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Iechyd Cyhoeddus  
Cymru  
Public Health  
Wales

**Name of Meeting**

Board

**Date of Meeting**

30 May 2019

**Agenda item:**

10.1.300519

## Welsh Language Scheme Monitoring Report 2018-19

<b>Executive lead:</b>	Mr Phil Bushby, Director of People and Organisational Development
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<b>Author:</b>	Ms Caren Prys Jones, Welsh Language Officer
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<b>Approval/Scrutiny route:</b>	None
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**Purpose**

The purpose of this report is to present an overview of Public Health Wales' performance and progress against its Welsh Language Scheme during 2018-19. The Board is asked to approve the report for submission to the Welsh Language Commissioner by 7 June.

**Recommendation:**

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

- **Approve** the Welsh Language Scheme Monitoring Report 2018-19 for submission to the Welsh Language Commissioner

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

Public Health Wales has an agreed strategic plan, which has identified seven strategic priorities.

This report contributes to the following:

<b>Strategic Priority</b>	1 - Influencing the wider determinants of health
<b>Strategic Priority</b>	2 - Improving mental-well-being and building resilience
<b>Strategic Priority</b>	3 - Promoting healthy behaviours
<b>Strategic Priority</b>	4 - Securing a healthy future for the next generation through a focus on early years
<b>Strategic Priority</b>	5 - Protecting the public from infection and environmental threats to health
<b>Strategic Priority</b>	6 - Supporting the development of a sustainable health and care system focused on prevention and early intervention
<b>Strategic Priority</b>	7 - Building and mobilising knowledge and skills to improve health and well-being across Wales

**Summary impact analysis**

<b>Equality and Health Impact Assessment</b>	None required in relation to this paper
<b>Risk and Assurance</b>	This paper and annual report relates directly to risk 472 and helps understand our position in relation to Welsh Language and our readiness for upcoming Welsh Language Standards.
<b>Health and Care Standards</b>	This report supports and/or takes into account the <a href="#">Health and Care Standards for NHS Wales</a> Quality Themes  All themes
<b>Financial implications</b>	There are financial implications relating to this report
<b>People implications</b>	There is no potential impact on workforce or staff survey plans in relation to this report.

## **1. Purpose / situation**

The purpose of this report is to present an overview of Public Health Wales' performance and progress against its Welsh Language Scheme during 2018-19. The Board is asked to approve the report for submission to the Welsh Language Commissioner by 7 June.

## **2. Background**

Public Health Wales' Welsh Language Scheme sets out how the organisation will deliver bilingual services to the public in accordance with the Welsh Language Act 1993. It includes a commitment to monitor the Scheme's implementation on an ongoing basis and to present a report to the Welsh Language Commissioner annually, detailing our progress and future priorities. The Welsh Language Scheme Monitoring Report has been produced in accordance with the Welsh Language Commissioner's reporting requirements for the period 1 April 2018 and 31 March 2019.

## **3. Description/Assessment**

The data presented in the report demonstrate that improvement has occurred in a number of areas.

In relation to recruitment, more 'Welsh essential' posts were advertised in 2018-19 compared to the previous year. However, many public facing posts were advertised without a requirement for Welsh language skills so opportunities afforded to increase the organisation's capacity to deliver services in Welsh were not always taken. From May 30 2019, the Welsh Language Standards will require Public Health Wales to categorise all vacant posts as Welsh 'essential', 'desirable', 'must be learned' or 'not required'. Recruitment processes are being revised to ensure that the categorisation is robust.

There has been a good improvement in terms of completion of the mandatory Welsh Language Awareness E-learning module, achieving 92.5% compliance. There has also been an increase in the number and percentage of staff recording their Welsh language skills on ESR. Initiatives to further improve declaration rates will continue in 2019-20.

There is good compliance in relation to policy-making. The 'Policies, Procedures and Other Written Control Documents Management Policy' includes a requirement to undertake a Welsh Language Impact Assessment and an Equality and Health Integration Assessment (EHIA) tool is available for this purpose which incorporates a Welsh language

section. Monitoring of completed EHIAs suggests that the tool is not sufficiently robust in terms of assessing Welsh language impact so it will be amended - or a separate tool will be developed in the coming weeks to improve the quality of future assessments. Guidance and training will be provided to staff in the future with regard to assessing the effects of policies on the Welsh language.

