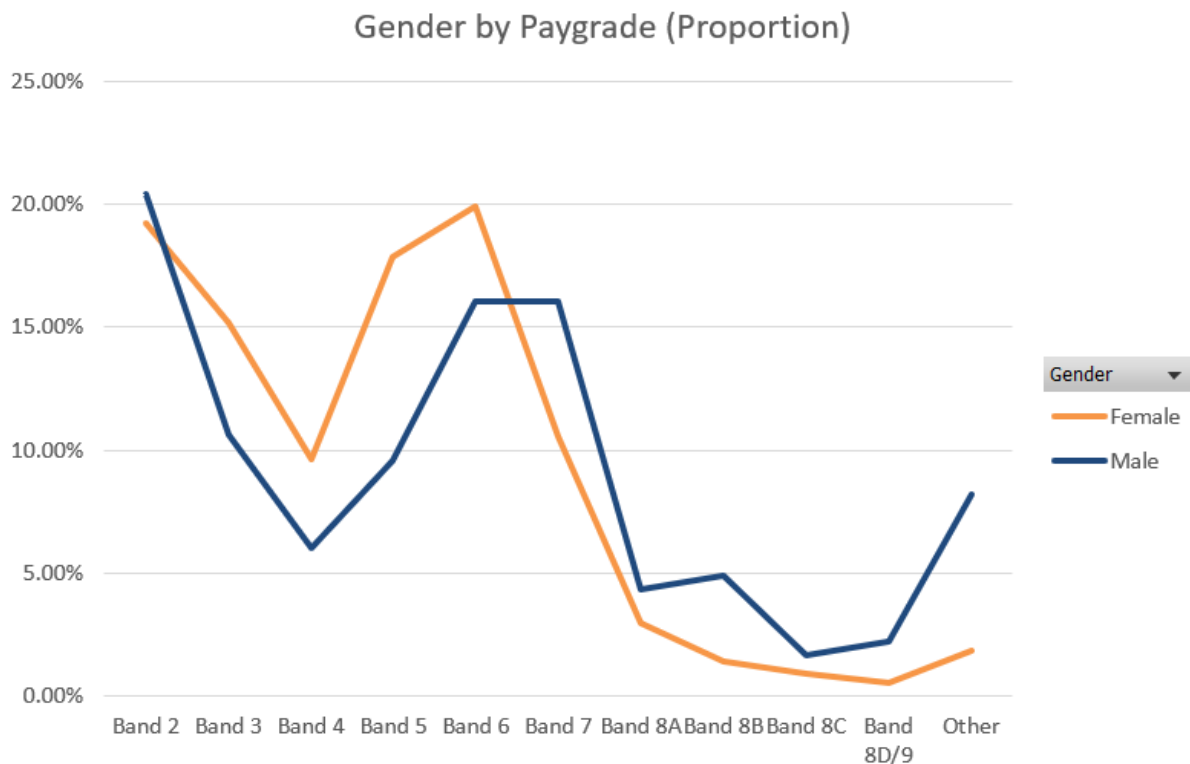
Gender	Avg. Hourly Rate	Median Hourly Rate
Male	21.0137	18.1917
Female	17.2972	15.4695
Difference	3.7165	2.7221
Pay Gap %	17.6862	14.9636



PTHB first reported on the Gender Pay Gap in 2019-20. Since then, the figures each year have been relatively similar. Of our 2,539 staff, 2,172 are women (86%) and 367 are men (14%). This is very similar to other NHS Wales organisations; however, our gender pay gap of 17.7% is a little above the UK average (14.9% in 2022) but compares favourably to other NHS Wales organisations.

*(note: due to small numbers, in the following graph Bands 8D and 9 have been merged)*

Patterson, Liz  
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*Graph shows the proportion of men and women at each AFC Pay Band, as a % of the total of men or women. For example, compared to women, a greater proportion of men are in Bands 2 and 7-9.*

Because salaries, terms and conditions are dictated to a large part by Agenda for Change and other pay-band frameworks, there is no reason to think that Equal Pay (women being paid less than men to do the same work) is an issue in PTHB. The gender pay gap arises instead due to the disproportionate number of employees who are women: whilst the highest paying pay brackets are gender-balanced (or close to it), women are represented far more than men at other pay bands.

Some of the less well-paid roles within the organisation are stereotypically associated with women e.g., healthcare support worker, catering assistant, domestic assistant.

Despite this, as noted the gender pay gap of 17.7% is lower than other (generally larger) Welsh health boards. This contrast is likely a reflection of the lower proportion of the PTHB workforce from medical professions (typically significantly higher paid than the health board average, and significantly more likely to be male).

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## Appendix B: Ethnicity Pay Reporting

*Note: All the information in this section reflects the situation as of 31<sup>st</sup> March 2022.*

There is no statutory requirement to report on ethnicity and pay. However, PTHB has agreed to begin reporting this voluntarily as per the locally agreed Anti-Racist Action Plan (see above).

Due to data collection limitations, it is not possible to provide a specific pay gap figure (as is provided for Gender above). This report therefore highlights comparative figures by AFC pay grade.

