



Welsh Language Standards Annual Report 2022–23

Mae'r ddogfen yma ar gael yn y Gymraeg / This document is available in Welsh

Foreword

This is Public Health Wales's Annual Report for 2022-23 and focuses on our key achievements against the Welsh Language Standards during the year.

Public Health Wales works to protect and improve health and well-being and reduce health inequalities for the people of Wales. We are a Wales wide organisation with 2244 members of staff who work from various locations across the country.

After a difficult few years for us, as well as all health organisations, we're grateful to see a return to a new normal way of working. The pandemic

ushered in a radical change to how we work as an organisation; the enforced move to home working for a large proportion of our workforce brought many challenges but also opportunities, and even though some focus has been lost with our Welsh language work, we are pleased that this past year has enabled us to regain the momentum and develop our Welsh language services further.

Despite the effect the pandemic has had on our Welsh language agenda over the past few years, we are nonetheless pleased with the progress we have been able to make during this last reporting year. There is much positive news within this report, such as the launch of our new Welsh language staff network, Ymlaen, on 01 March 2023. Ymlaen gives our Welsh speaking and learning staff, as well as those who support the language, the opportunity to come together and socialise. As the meetings are held with the support of the newly established simultaneous translation function on teams, the meetings can be held naturally bilingually, giving those learning Welsh the opportunity to listen and practice.

We have again this year seen an increase in the number and percentages of people speaking and learning Welsh among the workforce, and, at the end of this reporting year, we will be near completion of both our policy on the internal use of Welsh and our five year Clinical Consultation Plan.

We have of course identified areas that need to be developed and improved, including our processes for proofreading, and auditing our Welsh language web text and our general monitoring processes for our compliance with the Standards across the organisation. These are improvements we look forwards to implementing during 2023 – 2024.

Public Health Wales is truly committed to the Welsh language and we continue to benefit from the leadership shown by our Board and Executive team ensuring that Welsh is visibly and audibly part of their communication; from the eagerness of our staff at all levels to learn, improve and use Welsh; and from the particular good will and commitment of our staff providing frontline services, who recognise the importance of the language in improving the health experiences of the people of Wales.

We remain proud of our achievements and believe that this Annual Report demonstrates our ongoing dedication to meeting the needs of Welsh speakers.

Neil Lewis,

Director of People and Organisational Development

Introduction

The requirement for Public Health Wales to comply with the Welsh Language Standards (No.7) Regulations 2018 came into effect on 30 May 2019; the standards with which Public Health Wales must comply are set out in a [Compliance Notice](#) issued by the Welsh Language Commissioner in accordance with the Welsh Language (Wales) Measure 2011.

This is our fourth Annual Report, and covers the period from 1 April 2022 to 31 March 2023.

Implementing the Welsh Language Standards

Arrangements for facilitating implementation of the standards

The Director of People and Organisational Development has lead responsibility for the Welsh language in Public Health Wales; we have a Welsh Language Champion on our Board; the Equality, Diversity and Inclusion Lead is responsible for the strategic and operational planning of the Welsh language agenda.

During this reporting period, our Equality, Diversity and Inclusion (EDI) Lead left the organisation in November 2022, which gave us an opportunity to restructure the team with regard to Welsh Language and EDI. At the end of this reporting period, we have employed a dedicated Welsh Language Manager, who will begin their role in April 2023.

We also employ a Welsh Language Advisor who works with teams across the organisation to embed the Welsh language. Our Welsh Language team have a close working relationship with the Welsh Language Officers of other health boards and trusts, and the Welsh Language Unit within the Welsh Government's Department for Health and Social Services. These relationships help to facilitate joint working and sharing experiences and learning with the aim of improving Welsh language provision.

Translation arrangements

Public Health Wales procures translation and interpretation services through the Welsh Translation and Interpretation Framework Agreement, which is managed by the National Procurement Service (NPS). We also have a Service Level Agreement with the NHS Wales Shared Services Partnership for document translation services.

Each directorate has its own Translation Co-ordinator, who administers their translation work. We continue to consider how we will meet our future translation needs.

Self-regulation

Individual directors are responsible for arrangements within their own directorates, which provides them with assurance that Welsh language requirements are being met in full.

Our Welsh Language Group, which meets quarterly and is chaired by the Assistant Director of Organisational Development, includes Welsh language champions from across the organisation who come together to discuss general compliance, successes and challenges. An Action Log is maintained for these meetings to ensure progress.

Our Screening Division also has a Welsh language group chaired by a Public Health Consultant and attended by managers from each of the screening programmes; there are action plans, minutes and action logs, and progress is monitored closely and reported to the division's senior management team. The Welsh Language team regularly attend these meetings to ensure best practice is shared and everyone is kept up to date.

NHS Wales Health Collaborative (NHSWHC)

The NHSWHC employs its own Welsh Language Officer which supports its staff to understand and implement the Welsh Language Standards. All staff of the NHSWHC have access to Public Health Wales's Welsh language Hwb for guidance and support and the Welsh Language Officer works closely with our Welsh Language Team. From 01 April 2023, the NHS Executive will be established and the NHSWHC will transfer.

The Board's People and Organisational Development Committee and the Executive Team both receive regular reports on Welsh language matters.

Handling concerns

Public Health Wales welcomes feedback from service users, the public and employees on the implementation of the Welsh Language Standards. We want to learn from their experiences, good or bad, and we will make improvements where there are deficiencies.

We deal with concerns from service users and the public regarding the implementation of the Welsh Language Standards in accordance with our corporate 'Putting Things Right' procedures. We deal with concerns from our employees in accordance with the All Wales Respect and Resolution policy.