Welsh Language Standards Regulations for NHS Wales Boards and Trusts will replace our Welsh Language Scheme on 30 May 2019, so this is the final Welsh Language Scheme Annual Report.

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

The Welsh language is one of the seven wellbeing objectives of the Well-being of Future Generations Act. As a cross-cutting issue it relevant to all of the well-being objectives.

## **4. Recommendation**

The Board is asked to:

- **Approve** the Welsh Language Scheme Monitoring Report 2018-19 for submission to the Welsh Language Commissioner



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# Welsh Language Scheme Monitoring Report 2018-19

**Author:** Caren Prys Jones, Welsh Language Officer

**Date:** 21 May 2019

**Version:** 2

**Publication/ Distribution:**

- Welsh Language Commissioner
- Welsh Language Group
- Business Executive Team
- Public Health Wales Board

**Purpose and Summary of Document:**

This report has been produced in accordance with Public Health Wales' statutory Welsh Language Scheme. It provides details of our performance against the Scheme's commitments.

The report is being sent to the Welsh Language Commissioner, in line with her directives.

**Date of Board Meeting: 30 May 2019**

**Please State if the Paper is for:**

**Discussion**

**Decision**

x

**Information**

# 1 Introduction

- 1.1 Public Health Wales is committed to placing users at the centre of our services. We want to ensure that they receive services that are appropriate to their needs, and are effective.

We consider communication and language to be core components of a public health service and, it follows, therefore, that an appropriate and efficient service is one that meets the language and communication needs of the service user. We acknowledge that some people can only communicate and participate in their services as equal partners effectively through the medium of Welsh. We are committed to meeting the Welsh language needs of our service users.

In 2010 we published our Welsh Language Scheme in which we expressed our commitment to see sensitivity to Welsh language needs reflected throughout the organisation, and to increase the availability and quality of our Welsh language services. Our Scheme contains a commitment to monitor the implementation of the Scheme, and to report to the Public Health Wales Board and the Welsh Language Commissioner on our progress.

The report that follows has been produced in accordance with the Welsh Language Commissioner's reporting requirements for the 2018-19 monitoring period.

This is the final annual report in relation to the Welsh Language Scheme. Future annual reports will relate to our performance under the Welsh Language Standards (No.7) Regulations 2018.

## 2 Policy impact assessment

### 2.1 **Number and percentage of policies (including those that were reviewed or revised) where consideration was given to the effects the policy would have on the use of the Welsh language.**

Public Health Wales approved 36 policies in 2018-19. The Public Health Wales 'Policies, Procedures and Other Written Control Documents Management Policy' requires an Equality and Health Impact Assessment (EHIA) to be undertaken and submitted before a policy can be approved. An EHIA has been published for 32 (89%) of the 36 policies approved. We will ascertain the reasons why an EHIA has not been published for the other policies.

The arrangements for undertaking an assessment of impact on the use of the Welsh language are being reviewed in the light of the Welsh Language Standards (No.7) Regulations 2018. Written guidance for staff and training will be available to staff who make 'policy decisions' as defined in the standards.

### 2.2 **Example of an assessment deemed to have an impact on the use of the Welsh language and details of how the policy was amended as a result.**

2.2.1 The Public Health Wales Recruitment Policy was approved during the monitoring period. The policy makes several references to the need to comply with Welsh language requirements such as the Welsh Language Scheme and Welsh Language Standards (No.7) Regulations 2018. Recruitment procedures are being reviewed to support the revised policy and there is close working with colleagues in the People and Organisational Development Directorate to ensure that the procedures meet Welsh Language Standards (No.7) Regulations which come into force from 30 May 2019.