Out of a total of 2,539 staff, 2,172 described their Ethnic Group as White and 66 as a non-White group; a further 334 are unknown (either because they have not filled in the form, or because they chose not to provide this information).

With the unknowns removed, this shows that **2.99%** of the staff body are from minority ethnic groups, with the remainder being white.

These groups break down by pay grade as follows:



*Graph shows the proportion of White versus Minority Ethnic staff at each AFC Pay Band, as a % of the total of White or Minority Ethnic staff.*

As shown in the above graph, minority ethnic staff are more likely than their white peers to be in Band 2 and *much* more likely to be in Band 5. This is likely explained by the recruitment of registered nurses from overseas and/or their transfer from neighbouring health boards.

Although minority ethnic staff are less likely than their white peers to be in Bands 7-8B, the differences are small compared to the differences at Bands 2 and 5. There are no staff from ethnic minority backgrounds in Bands 8C, 8D or 9, however, this represents a very small total number of staff. This suggests that any interventions to improve career progression for minority ethnic staff should focus at the 5-6 transition and 2-3/4.

The significantly higher proportion of minority ethnic staff whose paygrade is listed as 'other' represents the greater proportion of doctors who are of minority ethnic backgrounds.

A more detailed survey of our staff body is planned for 2023-24, including a specific focus on career progression for Minority Ethnic staff.

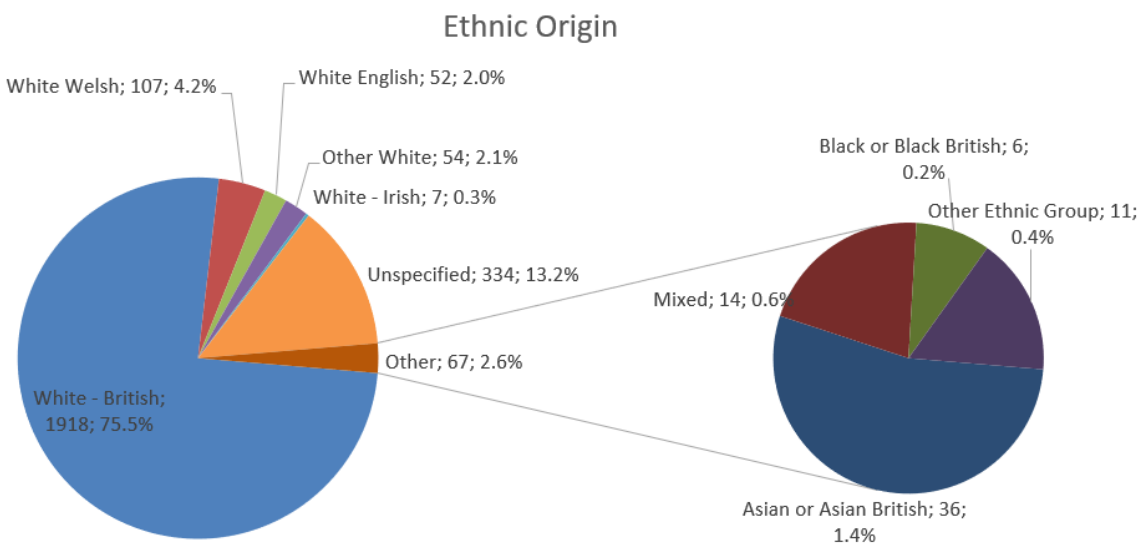
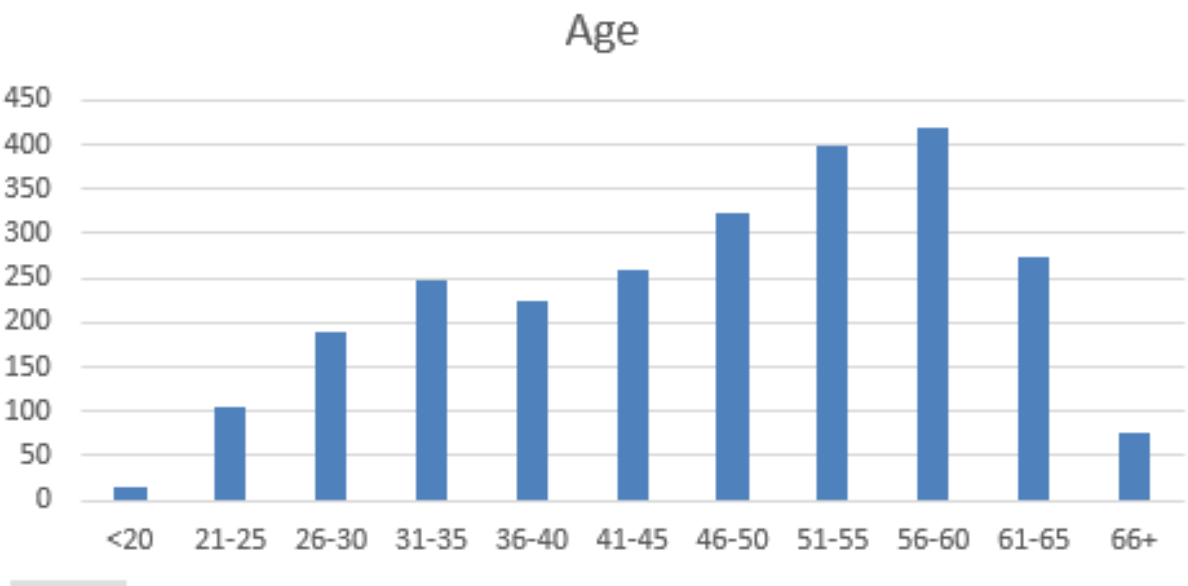