The Complaints page on our website includes a section on the Welsh Language Standards and how to contact us if customers and / or patients would like to report incidents of non-compliance: [Complaints - Public Health Wales \(nhs.wales\)](https://www.nhs.uk/complaints)

Service Delivery Standards 1-64

Correspondence and telephone (Standards 1–20)

We have an organisation-wide Language Preference Database to facilitate corresponding with colleagues in other organisations in accordance with their language preference. The database was populated following a mailing to all our stakeholders to ask them for their language preference and is available via the Hwb, our central hub for advice on learning Welsh, Welsh translation processes, resources and Welsh language legislation for all staff to access, consult and add to.

A statement that Public Health Wales welcomes the use of the Welsh language by others has been shared with directorates with the instruction that it must be included in all correspondence. Our Service Level Agreement with the NHS Wales Shared Services Partnership ensures that we can access timely translation of correspondence.

Standard 7 – During October 2022, the Screening department received complaints regarding the clarity of the accessibility statement in Screening appointment letters. (Further details of this is available in the section on Complaints on Page 19 of this report.) The current statement reads: *'You are welcome to contact us in Welsh. We will respond in Welsh, without this causing delay'*

In order for us to continue to meet the requirements of the standards but to also address the concerns raised, we will explore how the statement can be re-worded for Screening appointment letters.

Standards 8 – 18. Telephone calls to the organisation. Our main reception areas are staffed by Welsh speaking members of staff who can deal with calls until they may need to be transferred for expert or specialist advice.

Our Welsh language Hwb has guides and aids on how to comply with the service delivery standards when answering the phone and phonetic phrases are available for all staff to use to support them.

The Screening division have upgraded the phone lines over the last year, there is an option of requesting a Welsh speaker. Calls can now be transferred around Wales to ensure that they are answered in the appropriate language.

Meetings, events and documents (Standards 21–38)

Following the removal of the formal requirement to work from home where possible, which was put in place in response to the Covid-19 pandemic, PHW has implemented a hybrid working model and meetings take place both online and in-person.

Prior to October 2022, when the simultaneous translation function became active on Microsoft Teams, the ability to hold bilingual meetings on Teams continued to present a logistical challenge. However, in the Autumn of 2022 Microsoft announced that the translation functionality in Teams was active and virtual meetings could be held bilingually.

When the development was announced, we shared information and guidance with staff on the Hwb. On March 1st 2023, our new Welsh language staff network, Ymlaen, was launched on Teams with the aid of a translator, to enable the conversation to take place naturally in Welsh.

We encourage staff to use the machine translation available in the Teams chat function to enable meeting participants to contribute in writing naturally in the Welsh language, should that be their choice.

The Resource section of our Welsh language Hwb for staff includes a meeting and events section which includes guidance on how to use Welsh effectively in bilingual meetings. There is also a useful Diversity, Inclusion and Welsh language checklist for all conferences held by the organisation.

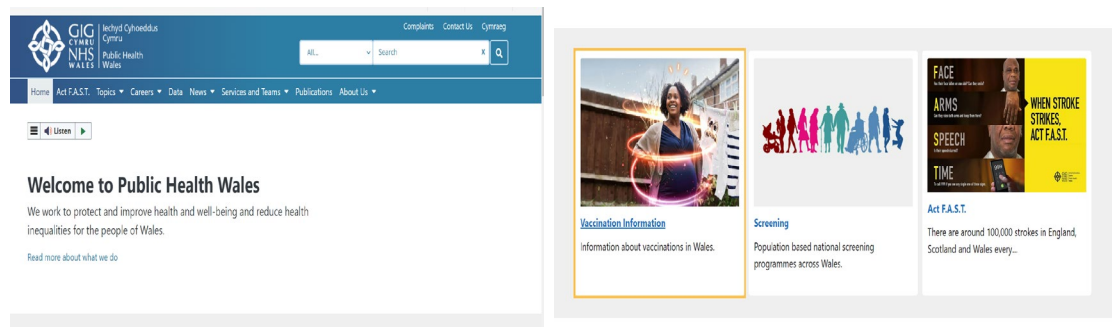
The Hwb pages also have extensive advice for staff on procuring translation for events and meetings, including tips on briefing a translator for best results and on quality assurance once a translation is returned, to ensure that all relevant documents are produced in Welsh of the highest standard.

Electronic communication (Standards 39–46)

Websites

Our corporate website can be found at [Home - Public Health Wales \(nhs.wales\)](https://www.nhs.uk)

Cymraeg: [Hafan - Iechyd Cyhoeddus Cymru \(gig.cymru\)](https://www.gig.cymru)



Alongside our corporate website, we have responsibility for 14 other websites, including

The Help me Quit website: [Help Me Quit | Stop Smoking Services In Wales](https://www.helptomequit.org.uk)

Healthy Weight Healthy You website: [Home - Healthy Weight Healthy You](https://www.hwhyou.org.uk); and the World Health Organisation Collaborating Centre (WHOCC) website, which has a repository of published reports and materials. The WHOCC website has been developed bilingually and allows for easy transition between languages with visible language choice provided on each page.

The database repository can be accessed here: www.phwwhocc.co.uk.

We have procedures in place to ensure that content is translated and proofread for all our websites before being published in Welsh and English. We have 4 Welsh speaking members of staff in the communications team who have internal access to our websites so that content can be added and amended as needed.

Healthy Weight Healthy You Website

The content for the Healthy Weight Healthy You website was developed differently to some of our other websites, and Welsh and English content was co-drafted simultaneously by the Health Improvement team. The Healthy Weight Healthy You team also procured a research project on the website designed to identify the website's strengths and weaknesses, as well as areas that require improvement in both Welsh and English.

