



 <p>GIG CYMRU NHS WALES   Iechyd Cyhoeddus Cymru Public Health Wales</p>	<p><b>Name of Meeting</b> People and Organisational Development Committee</p> <p><b>Date of Meeting</b> 09 July 2024</p> <p><b>Agenda item:</b> 4.3</p>
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<p align="center"><b>Welsh Language reporting 2023 – 2024</b> <b>Welsh Language Standards Annual Report and More Than Just Words Annual Update</b></p>	
<p><b>Executive lead:</b></p>	<p>Neil Lewis, Director of People and OD</p>
<p><b>Author:</b></p>	<p>Sian Jones, Welsh Language Manager Sam Sutton, Welsh Language Advisor</p>

<p><b>Approval/Scrutiny route:</b></p>	<p>Business Executive Team People and Organisational Development Committee</p>
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<p><b>Purpose</b></p> <p><b>Welsh Language Standards Annual Report</b> The purpose of the Welsh Language Standards Annual Progress report is to monitor and update on Public Health Wales’s progress with complying with the Welsh Language Standards. The report allows us to monitor progress, celebrate successes and identify targets for the forthcoming year.</p> <p>This progress report is to be published on the Welsh Language Standards page on our website: <a href="https://nhs.wales">Welsh Language - Public Health Wales (nhs.wales)</a> by September 30<sup>th</sup> 2024. A link to the report will also be sent to the Welsh Language Commissioner’s office to confirm our compliance with standard 120.</p> <p><b>More Than Just Words Annual Update</b> The purpose of the More Than Just Words Annual Progress report is to monitor Public Health Wales’s progress with delivering the actions set out in Welsh Government’s More Than Just Words Five Year Action Plan 2022 – 2027. The report allows us to monitor progress, celebrate successes and identify challenges going forward with meeting the actions within the plan.</p> <p>This progress report is to be submitted to Welsh Government and reports on the period between April 2023- March 2024.</p>
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**Recommendation:**

APPROVE <input checked="" type="checkbox"/>	CONSIDER <input type="checkbox"/>	RECOMMEND <input type="checkbox"/>	ADOPT <input type="checkbox"/>	ASSURANCE <input type="checkbox"/>
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The Committee is asked to:

- **Review and approve** the Welsh Language Standards Annual Report and More Than Just Words Annual Update.



**Link to Public Health Wales [Strategic Plan](#)**

Public Health Wales has an agreed strategic plan, which has identified seven strategic priorities and well-being objectives.

This report contributes to the following:

<b>Strategic Priority/Well-being Objective</b>	1 - Influencing the wider determinants of health
<b>Strategic Priority/Well-being Objective</b>	2 - Promoting mental and social wellbeing
<b>Strategic Priority/Well-being Objective</b>	4 - Delivering excellent public health services

**Summary impact analysis**

<b>Equality and Health Impact Assessment</b>	There is no decision required here so an EHIA has not been completed.
<b>Risk and Assurance</b>	Non-compliance with Welsh Language legislation is a reputational risk for us as an organisation. Welsh language sits on some Departmental risk registers for this reason and departments are encouraged to identify Welsh compliance as a risk on their registers, where appropriate, so that remediation action can be taken.
<b>Health and Social Care (Quality and Engagement) (Wales) Act</b>	This report supports and/or takes into account the <a href="#">Health and Care Standards for NHS Wales</a> Quality Themes Theme 3 – Effective Care Theme 4 – Dignified Care Theme 7 – Staff and resources
<b>Financial implications</b>	There are ongoing financial implications of the Welsh Language Standards in terms of translation and staff costs.
<b>People implications</b>	Upskilling of staff so that they are able to use their Welsh skills confidently in the workplace; our recruitment processes and how they can better support our need to employ more Welsh speakers; the operational standards and the services we offer our members of staff in Welsh. Updates on these are within the reports.



## 1. Purpose / situation

The purpose of the **Annual Report on Public Health Wales Welsh Language Standards 2023 – 2024** is to allow us as an organisation to monitor our compliance against the Standards listed in our compliance notice: [phw.nhs.wales/about-us/publication-scheme/welsh-language/public-health-wales-welsh-language-standards-compliance-notice-2/](https://phw.nhs.wales/about-us/publication-scheme/welsh-language/public-health-wales-welsh-language-standards-compliance-notice-2/)

The report also allows us to report on progress from last year's report and to identify areas that we need to develop and improve over the next year.

The annual update report on the **More than just words Action Plan 2022-27** is to allow us as an organisation to monitor our progress against the actions set out in Welsh Government's More Than Just Words Five Year Action Plan 2022 – 2027 and identify areas that we need to develop and improve over the next year.

## 2. Background

Public Health Wales is under a duty to implement [Welsh Language Standards \(No.7\) Regulations 2018](#) in accordance with the Compliance Notice issued by the Welsh Language Commissioner on 30 November 2018.

The [Welsh Language \(Wales\) Measure 2011](#) is the legislation that created the Welsh language standards. Welsh language standards promote and facilitate the Welsh language, and ensure that the Welsh language is not treated less favourably than the English language in Wales.

All public bodies in Wales are under a legal duty to comply with the Welsh Language Standards and the Standards were issued at different times in different sectors. Public Health Wales received our [compliance notice](#) in November 2018 with the majority of the standards having a compliance date of either May 2019 or November 2019.

The [Welsh Language Commissioner's office](#) regulates public bodies compliance with the Welsh Language Standards. They issue guidance for organisations which support us to meet the standards, such as the Code of Practice, and our Welsh language and POD team meet with our contact officer annually to discuss progress. The Welsh Language Commissioner can investigate our compliance and issue complaints or investigations if they find evidence of non-compliance. Members of the public or staff can also complain directly to the Commissioner's office if we have breached our standards.