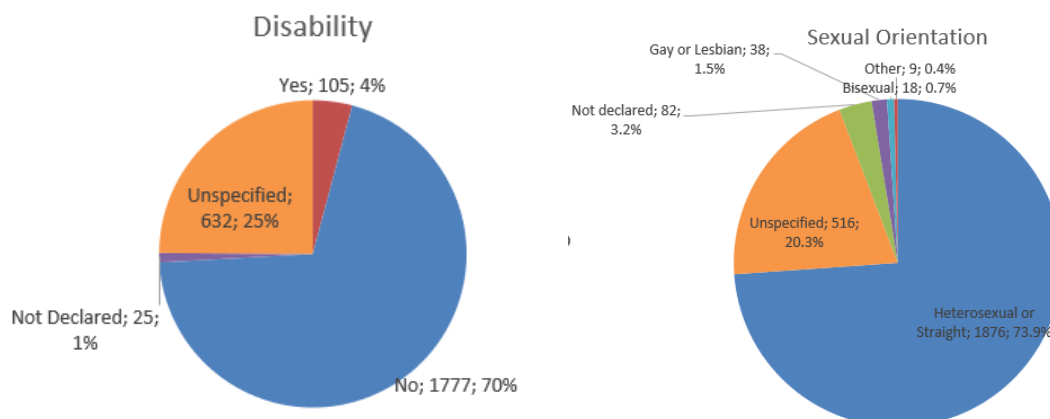
## Appendix C: Workforce Data

*Note: All the information in this section reflects the situation as of 31<sup>st</sup> March 2023.*

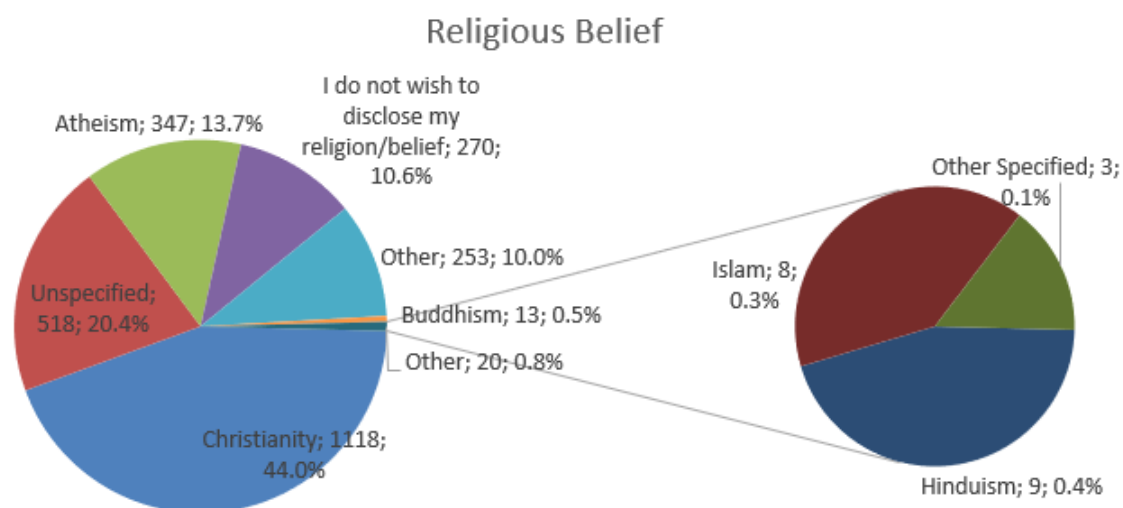
Powys Teaching Health Board employs 2,539 substantive members of staff (an increase of 45 since March 2022). In this section, these staff are broken down by Relevant Protected Characteristics (see above for Sex/Gender).

Some small groups may be merged or hidden in the following graphs to preserve anonymity.





In the above graphs, *Unspecified* means no information is held on that individual (they did not fill this element of the form); *Not declared* means that the individual was asked but declined to provide a response.



In the above graph, *Unspecified* means that no information is held on that individual (they did not fill in that part of the form). *Other Religion* means that they chose to describe their religion as 'Other'. *Other (Specified)* means the individual chose a specific named religion, but too few individuals chose the same religion and in order to preserve anonymity these groups have been merged.

**Note on Data:** Powys Teaching Health Board uses the ESR system to collect and store this data, which does not hold data on Gender Reassignment or Pregnancy and Maternity. The data is also very likely influenced by the structure and limitations of the ESR system. For example, the ability to specify one's Ethnicity as 'White Welsh/English/Scottish' is a comparatively recent addition; staff who have been in the organisation for a long time

may not have been prompted with these options. This likely explains the significantly higher proportion identifying as 'White British' compared to the figures in other sources e.g., Census information.