Among the research participants, 8 were Welsh speakers who evaluated the Pwysau Iach Byw'n Iach website, with seven exclusively using the Welsh version and one using a combination of Welsh and English versions. Additionally, five participants chose to conduct their follow-up interviews in Welsh.

The insights gathered from Welsh-speaking participants were valuable in providing a roadmap for improvement and best practice moving forward. Offering language options to participants enabled them to express their opinions more clearly and decreased the likelihood of misinterpretation during translation for those who were more proficient in Welsh.

The Welsh language research results were as follows:

73% of all participants felt that the website was suitable for someone like them and in general.

83% of Welsh respondents noted that the language flows naturally and preferred the separate language approach.

ALL Welsh respondents think this website is unique in the current offer of Welsh websites.

One participant noted:

"There's nothing really like it in English either, normally sites about dieting and keeping fit sort of push you into one direction and have an ulterior motive - to sell you something or sign you up to something. This is different - it's very informative and there is lots of information about different things - it's refreshing."

Screening Website Pages [Screening - Public Health Wales \(nhs.wales\)](https://nhs.uk/health-wales)

The Screening department have undertaken a comprehensive review of their webpages and ensured that both the Welsh and English pages are as accessible as possible for service users to help them make informed decisions about screening. We have also ensured that our policies state that Welsh content and English content must be updated at the same time, and reinforced that in our messaging to staff.

Animations for our Screening Department

As part of the move to digital by default, the Maternal and Child (MAC) programmes need to ensure that the information can be accessed in a variety of ways so that women and parents have access to screening information in a format of their choice.

MAC developed animations for antenatal screening, newborn bloodspot screening and newborn hearing screening. These animations are an alternative format for key information on the screening available. There is a general introduction animation covering antenatal, newborn bloodspot and newborn hearing. There are 5 animations for antenatal, 1 for newborn bloodspot and 1 for newborn hearing.

Here is an example of the animations: [About Antenatal Screening - Public Health Wales \(nhs.wales\)](https://www.nhs.uk/health/wales/about-antenatal-screening)

And in Cymraeg: [Ynglŷn â Sgrinio - Iechyd Cyhoeddus Cymru \(gig.cymru\)](https://gig.cymru/ynghyn-a-sgrinio-i-echyd-cyhoeddus-cymru)

These are available on the programme websites in both Welsh and English.

Future plans

Our Welsh web content on some of our websites has not been to our usual high standard over this past reporting year and, as a result, we have commissioned an external organisation to complete a scoping exercise of all our websites and how they comply with the Welsh Language Standards.

Over the next year we will be assessing how our current processes for publishing Welsh web content can be improved across our websites. This work will include exploring what new processes and support we need in place to ensure all content published on our websites are 100% compliant with the Welsh language Standards, and what checks need to be in place to ensure a high standard is maintained.

Social Media:

We have parallel Welsh and English Twitter feeds @IechydCyhoeddus and @PublicHealth Wales, and Facebook pages [www.Facebook.com/IechydCyhoeddusCymru](https://www.facebook.com/IechydCyhoeddusCymru) and [www.Facebook.com/PublicHealthWales](https://www.facebook.com/PublicHealthWales).

We publish posts simultaneously on both the English and Welsh accounts



On our bilingual social media platforms, for example Linked In, YouTube and Instagram, we post in Welsh and English simultaneously.

Signage and reception services (Standards 47–53)

All new signs are displayed in Welsh and English. The vast majority of our signs that pre-existed the Welsh language standards are bilingual. Where permanent signs are in English only, we will replace them with bilingual signs when they require replacement due to poor condition or require amendment.

Here are some examples of the bilingual signage in our offices:



The Welsh Language Commissioner's 'Work Welsh' signage is used in our reception areas, offices and laboratories, and bilingual staff have been issued with 'Work Welsh' badges and lanyards, all of which convey to service users that they are welcome to use the Welsh language with us. There is now a simple online order form staff can use to obtain 'Work Welsh' materials, both 'speaker' and 'learner' versions, and electronic versions of the logos for staff to download from the Hwb, to use in their email signatures, etc.

We have shared the Welsh Language Commissioner's Working Welsh and Welsh learner teams background with our staff, with the Public Health

Wales logo incorporated, to encourage them to give the active offer while in online meetings.

All vacancies for staff working within reception areas continue to be advertised as 'Welsh essential', and we often face challenges in recruiting to these posts as people with Welsh skills are so sought-after in the workplace.

Procurement and contracts (Standards 54–64)

Substantial work has been undertaken in this area previously, this has resulted in guidance on Welsh language considerations being strengthened and built into standard procurement training given to Public Health Wales teams.

Full guidance on best practice when detailing Welsh requirements within specification documents, including worked examples and advice on building quality assurance of Welsh provision into the management of the contract, is available on the Welsh Hwb intranet area, and supplied to colleagues when they undergo procurement training.

Full details of these new arrangements were shared with colleagues in an organisation-wide news article, and cascaded through the Welsh Language Group over the last year. We will continue to share messages with staff regarding Welsh language and procurement so that any new contracts fully comply with the Welsh language standards.

Public engagement work:

Our public engagement surveys can take place in person (door to door), via telephone and online. The surveys are conducted by a contracted supplier, commissioned to undertake the work bilingually, with participants offered the opportunity at the point of contact whether they wish to undertake the survey in Welsh or English. All survey materials, forms and supporting literature are produced bilingually.

Recent examples include the Time to Talk Public Health: Panel Recruitment Survey and the Housing Warmth Survey, both conducted Bilingually.