### 3 Services provided by others

#### 3.1 **Number and percentage of third party agreements monitored to ensure they comply with the relevant requirements of the Welsh language scheme.**

100%

Provision for the Welsh Language Act 1993 is made in all contracts in accordance with standard NHS Terms and Conditions, Clause 51:

*'The Contractor warrants and undertakes that it will not perform this Contract in such a way as to render the Authority or any Beneficiary in breach of its obligations in respect of the Welsh language including but not limited to its obligations under the Government of Wales Act 2006, the Welsh Language Act 1993 or the Welsh Language (Wales) Measure 2011.'*

#### 3.2 **Example of monitoring work undertaken to assess whether or not a third party agreement complied with the relevant requirements of the Welsh language scheme and details of any action taken as a result of the monitoring work.**

Our Policy, Research and International Development directorate commissioned an agency in relation to the Technology and Health Survey Fieldwork. The specification required the production of bilingual material and Welsh language speaking interviewers. The contract specifications were met in full.

### 4 Workforce Planning

#### 4.1 **An update on progress made to adopt / implement the organisation's Welsh language / bilingual skills strategy**

A Welsh Language Skills Plan has been drafted and staff consultation exercise has been undertaken. Consideration is being given as to the need to publish the document given that its content reflect the requirements of the Welsh Language Standards



Compliance Notice, and there is no requirement to publish such a document.

#### 4.2 **Number and percentage of the organisation's employees whose Welsh language skills have been assessed**

897 (49.5%)

Public Health Wales does not formally assess the Welsh language skills of its employees. We are endeavouring to capture information about the current Welsh language skills of our staff by encouraging them to self-assess and record their skills via the NHS Electronic Staff Record (ESR). However, not all staff have access to ESR so the data is currently incomplete. We are also developing a 'Google' form to help with this and improve the information that we hold.

Current data on ESR shows that of our 1812 employees, 897 (49.5%) have recorded their Welsh language skills. This is a good improvement on figures presented in June 2018 (669 / 39%). We believe that the increase is largely due to the inclusion of a Welsh language skills matrix on the new My Contribution form. Staff are required to complete this section prior to their meeting with their line manager, and a conversation subsequently takes place about recording Welsh language skills on ESR.

Of the 897 members of staff (49.5% of the workforce) who have recorded their Welsh language skills on ESR, 102 (11.5%) have Welsh language skills at Level 4 and 5 (5.7% of the total workforce). Not all of these staff are employed in public facing positions.

#### 4.3 **Number and percentage of the organisation's employees that have Welsh language skills (per level)**

See table below:

	<b>No.</b>	<b>Percentage %</b>
Public Health Wales Headcount as at 31/03/2019	<b>1812</b>	
Welsh Language Proficiency Recorded as at 31/03/2019	<b>897</b>	<b>49.5%</b>
Proficiency in Welsh is not known	916	50.6%
Level 0	625	34.5%
Level 1	110	6%
Level 2	29	1.6%
Level 3	29	1.6%
Level 4	31	1.7%
Level 5	71	4%
<b>TOTAL</b>	<b>1812</b>	<b>100%</b>

**4.4 Number and percentage of employees working in the following priority group services, whose Welsh language skills have been assessed:**

**Paediatrics; School Nursing; Health Visiting; Elderly Care Medicine; Mental health service users (child and adolescent, adults, community, older people); Learning disabilities; Speech and language therapy**

ESR does not currently enable us to disaggregate language skills information by 'priority group'. We will consider this as we develop our Welsh Language Skills Strategy. We will also consider how this might be achieved as part of our broader workforce planning arrangements.

#### 4.5 **Number and percentage of employees working in the above priority group services that have Welsh language skills (per skill level)**

Please see response provided in section 4.4

## 5 **Training to improve Welsh language skills**

### 5.1 **Number and percentage of the organisation's workforce that received training to improve their Welsh skills to a specific qualification level.**

Public Health Wales continues to promote the training available under the National Centre for Learning Welsh (NCLW) 'Work Welsh' scheme. Staff have been encouraged to complete three 10-hour online courses (entry level) and to attend 5-day residential courses (intermediate level and above) in work time or in their own time, and on any digital device.

To date, 181 members of staff have registered to follow the 'Croeso' course for complete beginners, which was the first course introduced by the NCLW. Of these staff, ten (5.5%) have completed the course, 55 are yet to start the course, and the remaining 116 staff are in the process of completing the course. Five members of staff have registered to follow the continuation course 'Croeso Nôl'. Three staff are currently undertaking the course and two have not yet started the course.