**Agenda item: 2.2**

<b>Workforce &amp; Culture Committee</b>		<b>Date of Meeting:</b> <b>11 July 2023</b>
<b>Subject:</b>	<b>2022-23 Welsh Language Standards Annual Monitoring Report</b>	
<b>Approved by:</b>	Debra Wood-Lawson Director of Workforce & Organisational Development	
<b>Presented by:</b>	Debra Wood-Lawson /Adam Pearce	
<b>Prepared by:</b>	Adam Pearce Service Lead for Welsh Language and Equalities	
<b>Other Committees and meetings considered at:</b>	Executive Committee - 31 May 2023 Workforce Steering Group	
<b>References</b>	N/A	

**PURPOSE:**

To review and recommend to Board the approval of the Welsh Language Annual Report for 2022-23, and, in line with the Standards, publish it on the PTHB Website.

**RECOMMENDATION(S):**

That the Committee consider the Welsh Language Annual Report and recommend to Board for approval and publication on the Health Board's website.

<b>Approval</b>	<b>Discussion</b>	<b>Information</b>
✓	✓	✓

**THE PAPER IS ALIGNED TO THE DELIVERY OF THE FOLLOWING STRATEGIC OBJECTIVE(S) AND HEALTH AND CARE STANDARD(S):**

Strategic Objectives:	1. Focus on Wellbeing	✓
	2. Provide Early Help and Support	
	3. Tackle the Big Four	
	4. Enable Joined up Care	✓
	5. Develop Workforce Futures	✓
	6. Promote Innovative Environments	✓
	7. Put Digital First	✓
	8. Transforming in Partnership	✓
Health and Care Standards:	1. Staying Healthy	
	2. Safe Care	✓
	3. Effective Care	✓
	4. Dignified Care	✓
	5. Timely Care	✓
	6. Individual Care	✓
	7. Staff and Resources	✓
	8. Governance, Leadership & Accountability	✓

**EXECUTIVE SUMMARY:**

As part of its Statutory Duty under the Welsh Language Standards, the Health Board is required to publish an Annual Report for each financial year outlining the steps it has taken to comply with the Welsh Language Standards.

**DETAILED BACKGROUND AND ASSESSMENT:**

The report is descriptive and details work carried out by the Welsh Language and Equality team as well as other departments. Highlights from 2022-23 include:

- 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.

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- 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; and
- Continued promotion of communication around national events such as the NHS Wales Eisteddfod, and the bilingual Mari Lwyd event for new year.

This Annual Report is an overview of some of the Health Board's key work to promote the Welsh Language Standards throughout 2022-2023. It also outlines our intentions for the future to build upon the work already undertaken.

N.B. As the report covers the 2022-23 financial year, developments since the end of that year (e.g. the Commissioner's Investigation into compliance with Standards 8-10) are not covered.

The overall format of the report is in compliance with the recommendations of the Welsh commissioner. In previous years the Annual Report was also passed through the Communications Team to produce a document more professional in appearance; subject to capacity of the Communications Team this is expected again for 2022-23.

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Risk Assessment:					
	Level of risk identified				<p>There is a small risk of reputational damage due to the lack of progress identified in some areas.</p> <p>Failing to publish could represent a compliance or reputational risk.</p>
	None	Low	Moderate	High	
Clinical	x				
Financial	x				
Corporate	x				
Operational	x				
Reputational		x			



# **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.

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# 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.

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## 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.

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# 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.

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

**Cymorth ar-lein i helpu rheoli eich lles yn ystod beichiogrwydd, yr enediggaeth 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'ch 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 ddsygu mwy/cofrestru, ewch i: [nhs.wales.silvercloudhealth.com/signup/](https://nhs.wales.silvercloudhealth.com/signup/)

© 2023 SilverCloud® Cofrestru heb hysbys. 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.wales.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.



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.

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

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



(PTHB – Therapies and Sciences) 20 March

18 views

## Welsh Translation Service

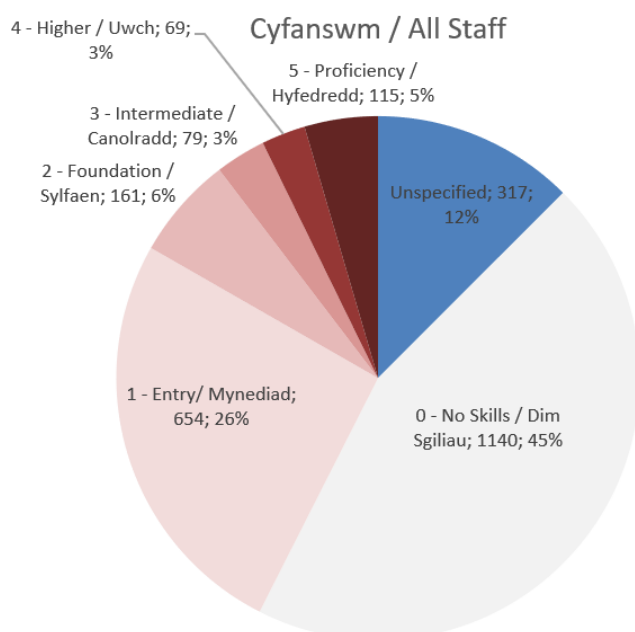
The health board's in-house translation service has continued to be popular with staff in its second year, with demands on the service now having settled down following fluctuations in the initial year 2021-22. A total of 477,7510 words were translated internally during 2022-23. Internal analyses have 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.