Time to Talk Public Health – Amser i Siarad Iechyd Cyhoeddus

Time to Talk Public Health (TTPH) is a nationally representative panel of Welsh residents aged 16+ years established by Public Health Wales to enable regular public engagement to inform public health policy and practice. Recruitment to TTPH commenced in Autumn 2022. Panel members are invited to participate in regular surveys and provide insight into key public health issues. Examples of the types of topics which have been included in the surveys to date are the cost of living, vaccine

hesitancy, mental well-being, and emerging areas of our long-term strategy. Panel members are recruited by telephone, online or face-to-face interviews, and choose whether they would like to take part in the alternate month surveys by telephone or online. Reports are created based on each survey delivered, and these have led to the generation of positive media coverage of Public Health Wales and the sharing of evidence-based messages through TV interviews, radio interviews and online articles.

There are currently over 2,500 panel members. At the outset of recruitment, individuals are asked what language they would like to complete the recruitment survey in, and then what language they would like to complete subsequent surveys in. One of the demographic variables of the recruitment survey is Welsh proficiency. All recruitment materials (e.g. welcome letter) are sent bilingually to all panel members. For each survey delivered to date, the survey has been successfully delivered in Welsh and English. All reports are produced bilingually, and the language of the report shared to the panel members is based on their language preference. Media outputs from the project have been delivered on Welsh and English platforms (e.g. Radio Cymru and Radio Wales).

For more information about TTPH, please visit [our website](#).

Policy Making Standards (65–77)

The Public Health Wales 'Policy and Written Control Documents' procedures require an Equality and Health Impact Assessment (EHIA) to be undertaken and submitted before a policy can be approved. Questions regarding the effect of a decision on opportunities for persons to use the Welsh language and treating the Welsh language no less favourably than the English have been mainstreamed into this process, which also stipulates the need to seek views relating to the Welsh language in consultation exercises.

We're currently working on a new Integrated Impact Assessment process which will bring all relevant areas that are to be considered for potential effect, including Welsh language, together in one process and one document. The Welsh Language Team will work with the team responsible for this work to ensure the Policy Making Standards are fully embedded into the new process.

Policy Consultations:

The Policy team are responsible for coordinating organisational responses to Policy Consultations. Recent examples include a Welsh Government consultation response and evidence to inform a Senedd committee inquiry.

In some instances, the content of a consultation response will involve gathering information from across a number of teams/directorates. The Policy team take responsibility for ensuring that consultation responses are submitted in both Welsh and English.

As a team, Policy are constantly developing our approach to policy advocacy, both internally and externally, and this includes consideration of an 'active offer' of Welsh where practical and appropriate.

Operational Standards (79–114)

Internal language use (Standards 79–95)

The Welsh language has prominence in our 'People Strategy 2020–30: Our Workforce to achieve a healthier future for Wales'.

It identifies that Public Health Wales needs to:

- attract subject specialists with high level Welsh language skills in front-line roles
- prioritise identification of skills gaps, recruitment and learning of Welsh to ensure that we have sufficient Welsh speakers in front-line roles
- support the users of diversity and Welsh language data to help monitor the take-up of services and review health inequalities and Welsh language provision
- support our employees to use Welsh language interfaces and software
- understand the impact of Welsh language requirements on our ability to attract and recruit
- attract a rich pool of applicants for every vacancy including sufficient numbers of Welsh speakers
- increase capability and capacity in relation to Welsh language skills
- make available to employees a clear, sustainable and targeted offering for acquiring, developing and supporting Welsh language skills based on identified service needs and outcomes

We have been capitalising on the opportunities presented to us by the new digital environment, such as Teams. We have a dedicated Cymraeg Teams channel, which has sub-threads for General, 'Siaradwyr' and

'Dysgwyr' (all are welcome to join and participate in any thread in whichever language they choose).

The Siaradwyr thread enables our fluent Welsh speakers to converse on any topic in Welsh, and also to discuss linguistic matters (e.g. terminology) that arise in their work.

The Dysgwyr thread is where our staff who are learning Welsh can share questions, successes, or items of interest to other learners, and the Welsh team can support and encourage, and publicise events within and outside of the organisation. In this channel we encourage the use of written Welsh wherever possible; those who are learning the language are encouraged to 'have a go' – if they can't quite understand something that is written, we recommend using the machine translation in the Teams chat to translate to English to pick up the parts they have missed, which is a great learning opportunity.

Through this Teams channel we have developed regular drop-in sessions for those who would like to practice their Welsh. Given our national footprint (PHW has in excess of 50 locations), it has historically been difficult to organise practice sessions anywhere but our largest office in Cardiff. With more flexibility for staff to work from one of our offices again, these drop-in sessions haven't been as well attended recently, but the hope is that attending the office and meetings in a natural face to face environment once again will give staff the opportunity to hear and practice their Welsh as they did with colleagues before the pandemic.

Welsh Language Toolkit within the WHOCC directorate:

The WHOCC directorate has developed a Welsh Language Toolkit, to support users to use more Welsh in their roles. The Toolkit includes multiple guides including translation, interpreting the Welsh Language Standards and details on the requirements of the directorate when conducting correspondence or organising meetings. This toolkit will be developed further during the next year and will be rolled out to all departments across Public Health Wales.

Policy on the internal use of Welsh (Standard 79)

Work has progressed well on our policy on the internal use of Welsh. This policy is important to not only meet Standard 79 but also so that our staff are aware of the opportunities on offer to them to use and develop their Welsh in the workplace.

At the time of writing this report, our policy has been drafted and has been submitted to the policy committee for approval. Once approved, we will publish the policy on the Hwb and promote on our intranet news.

Published Policies (Standard 82)

In January 2020, our Board agreed to publish all new policies bilingually on our website. With the advent of the pandemic, policy development and renewal was paused but restarted during 2021–22, and Welsh versions are uploaded whenever new policies are added or current policies revised.