A new online 'beginners' course aimed health sector workers was introduced in 2018. Ten members of staff have registered to follow this course; five staff have not yet started the course and five staff are currently undertaking the course.

We have encouraged - and will continue to encourage - staff who have registered but not yet started or completed the course to complete the course as soon as possible. We will continue to seek to identify barriers, if any, to course completion.

Initially, fifteen members of staff expressed an interest in attending the residential courses offered as part of the Work Welsh scheme. Of the original fifteen members of staff, three attended a residential course in 2018-19. Of the remaining eleven members of staff, some withdrew their request to attend a residential course, some expressed an interest in attending should new course dates be offered in 2019-20, some were not eligible to attend the courses

due to their current ability in Welsh, and three did not respond to the offer of a course.

In July and September 2018 the Welsh Language Officer delivered Welsh Language 'Taster Courses' at the request of our Screening Division. Staff from Breast Test Wales and Diabetic Retinopathy Eye Screening Wales have attended the training. An 'Intermediate' level session was also delivered to screening staff.

Public Health Wales continues to offer to fund Welsh language training for all members of staff appropriate to their level and ability.

## 6 Recruitment

### 6.1 Number and percentage of new and vacant posts advertised with the requirement that:

- **Welsh language skills are essential**
- **Welsh language skills are desirable**
- **Welsh language skills not required**

Public Health Wales advertised 440 posts of which 12 posts (2.8%) were 'Welsh Essential'. The number of posts advertised as 'Welsh Essential' has increased from 7 in 2017-18 to 12 in 2018/19. The percentage of posts advertised as 'Welsh Essential' has increased from 1.6% in 2017-18 to 2.8% in 2018/19. The posts advertised as 'Welsh Essential' are shown in the table below:

	<b>Directorate</b>	<b>Post</b>	<b>Area</b>	<b>Welsh Speaker recruited?</b>
<b>1</b>	People and Organisational Development	People and Organisational Development Assistant	Cardiff	No
<b>2</b>	Operations and Finance	Administration and Resource Officer	Cardiff	Yes
<b>3</b>		Administration and Resource Officer	Cardiff	Yes
<b>4</b>		Senior Communications & Social Media Officer	Bangor	Yes
<b>5</b>	Public Health Services	Screening Pathway Administrator, BSW	Llantrisant	Yes
<b>6</b>		Screening Pathway Administrator, DESW	Treforest	Yes
<b>7</b>		Screening Pathway Administrator, DESW	Treforest	Yes
<b>8</b>		Newborn Hearing Screener	Bangor	Yes
<b>9</b>	Health and Wellbeing	Senior Public Health Practitioner	Bangor	Yes
<b>10</b>		Smoking Cessation Advisor	Mold	No
<b>11</b>		Senior Public Health Practitioner	Bangor	Yes
<b>12</b>		Help Me Quit Call Handler	Cardiff	Yes

**6.2 Of those posts advertised with an essential requirement, the number and percentage of posts filled by individuals who met the requirement.**

10 (83%)

**6.3 Example of an assessment which shows how a decision was taken to advertise the post:**

**6.3.1 Welsh Language skills are essential**

Newborn Hearing Screening advertised three 'Welsh essential' posts in 2016-17 and one in 2017-18. Having identified a gap in Welsh language service provision in North Wales in 2018-19, when a further vacancy arose, the post was advertised 'Welsh essential' in order to address the remaining Welsh language skills gaps in the team.

**6.3.2 Welsh language skills are desirable or not a requirement.**

With the exception of 'Welsh Essential' posts, all other Public Health Wales posts stipulate that Welsh language skills are 'desirable'.

## **7 Language awareness training**

**7.1 Number and percentage of the organisation's new staff (i.e. new since 1 April 2018) that received Welsh language awareness training**

215 (84.65%)

**7.2 Number and percentage of the organisation's entire workforce that has received Welsh language awareness training since the training was introduced**

1678 (92.5%)

This figure compares very favourably with the figures for 2017-18, i.e. 1258 (69.89%).

Completion of the Welsh Language Awareness E-learning modules is mandatory for all Public Health Wales staff. Completion rates are now reported to the Executive Team every month.