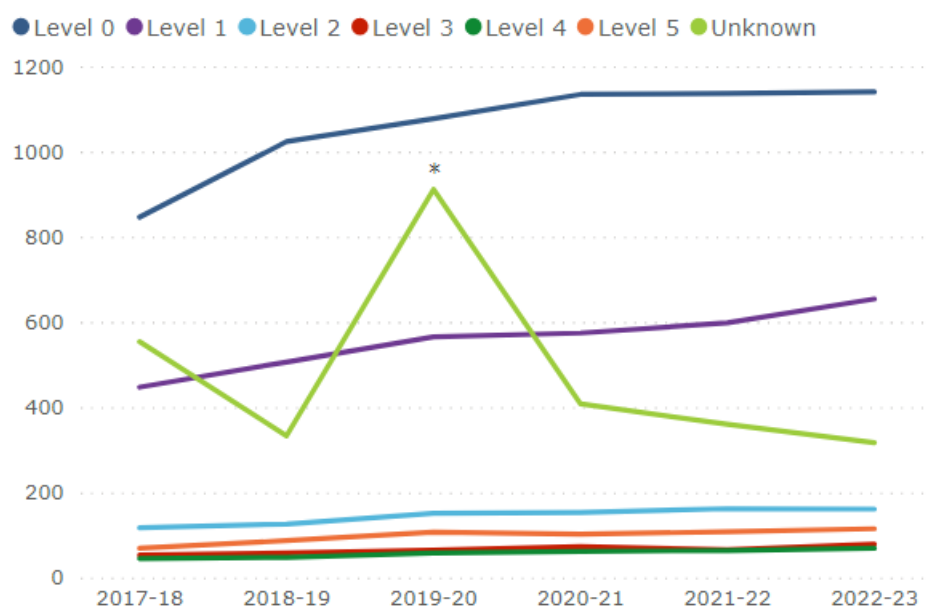
## Current Welsh Language Skill Levels at PTHB

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



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## 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
<b>2021-22</b>	360	1,136	598	162	66	64	108	2,494
<b>2022-23</b>	317 (-43)	1,140 (+4)	654 (+56)	161 (-1)	79 (+13)	69 (+5)	115 (+7)	2,535 (+41)

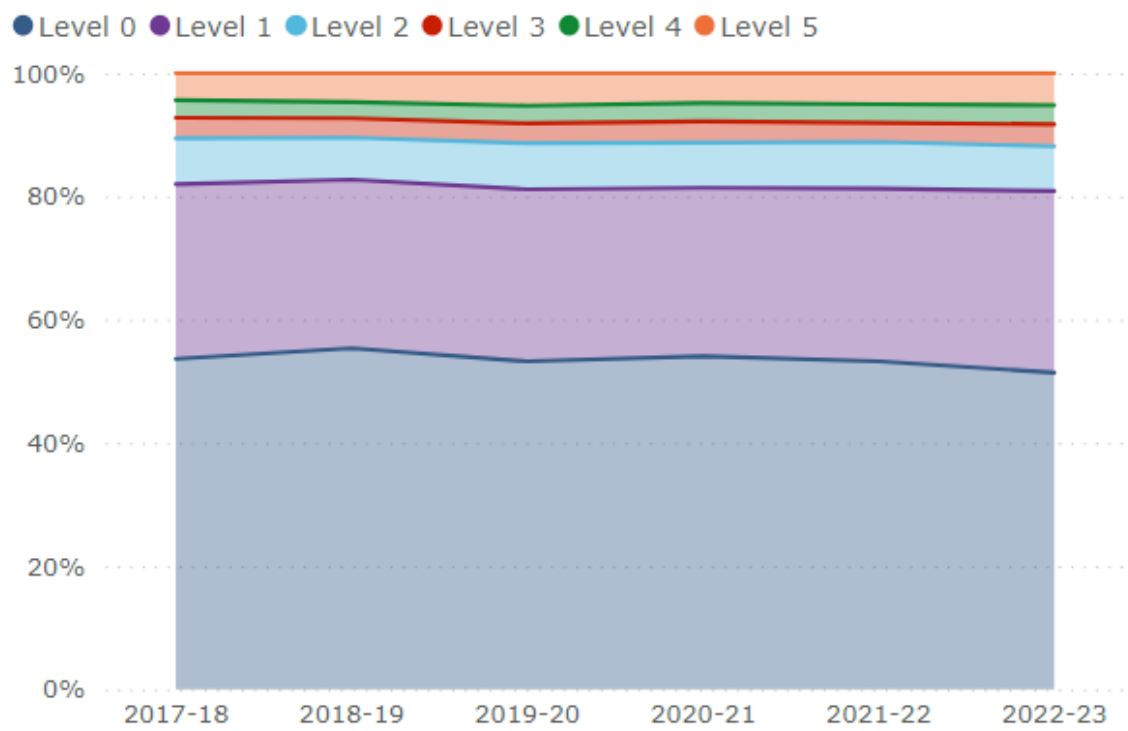
The significant temporary increase in 'unknowns' in 2019-20 likely reflects staff on temporary contracts related to Covid-19)