All policies specified under Standard 82 are available in Welsh on our staff intranet as well as on the policy pages of our website: [Adnoddau Dynol - Iechyd Cyhoeddus Cymru \(gig.cymru\)](https://www.gig.cymru/Adnoddau-Dynol-Iechyd-Cyhoeddus-Cymru)

Opportunities to use Welsh in the workplace

Ymlaen staff network

The first official meeting was held on St David's Day, 1st March 2023. The meeting was held virtually on teams with simultaneous Translation, meaning that all members could participate in their preferred language. This gave learners and non-Welsh speakers the opportunity to hear and practice their Welsh.

The response since then has been fantastic, Ymlaen has 75 members. At the first meeting, we discussed the purpose of the network, and standards of conduct that we expect from all members, to respect other members, and crucially not to criticise or correct the Welsh of others.

We are delighted to have Meng Khaw, National Director of Health Protection and Screening Services, as the network's executive sponsor. Meng is very supportive of the language and it's great to have representation on the Public Health Wales board. As with all our staff Networks, Ymlaen has an annual budget to support the network with development activities and promotion of the language within PHW.

NHS Wales Yammer groups

In January 2023, two yammer groups for staff who are Welsh speakers and/ or Welsh learners within NHS Wales were established. These groups enable staff from all NHS organisations to share information, tips and events happening across Wales and ensures that Welsh speakers and learners across the country can communicate and network, regardless of geographical area or organisation.

The groups are administered by Powys Teaching Health Board but are open to all NHS Wales staff. The GIG Cymru Dysgu Cymraeg / Learn Welsh NHS Wales has 187 members and the GIG Cymru: Grwp Cymraeg has 70 members.

Eisteddfod GIG Cymru 2023

 <p>Eisteddfod GIG 2023</p> <p>Yn Eisteddfod gyntaf erioed GIG Cymru, gall staff gystadlu mewn nifer o gystadlaethau creadigol gan gynnwys Dysgwyr Cymraeg y Flwyddyn. Gall plant staff y GIG hefyd gystadlu am wobwr yn eu categori eu hunain. Am ragor o wybodaeth, cliciwch yma.</p> <p>In the inaugural Eisteddfod for NHS Wales, staff can compete in artistic competitions in a range of categories, including Welsh Learner of the Year. Children of NHS staff can also compete for a prize in their own dedicated category. For further information please click here.</p> <p>GIG Cymru NHS WALES</p>	<p>We collaborate closely with other health organisations in Wales across our work, and this is also true for our Welsh Language work.</p> <p>On March 1st, we took part in the first NHS Wales Eisteddfod, where staff from across all NHS Wales organisations took part in 6 categories of competitions including The Written Word (Welsh or English), photography and a Children’s category; all under the theme ‘Fy Milltir Sgwâr’ (My square Mile)</p> <p>The Eisteddfod was promoted across the organization during Autumn and Winter 2022- 2023 and winners were announced in an online ceremony on St David’s Day.</p> <p>We hope to develop Eisteddfod GIG Cymru further over the next year.</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Contracts of employment for staff are generated bilingually as default and ESR (Electronic Staff Record) can be used in either Welsh or English to book annual leave and complete training etc.

Our annual objective setting form, My Contribution, is also available in either Welsh or English for staff to complete in their preferred language and copies of these can be seen on our human resources policies website page: [Human Resources Policies – Public Health Wales \(nhs.wales\)](https://www.nhs.uk/policies/public-health-wales/)

Standard 89

All staff have access to the Cysgliad package of dictionary and spell checking software and instructions on how to install the software on laptops is available on the Welsh Hwb section of the staff intranet.

Welsh Language Hwb

The Public Health Wales staff intranet includes a Welsh language section called ‘Hwb’, the purpose of which is to promote Welsh language services and to provide support, guidance and information in relation to implementing the Welsh Language Standards.

Following the launch of the new site in 2022, we have been able to supply our staff with improved information and resources covering all aspects of

Welsh Language Standards Annual Report 2022 – 2023

using and learning Welsh in the workplace, as well as content and information to support staff with understanding and complying with the Welsh Language Standards.

Welsh.PHW@wales.nhs.uk.' The page also shows navigation links like 'Home', 'Staff Hub', 'Manager Hub', and 'Diversity, Inclusion & Welsh Language'." data-bbox="115 144 779 379"/>

Welsh.PHW@wales.nhs.uk.'"/>	<p>Here's 8 simple ways to learn and improve your Welsh at work:</p> <ul style="list-style-type: none">• Speak back in Welsh when spoken to in Welsh.• Choose the Welsh language option on the intranet.• Choose to read the Welsh language news items rather than the English version.• <u>Greet one another in Welsh</u> at the start of meetings.• Use Welsh language greetings and 'diolch' or 'cofion' when conversing via email.• Listen to BBC Radio Cymru whilst working/on your break.• Choose the Welsh language e-learning option where possible.• Listen to <u>Welsh language podcasts, or perhaps some Dafydd Iwan?</u>
-----------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

We have flexibility in the content of the Hwb pages, and during 2023–24 we will be continuing to improve and develop the content.

Our aim over the next year is to publish a monthly Bwletin Cymraeg for staff, which will include Standards compliance advice as well as tips for Welsh learners, and information on events taking place where they can use or practice their Welsh skills. Over the next year we will also be revising and refreshing our Standards 'quick guides'.

Staff training (Standards 96–103)

Public Health Wales has continued to promote learning Welsh during this time via the National Centre for Learning Welsh (NCLW) 'Work Welsh' scheme. All employees are encouraged to complete the online courses offered by the NCLW in work time or in their own time. During 2022–23,

85 staff members registered for courses offered by the NCLW. Table 1 shows the number of employees who have registered for each course.