The Welsh Language Officer continues to deliver awareness sessions to teams across the organisation.

## 8 Website

### 8.1 Percentage of the organisation's website(s) that is available in Welsh

8.1.1 Public Health Wales launched a new corporate website in April 2019:

<https://phw.nhs.wales> / <https://icc.gig.cymru>

The transfer of content from the archived websites to our new website is currently in progress. Welsh language and English language content is transferred simultaneously. Over the coming months, more pages will be transferred over to our new content management system. We are continuing to work with divisions and teams who have public facing internet pages to refresh their content.

8.1.2 In addition to the new corporate website, Public Health Wales has the following additional websites which are fully bilingual (with the exception of links to external websites and English-only content from external sources):

Website and URL
Welsh Cancer Information and Surveillance Unit (WCISU) <a href="http://www.wcisu.wales.nhs.uk">www.wcisu.wales.nhs.uk</a>
Every Child / Pob Plentyn (New in 2017-18) <a href="http://www.everychildwales.co.uk">www.everychildwales.co.uk</a> <a href="http://www.pobplentyn.co.uk">www.pobplentyn.co.uk</a>
Antenatal Screening Wales <a href="http://www.antenatalscreening.wales.nhs.uk">www.antenatalscreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org/asw/">www.screeningservices.org/asw/</a>
Bowel Screening Wales

<b>Website and URL</b>
<a href="http://www.bowelscreeningwales.org.uk">www.bowelscreeningwales.org.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
Breast Test Wales <a href="http://www.breasttestwales.wales.nhs.uk">www.breasttestwales.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
Cervical Screening Wales <a href="http://www.cervicalscreeningwales.wales.nhs.uk">www.cervicalscreeningwales.wales.nhs.uk</a> <a href="http://www.screeningservices.org/csw">www.screeningservices.org/csw</a>
Newborn Hearing Screening Wales <a href="http://www.newbornhearingscreening.wales.nhs.uk">www.newbornhearingscreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
AAA Screening Wales <a href="http://www.aaascreening.wales.nhs.uk">www.aaascreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
Newborn Bloodspot Screening <a href="http://www.newbornbloodspotscreening.wales.nhs.uk">www.newbornbloodspotscreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
Health in Wales <a href="http://www.wales.nhs.uk">www.wales.nhs.uk</a>
Improving Quality Together <a href="http://www.iqt.wales.nhs.uk">www.iqt.wales.nhs.uk</a>
Ask About Clots <a href="http://www.askaboutclots.co.uk">www.askaboutclots.co.uk</a>
NHS Wales Centre for Equality and Human Rights <a href="http://www.equalityhumanrightswales.wales.nhs.uk">www.equalityhumanrightswales.wales.nhs.uk</a>
Frisky Wales <a href="http://www.friskywales.org">www.friskywales.org</a> <a href="http://www.cymruchwareus.org">www.cymruchwareus.org</a>
Healthy Working Wales <a href="http://www.healthyworkingwales.com">www.healthyworkingwales.com</a> <a href="http://www.cymruiacharwaith.com">www.cymruiacharwaith.com</a>
Screening for Life <a href="http://www.screeningforlife.wales.nhs.uk">www.screeningforlife.wales.nhs.uk</a>