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

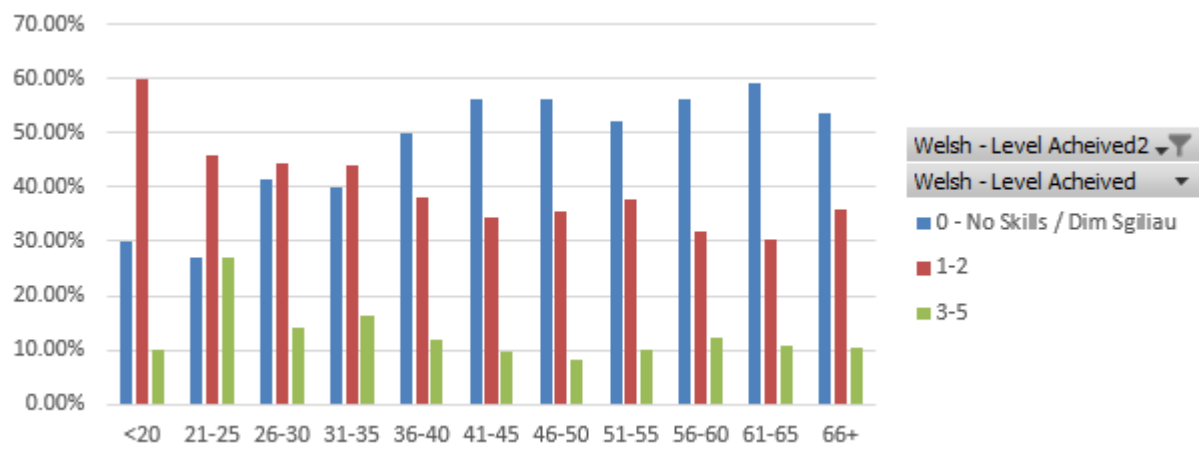
These figures represent the highest ever recorded numbers of staff on levels 3, 4 and 5. There was also a significant increase in the number of staff reporting a low level of ability (Level 1), and a reduction in those with no skills and whose skills are unknown.

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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.

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## Part 2: Compliance with the Welsh Language Standards

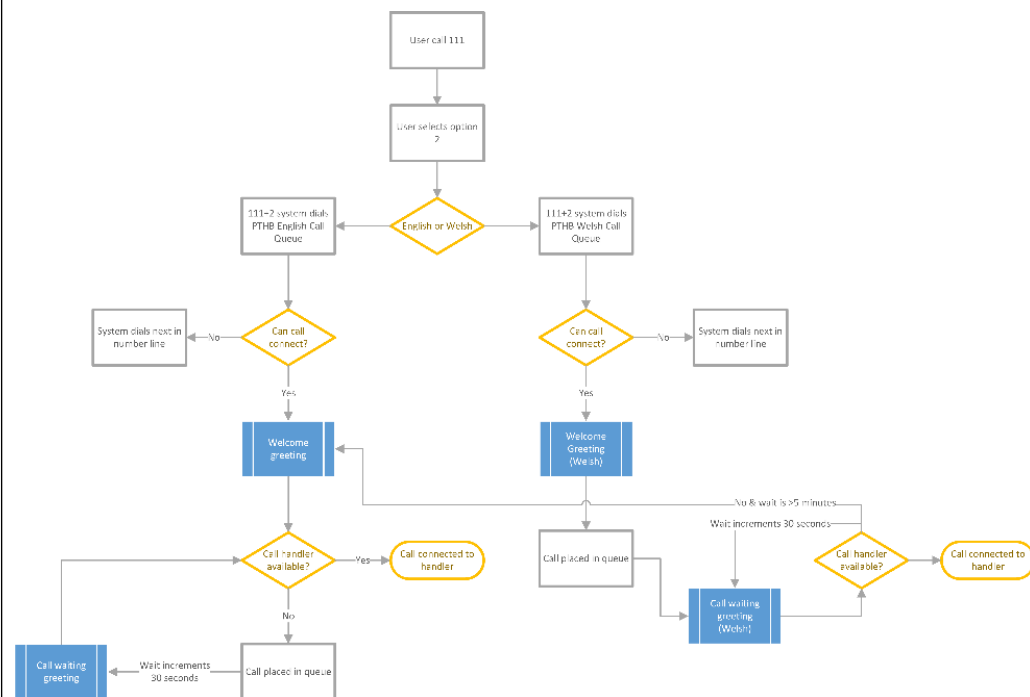
In addition to the examples provided above, the following provide details of steps PTHB has taken to ensure or improve compliance with the Welsh Language Standards during 2021-22:

### 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.

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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:


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	<div data-bbox="555 193 945 719"> <p><b>Welsh Language Standards</b> <b>Quick Guide</b> Phone calls</p> <p><b>Remember:</b> a phone call is one of the first ways in which we interact with our partners, clients, the public etc. <b>Therefore</b> 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 <a href="#">phone</a></p> <p>This guidance applies to phone calls to main telephone numbers, helpline numbers or call centre <a href="#">numbers</a></p> <p>When a person contacts you, you must:</p> <ul style="list-style-type: none"> <li>greet the person in <a href="#">Welsh</a></li> <li>inform the person that a Welsh language service is <a href="#">available</a></li> <li>deal with the call in Welsh (if that is the person's wish until such point as: <ul style="list-style-type: none"> <li>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 <a href="#">quote</a></li> <li>no Welsh speaking member of staff is available to provide a service on that specific subject <a href="#">quote</a></li> </ul> </li> <li>When you advertise telephone numbers, helpline numbers or call centre services, you must not treat the Welsh language less favourably than the English <a href="#">language</a></li> <li>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 <a href="#">quote</a></li> <li>When you publish your main phone number, or any helpline/call centre service numbers, you must state (in Welsh) that <a href="#">you</a> welcome calls in Welsh</li> <li>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 <a href="#">English</a></li> <li>Your main phone call answering service(s) must inform those calling, in Welsh, that they can leave a message in <a href="#">Welsh</a></li> </ul> <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.

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	<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>

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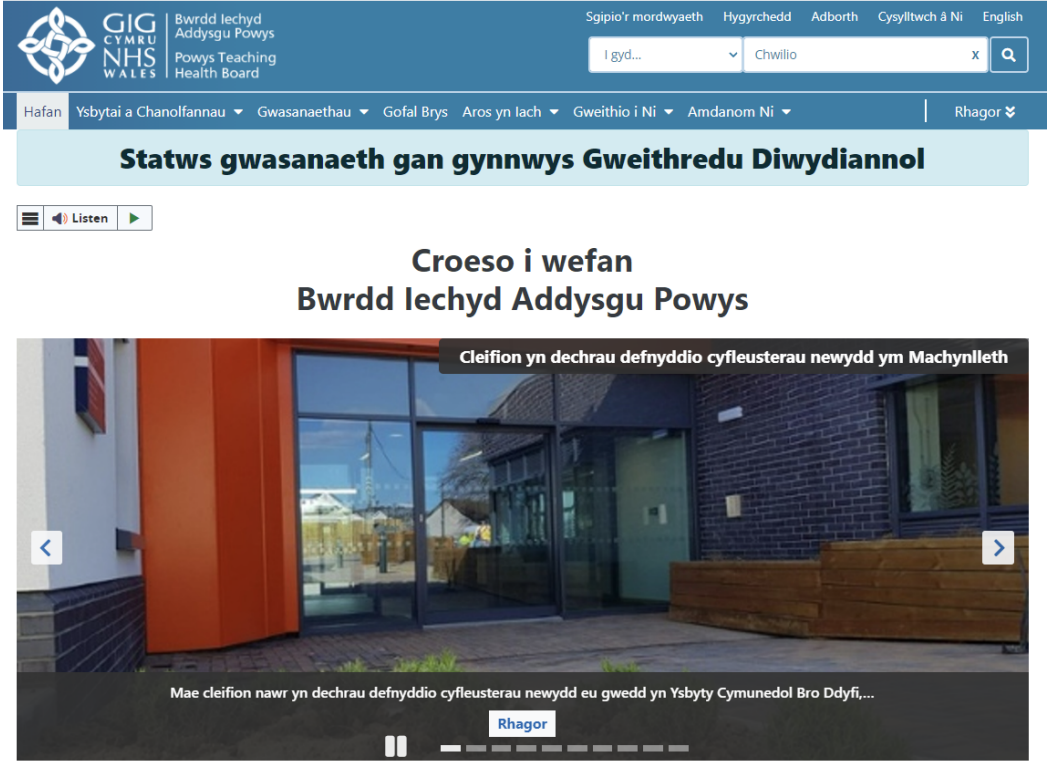
English only, these were invariably old leaflets pre-dating the standards. These were sent for translation or simply discarded, as appropriate.






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

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	<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>

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	<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>  <b>Bwrdd Iechyd Addysgu Powys / Powys Teaching Health Board</b>  3 d · 🌐 </div> <div>  <b>Powys Living Well Service</b>  @PowysLivingWell </div> </div> <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.  <a href="#">Mental Health Foundation</a>  To find out more visit  <a href="https://www.mentalhealth.org.uk/mhaw">https://www.mentalhealth.org.uk/mhaw</a></p> <p>15-21 Mai 2023 yn Wythnos Ymwybyddiaeth Iechyd Meddwl. Bydd canolbwyntio ar orbydder ar gyfer Ymwybyddiaeth Iechyd Meddwl eleni yn cynyddu ymwybyddiaeth a dealltwriaeth pobl o orbydder. 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  <a href="https://www.mentalhealth.org.uk/mhaw">https://www.mentalhealth.org.uk/mhaw</a></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><a href="#">#DyddGwenerAdborth</a> <a href="#">#BywnDdaBIAP</a>  <a href="#">Translate Tweet</a></p>  <p>2:00 PM · Feb 4, 2022</p> <p>1 Retweet 1 Like</p>	
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 <sup>st</sup> 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.