National Centre for Learning Welsh

Table 1 - National Centre for Learning Welsh registrations

Course	Number of enrolments (Date of enrolment from 01.04.2022 to 31.03.2023)
Welcome / Croeso 1	52
Welcome / Croeso 2	13
Welcome Back / Croeso Nôl 1	13
Welcome Back / Croeso Nôl 2	5
Improving Your Welsh 1	2
TOTAL	85

The table demonstrates the enthusiasm to learn Welsh that exists within the organisation. Even though there has been a slight decrease from the 97 registrations that the organisation saw in 2021-2022, the figure for 2022-2023 indicates an increase from the 53 total registrations in 2020-2021 of learners across the spectrum of courses that the NCLW provide.

This illustrates that the organisation is moving forward positively, with members of staff having an enthusiastic outlook towards the Welsh language. As shown in Table 1, the bulk of the registrations are for the 'Welcome / Croeso 1' (52 registrations), with the 'Welcome / Croeso 2' and 'Welcome Back / Croeso Nôl 1' seeing 13 registrations each, demonstrating that the organisation is attracting beginners to start their language learning journey and build their Welsh language courtesy levels.

Defnyddio Cymraeg Gwaith

As the organisation continues to adjust to the 'new normal', PHW, via colleagues at Nant Gwrtheyrn, have offered courses both virtually and in-person. The 'Defnyddio Cymraeg Gwaith' courses ran by Nant Gwrtheyrn help individuals upskill their ability to use their Welsh at work. During the financial year 2022-2023, 1 employee attended a residential Gloywi course

to improve their speaking skills. It should be noted that these courses are intense 5-day courses, and therefore staff may find greater difficulty in attending such courses.

Bangor University

Bangor University also provide services on PHW's behalf for staff in the north of the country. The exact data is reliant on people to self-declare their employer, therefore the number of PHW staff that have enrolled onto the courses is anticipated to be greater than that recorded. 3 PHW employees have been confirmed to take part in the course offered during 2022-23, with the majority of those staff (2) registering at Mynediad (Entry) level. One member of staff has undertaken a course at Uwch (Advanced) level. It should be noted that no members of staff have taken an assessment, however.

Cardiff University

A similar scheme is run in the south by Cardiff University. 12 PHW successfully enrolled onto the courses, the majority participated in the Mynediad (Entry) level courses in the first instance (8). 1 of the Mynediad cohort also participated in a further Sylfaen (Foundation) level offering from the University, with a further 3 employees also attending Sylfaen classes.

In addition to the above, we have an employee undertaking an advanced Uwch in Pembrokeshire and an employee in Gwent studying a Sylfaen course.

We will continue to promote all Welsh training opportunities available to our staff over the next year and support staff to find the right course for them, as needed.

Staff induction

With the advent of remote working, the regular in-person induction programme ('Welcome, Engage, Network, Develop') had to be paused.

However, a new approach was trialled for the mass recruitment to our Microbiology laboratories in the autumn of 2020 which involved a dedicated micro-site containing videos from different areas of the business. Among these was a video from the Welsh Language team giving an introduction to the language (history, geography, general context, Welsh as a living and community language, the importance of bilingual services); information on statutory requirements such as the Welsh Language Standards, and the *Cymraeg 2050* and *More Than Just Words* strategies; introduction to the PHW Welsh culture and what the new employee can expect to see and hear; and signposting to support available within the organisation, such as the internet 'Hwb' and the

contribution and support of the Welsh Language team. This format has proven to be successful and has been rolled out to all new employees until in-person induction can recommence.

All new members of staff receive information on the Welsh language at work in their welcome letter, which includes direct links to the Welsh language Hwb pages.

Welsh Language at Work

Welsh is an official language in Wales, alongside English, and the Welsh Language Standards, as outlined in the Welsh Language (Wales) Measure 2011, show us the rights and responsibilities that we all have, working for a public institution in Wales. All staff are encouraged and supported to use the Welsh language at work, whatever their level of ability, and all staff have an obligation to consider the language in the work that they do.

Our [Welsh Language Hwb](#) is your starting point for anything to do with the Welsh language, including further information on your rights and responsibilities under the Welsh Language Standards, information about learning Welsh (including free 10-hour online learning modules) and lots of useful “quick guides”, tools and resources.



The Iaith Gwaith brand identifies Welsh speakers across PHW. If someone is wearing a badge or lanyard with this logo, they can have a conversation in Welsh. You can [order lanyards and badges](#) to show that you speak or are learning Welsh.

Want a chat? If you want any further information or a chat about the Welsh language you can contact Welsh.PHW@wales.nhs.uk

An end-to-end review of the Onboarding and Induction process was completed in 2022-23. Our aspiration is to have an effective onboarding and induction process embedded within PHW ensuring a high quality and consistent approach to the orientation of newly recruited talent.

Over the next year we plan to update the induction Welsh language video to reflect changes in staff, census results and the More Than Just Words Five Year Action Plan 2022 – 2027. We also plan to hold quarterly in-person New Starter Network and Develop Events, and information on the Welsh language and legislation will be built into this.

Welsh Language Awareness Training

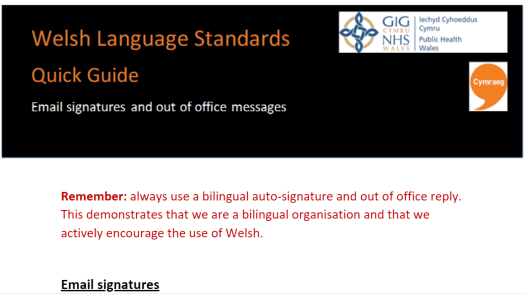
At the end of November 2022, a new Welsh Language Awareness module that had been developed by Welsh Government and Betsi Cadwaladr University Health Board was launched on ESR across NHS Wales organisations. The training is part of the Statutory Mandatory training all staff must complete and once achieved will need to be renewed every 3 years.