The Welsh Language Standards Annual Report meets Welsh Language Standard 120: *You must produce a report (an "annual report"), in Welsh, in relation to each*



*financial year, which deals with the way in which you have complied with the standards with which you were under a duty to comply during that year.*

More than just words is the Welsh Government's strategic framework to strengthen Welsh language provision in health and social care. Its aim is to support Welsh-speakers to receive services in their first language. The framework was first launched in 2012 (before the Welsh Language Standards) and updated plans were launched in 2016 and 2019.

All Health and Social Care organisations, including PHW, have completed annual reports for Welsh Government on More Than Just Words for the past few years.

In 2022, the new More Than Just Words Five Year Action Plan was launched for 2022 – 2027 which contains short, medium and long-term actions for all health and social care organisations in Wales. One of the Monitoring Progress actions within the plan asks for an annual report to be submitted from each health and social care organisation to Welsh Government so that updates can be given, and further actions identified. This is our second annual update report on the actions within the 2022 five-year plan.

Members of Public Health Wales's Welsh Language Team meet quarterly with the Welsh Language Unit within Welsh Government's Health and Social Care department to discuss co-operation to meet the aims and targets of the framework and action plan.

### **3. Description/Assessment**

As a public organisation in Wales, Public Health Wales is under a legal duty to comply with the Welsh Language Standards and the actions within the More Than Just Words five year plan, to improve and develop the Welsh language services we offer our service users, customers and staff.

Public Health Wales have four areas of standards that we need to comply with; Service Delivery; Policy Making; Operational and Record Keeping, and a set of actions we must meet under More Than Just Words. These reports give an update on our compliance within these areas.

There is much positive news within both reports. Some of the highlights from 2023 – 2024 are:

- Our Clinical Consultation Plan (to meet Welsh Language Standard 110) and our Internal Use of Welsh Policy (to meet Welsh Language Standard 79) were published in September 2023
- We held our first Public Health Wales Welsh Language Week since 2020 between February 26<sup>th</sup> and March 1<sup>st</sup> where we awarded our first ever Public Health Wales Welsh Learner of the Year



- We welcomed Welsh Language Commissioner, Efa Gruffydd Jones, to our Cardiff office in December to hear updates on good practice from across the organisation and our future priorities
- We exceeded Welsh Government's target of 90% for the numbers of staff who have completed the Welsh Language Awareness module on ESR (92.8% of PHW staff)
- 95% of our staff have now recorded their Welsh Language skills on ESR
- Our Welsh language staff network, Ymlaen, has grown from strength to strength with membership increasing to 94 over the last year
- Major improvements have been made across our Welsh web estate following the remediation project;

Both reports also recognise that there is much work to do to further embed the standards and More Than Just Words within the organisation. These are some of the targets outlined within both reports for us during 2024 /2025:

- We will continue with the work on our Welsh web estate and on completing the actions identified in our response and implementation plan which was returned to the Welsh Language Commissioner in September 2023
- We will ensure that our staff have the opportunity to take part in the raising confidence and courtesy Welsh training offer by the Learn Welsh Centre
- Our translation processes will improve over the year with the Translation Unit at NHS Wales Shared Service Partnership translating 2,000,000 words this year for us; we will tender for our own mini translation framework of external suppliers and; we will employ our own Translation Coordinator to manage and coordinate our translation processes
- We will follow guidance and advice given by the Welsh Language Commissioner to improve our compliance with the Policy Making Standards
- We will also explore why fewer staff registered on courses to improve their Welsh over the year and why fewer roles were advertised as needing Welsh skills; 29 roles were advertised as 'Welsh essential' roles during 2023 – 2024 in comparison with 43 in 2022 – 2023;

A comprehensive list of our targets for the Welsh language over the next year can be seen at the end of the Welsh Language Standards Annual Report.

Once approved and translated, the reports will be published on our [Welsh Language Standards webpage](#) by September 30<sup>th</sup> 2024. A link to the Welsh Language Standards report will also be sent to our contact officer at the Welsh Language Commissioner's office and a copy of our More Than Just update report will be emailed to colleagues at Welsh Government.



### 3.1 Well-being of Future Generations (Wales) Act 2015

These reports work has been drafted following the five ways of working, as defined within the sustainable development principle in the Act, in the following ways:



Even though we have been fully compliant with many of our Welsh Language Standards since 2019, we still have some way to go to meet them all fully. The targets for us under More Than Just Words are to be met between 2023 – 2027. These reports outline our successes over the last year and our targets for the coming year to ensure that the Welsh language is embedded within the organisation in the long term.



Alongside ensuring that our customers and service users in Wales receive the best possible service from us in Welsh, these reports contain details of the complaints and enquiries we’ve received over the last year and measures that have been put into practice to prevent repetition and similar situations arising in the future.



Public Health Wales’s aim is for the Welsh Language to be an integral part of the organisation and of everything that we do. These reports outline the work already achieved and our targets for the future to enable this to happen.



The reports details how staff across Public Health Wales work collaboratively to ensure the Welsh language is embedded within the organisation. The reports also include detail of how we work with colleagues from NHS Wales organisations, Welsh Government and beyond.



The Welsh language is for everyone at Public Health Wales and we encourage all our staff to learn, develop and use their Welsh at work.



#### 4. Recommendation

The Committee is asked to:

- **Review and approve** the Welsh Language Standards Annual Report and More Than Just Words Annual Update.