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	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><b>Welsh Language</b> The Policy or Project must should not have negative effects and ideally will have positive effects on</p> <ol style="list-style-type: none"> <li>1) Opportunities to use the Welsh Language</li> <li>2) Treating the Welsh Language less favourably than English</li> </ol> <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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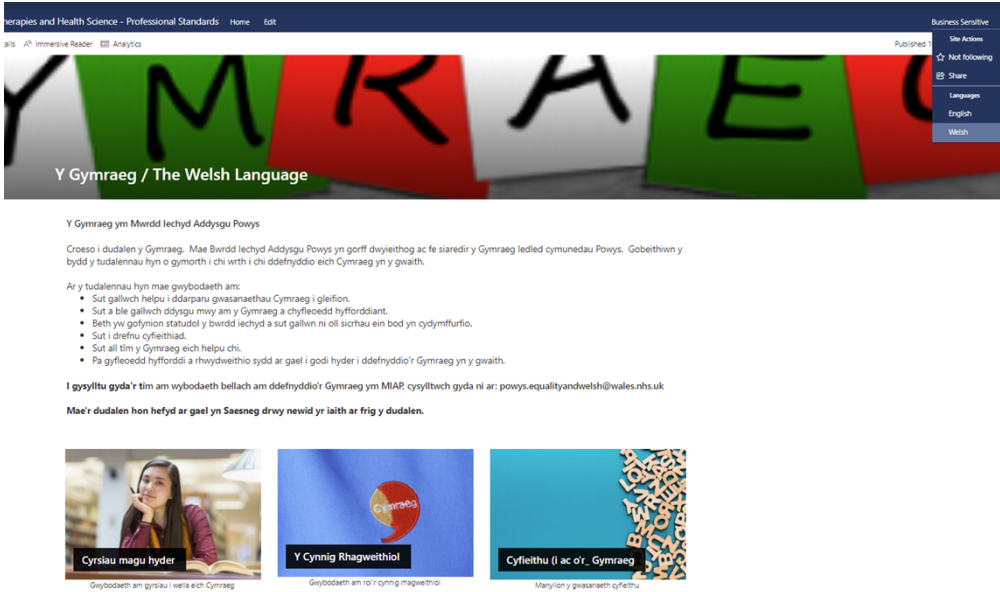
## Operational Standards

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.	

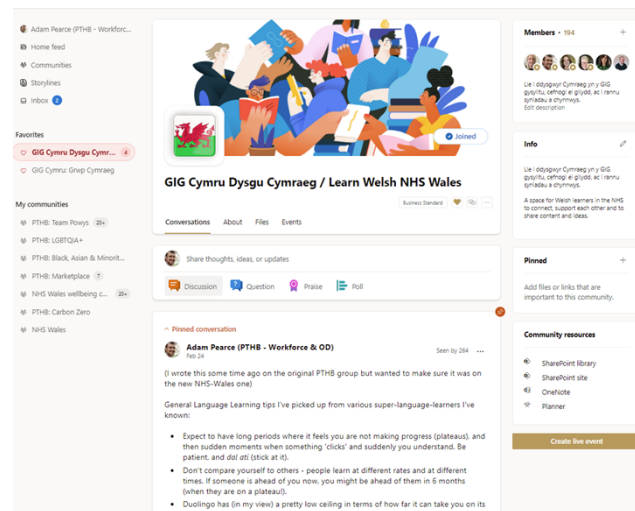


employment documents	Other Employment documents have been made available in Welsh on the Health Board intranet.	
Standard 82 - relating to operational policies	<p>A process has been put in place to ensure policies relevant to this standard are made available in Welsh, and where changes are made, these 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.

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<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. PTHB have continued to promote and, where appropriate, financially support learning of Welsh in line with the standards; these courses 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.


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	<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 <b>73%</b> 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>

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	<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> <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: <a href="mailto:powys.equalityandwelsh@wales.nhs.uk">powys.equalityandwelsh@wales.nhs.uk</a></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 <a href="#">accessed here</a> ; 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 <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. 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

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## 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

Completed by: Service Improvement Manager for Welsh Language and Equality

Date: 31-March-2023

Ref	Action description	Issues to consider when providing the update	Update	Challenges / barriers to action and any other comments
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	<p>If there are any barriers to implementing the action please note them here and outline how you will address them.</p> <p>It should be noted that achieving much over 90% for Welsh</p>



	<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"> <li>- Improved data on workforce language skills (over 90% of staff recorded skills) to support planning of services to enable the active offer.</li> <li>- Over 90% of staff completing Welsh language awareness training</li> </ul>	<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 31<sup>st</sup> 2023, <b>87.48%</b> of PTHB staff had recorded their Welsh language skills, just shy of the total.</p> <p><b>73%</b> of staff had completed the online Welsh language Awareness training as of March 31<sup>st</sup>; 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 <b>define</b> 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

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	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, <b>all staff</b> 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.	

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		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	

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	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.

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	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.	

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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

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## 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](mailto:powys.equalityandwelsh@wales.nhs.uk).

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