As of 31 March 2023, 70.8% of staff were compliant with the module. This is below the Welsh Government’s target of 90%, but we will continue

to strive to increase this over the next year and to promote the course to new starters.



Iaith Gwaith / Working Welsh (Standards 104 -105)

	<p>On the resources page of our Welsh Language Hwb, we have a quick guide for staff on bilingual e-mail signatures and out of office messages.</p> <p>New members of staff are encouraged to use the e-mail signature templates provided and the out of office templates as needed.</p> <p>Welsh speakers and learners are encouraged to use the Iaith Gwaith logos on their e-mail signatures.</p>
-------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

We have a simple online order form staff can use to obtain 'Work Welsh' materials. Once ordered, these are distributed in the post by the Welsh Language Team.

Recruitment (Standards 106–109)

Alongside developing the Welsh language skills of our employees, recruiting bilingual staff is part of our workforce planning approach to ensure the

delivery of Welsh-medium services. A Welsh language skills assessment tool is now an integral part of the managers' recruitment process for each role, and the Welsh Language team regularly work with managers to make sure their Welsh-essential vacancies are targeted and marketed towards Welsh-speaking communities. The Welsh Language Team have therefore developed a guidance document for managers to support with advertising Welsh essential roles.

Over the last year, the recruitment team have published a page on the staff intranet 'Recruitment: Welsh language requirements explained', which includes information on our legal obligations when it comes to recruiting new staff, guidance and tools to facilitate the recruitment process for managers as well as standard advert text and terminology lists for recruiting managers to use.

All Job adverts and job descriptions are published simultaneously on Trac in both Welsh and English and communications have been shared with managers on the need to translate all documents and assess the language skills required for posts.

Clinical Consultation Plan (Standards 110 – 110A)

Following the guidance received from the Welsh Language Commissioner's office in March 2022 regarding the Clinical Consultation Plan work has gone ahead with completion of this plan over the last year.

Our plan has been drafted by clinical staff from our Screening and Help Me Quit departments with support from the Welsh Language Team. As a result, clinical teams have ownership for the plan, with the targets set over the next 5 years being both realistic and ambitious.

At the end of this reporting period, a draft plan has been completed and sent for approval from Executive Directors. Our aim is for the plan to be published on the Welsh Language Standards page of our website by the end of Summer 2023.

Record Keeping Standards (119–121)

Number of complaints received (Standard 115)

We welcome feedback and complaints regarding our Welsh language services as complaints enable us to improve and develop our services for our Welsh speaking customers.

Public Health Wales received four complaints and one standards enforcement investigation during 2022–23. Two of those complaints were dealt with via our own Putting Things Right (PTR) procedure and two were informal complaints which were resolved quickly.

Three of the four complaints received were in relation to the following Welsh language statement which is included in screening appointment letters: *'You are welcome to contact us in Welsh. We will respond in Welsh, without this causing delay.'*

All three complainants felt that the statement was unfair to those who wish to communicate with us in English. We have since made amends to this statement and will issue a new statement on letters over the next few months, which is clearer to our service users and continues to meet the requirements of the Welsh Language Standards.

The fourth complaint was related to a lack of Welsh service at one of our screening centres, even though language preference had been established beforehand. The complaint was resolved informally, and the feedback has been fed into our work on our Clinical Consultation Plan (Standard 110).

In October 2022 we received a Standards Enforcement Investigation via the Welsh Language Commissioner, regarding our failure to comply with the Welsh Language Standards on some of our websites (Welsh Language Standard 39.) We provided a full response to the investigation.

Further to this, in March 2023 we received a further Standards Enforcement Investigation on our failure to comply with Welsh Language Standard 39 across our web content. As a result of the most recent investigation, we have undertaken an audit of all websites administered by Public Health Wales so that we are aware of all areas of non-compliance with the Welsh Language Standards.

We will work closely with the Welsh Language Commissioner's office over the next few months to ensure appropriate action is taken that the targets of the investigation are met.

Complaints procedure (Standard 119)

	<p>Details of Public Health Wales’s complaints procedures can be seen on our website: Complaints - Public Health Wales (nhs.wales)</p> <p>The web page contains information on our Welsh Language Standards, and members of the public’s right to raise a concern with us about our Welsh language services if they are not what they should be.</p> <p>All complaints must be recorded on Datix, which is the NHS Wales healthcare risk management, incident reporting and adverse event reporting system. When complaints relating to the Welsh language are recorded on the system, the Equality, Diversity and Inclusion Lead receives an email notification. These complaints are also reported to the Welsh Language Group and to the Board Quality and Safety Committee.</p>
------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Employees’ Welsh language skills (Standard 116)

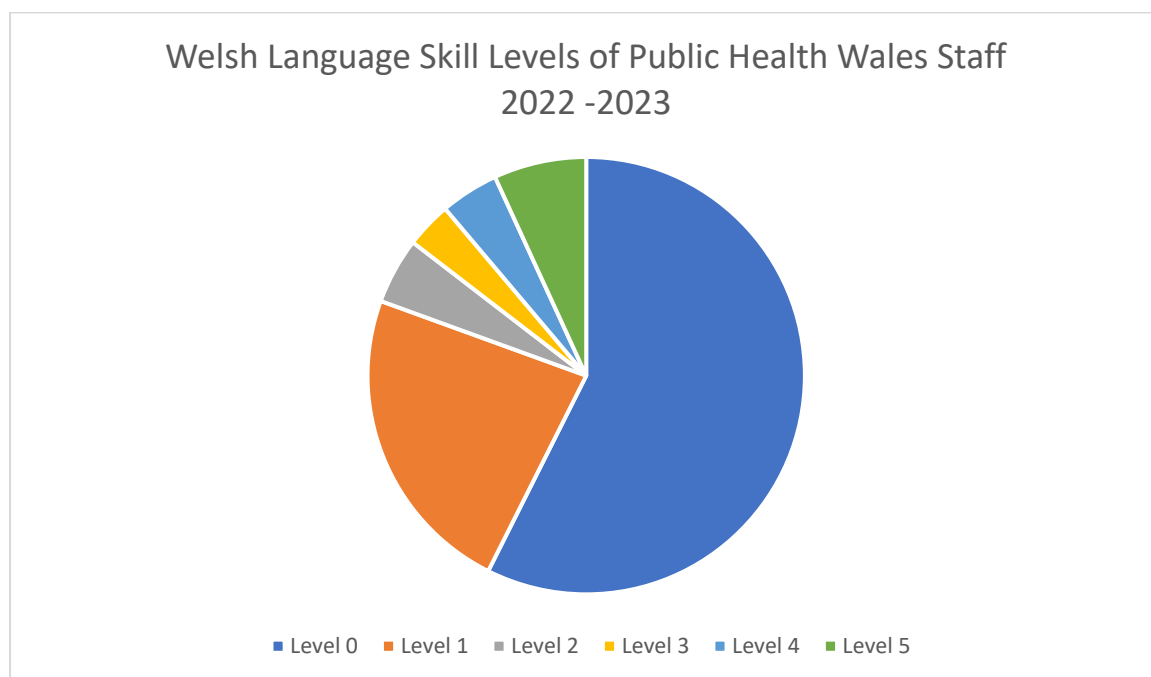
2098 employees (93% of the workforce) have recorded their ability in Welsh on the Electronic Staff Record (ESR) system. Table 2 shows the number and percentage of these employees who are proficient at each level (see also Figure 1); 233 employees (14% of those declared) have Welsh language skills at Levels 4 and 5. We have also seen a small rise in staff reporting basic (Level 1) skills, and a drop in those reporting no Welsh skills at all.

This all shows movement in the right direction, in terms of both reporting and levels of Welsh skills within the workforce. However, what is most important is making sure that those skills are put to use where they are needed most, whether that is in service provision, communication or administrative duties.

Table 2: PHW Welsh skills declaration rates

	<i>Number</i>	<i>Percentage</i>
Public Health Wales headcount as at 31/03/2023	2244	100%
Employees who have recorded their Welsh speaking skills as at 31/03/2023	2098	93%
Employees who have not recorded their Welsh speaking skills as at 31/03/2023	146	7%
Level 0	1198	53%
Level 1	483	22%
Level 2	102	5.5%
Level 3	71	5.5%
Level 4	90	5.5%
Level 5	143	8.5%
TOTAL	2244	100.0%

Figure 1: Welsh language skill levels of staff



Welsh language skill requirements of new and vacant posts (Standard 117)

Standard 106 requires Public Health Wales to categorise every new and vacant post by its Welsh language skill requirements.

During 2022–23, Public Health Wales advertised 786 posts. Table 3 shows the number and percentage of posts advertised by each language category.

Table 3: Welsh skills in PHW recruitment

Categorisation of posts	Number	Percentage
Welsh language skills are essential	43	5.5%
Welsh language skills need to be learnt when appointed to the post	0	0%
Welsh language skills are desirable	652	83%
Welsh language skills are not necessary	91	11.5%

The percentage of posts advertised as 'Welsh Essential' has increased from 4.4% in 2021–22 to 5.5% in 2022–23. There was a slight increase in posts listed as 'Welsh Desirable' (from 81.7% in 2021–22 to 83% in 2022–23) and a decrease in posts listed as 'Welsh not necessary' (from 14.0% in 2021–22 to 11.5% in 2022–23, showing that the need for more Welsh skills is recognised across all our departments.

Record of our Standards (Standard 118)

A copy of Public Health Wales's final compliance notice, along with general information about the Welsh Language is available on our website: [Welsh Language - Public Health Wales \(nhs.wales\)](https://www.nhs.uk/welsh-language/)

Priorities for 2023–24

Over the next 12 month period, our focus will be on the following:

Target	By when
<p>Formally complete and publish our outstanding areas of compliance:</p> <ul style="list-style-type: none"> • Clinical Consultation Plan – Standard 110. Published on our website. • Policy on the internal use of Welsh – Standard 79. Published on our Welsh language Hwb. 	September 2023
In line with the Welsh Language Commissioner’s investigation on Standard 39, improve our processes for proof reading and auditing our website content.	September 2023
<p>Continue to develop the Welsh language culture within the organization where the language and culture are celebrated. We will do this by:</p> <ul style="list-style-type: none"> • Sharing a monthly Welsh language newsletter with staff • Arrange a minimum of 2 celebration events over the year with our Ymlaen staff network or in partnership with other NHS Wales organisations • Encourage more courtesy Welsh to be used in meetings and events, as is happening already in our Board meetings 	End of March 2024
Ensure we have robust monitoring and reporting arrangements for compliance across the organisation and work with the Welsh Language Group to achieve this.	End of March 2024
Develop and improve our Welsh Language HWB pages to ensure our Welsh language information for staff is clear and accessible	End of March 2024
Develop our induction processes for new staff and the information on the Welsh language HWB to ensure new members of staff have access to all the information they need to understand and comply with the Welsh Language standards.	End of March 2024
Further develop our recruitment approached to ensure that we employ more staff with Welsh skills over the coming year.	End of March 2024