<b>Website and URL</b>
Add to Your Life / Ychwanegu at Fywyd <a href="http://www.addtoyourlife.co.uk">www.addtoyourlife.co.uk</a> <a href="http://www.ychwaneguatfywyd.co.uk">www.ychwaneguatfywyd.co.uk</a>
Congenital Anomaly Register and Information Service (CARIS) <a href="http://www.caris.wales.nhs.uk">www.caris.wales.nhs.uk</a>
NHS Wales Awards <a href="http://www.nhswalesawards.wales.nhs.uk/home">http://www.nhswalesawards.wales.nhs.uk/home</a> <a href="http://www.nhswalesawards.wales.nhs.uk/hafan">http://www.nhswalesawards.wales.nhs.uk/hafan</a>
GP 1 <a href="http://www.gpun.cymru.nhs.uk">www.gpun.cymru.nhs.uk</a> <a href="http://www.gpone.wales.nhs.uk">www.gpone.wales.nhs.uk</a>
Welsh Health Impact Assessment Support Unit <a href="http://www.whiasu.wales.nhs.uk">www.whiasu.wales.nhs.uk</a> <a href="https://whiasu.publichealthnetwork.cymru/cy/">https://whiasu.publichealthnetwork.cymru/cy/</a>
International Health Coordination Centre <a href="http://www.iechydryngwladol.wales.nhs.uk">www.iechydryngwladol.wales.nhs.uk</a> <a href="http://www.internationalhealth.wales.nhs.uk">www.internationalhealth.wales.nhs.uk</a>
Public Health Network Cymru <a href="http://www.publichealthnetwork.cymru/cy">http://www.publichealthnetwork.cymru/cy</a> <a href="http://www.publichealthnetwork.cymru/en">http://www.publichealthnetwork.cymru/en</a>
Research & Development Community Website <a href="http://www.ymchwiliiechydycyhoeddcymru.co.uk">www.ymchwiliiechydycyhoeddcymru.co.uk</a> <a href="http://www.publichealthresearchwales.co.uk">www.publichealthresearchwales.co.uk</a>
ACE's Animation <a href="http://www.aces.me.uk/in-wales/">http://www.aces.me.uk/in-wales/</a> <a href="http://www.aces.me.uk/cymraeg/">http://www.aces.me.uk/cymraeg/</a>
Public Health Wales Observatory <a href="http://www.publichealthwalesobservatory.org/">http://www.publichealthwalesobservatory.org/</a> <a href="http://www.arsyllfaiechydycyhoedduscymru.org/">http://www.arsyllfaiechydycyhoedduscymru.org/</a>
Primary Care One <a href="http://www.primarycareone.wales.nhs.uk/home">http://www.primarycareone.wales.nhs.uk/home</a>

<b>Website and URL</b>
<a href="http://www.gofalsylfaenolun.cymru.nhs.uk/hafan">http://www.gofalsylfaenolun.cymru.nhs.uk/hafan</a>
Help me Quit / Helpa fi i Stopio <a href="http://www.helpmequit.wales/">http://www.helpmequit.wales/</a> <a href="http://www.helpmequit.wales/cy/">http://www.helpmequit.wales/cy/</a>
Making Every Contact Count <a href="http://mecc.publichealthnetwork.cymru/en">http://mecc.publichealthnetwork.cymru/en</a> <a href="http://mecc.publichealthnetwork.cymru/cy">http://mecc.publichealthnetwork.cymru/cy</a>

- 8.1.3 Our 1000 Lives Improvement website is partially bilingual (85%). Work continues to make this a fully bilingual site. All new content is bilingual including landing pages, 1<sup>st</sup>/2<sup>nd</sup> level pages, news items, key publications, and blog posts.

## **9 Welsh language services provided**

### **9.1 Information about methods used to promote use of the organisation's Welsh language services and evidence of any subsequent increase in the public's use of the services**

9.1.1 Calls to the Help Me Quit call centre receive an automated bilingual greeting and callers are asked to select whether they wish to continue with the call in Welsh or English. If the caller selects the 'Welsh' option, they are transferred to a Welsh speaking call handler. There is a *Gofyn am Alwad* ('request a call back') function on the Help Me Quit website. Clients submitting a call back request from the Welsh site will receive a call from a Welsh speaking member of staff.

9.1.2 Breast Test Wales displays the 'Working Welsh' posters in screening clinics when a Welsh speaking screener is on duty. On arrival at assessment clinics, women are asked to complete questionnaires which include questions about their language preference.

9.1.3 All public materials such fact sheets, promotional resources, questionnaires, and surveys developed by the Screening Engagement Team are produced bilingually as standard. When training events are organised, delegates are ask to identify their language needs in advance of attending.

9.1.4 Screening staff who are fluent Welsh speakers wear a 'Cymraeg' lanyard and the 'Cymraeg' pin badge.

9.1.5 Calls to the Bowel Screening Wales call centre receive a bilingual greeting and callers are asked to select to continue with the call in Welsh or English. If the caller selects the 'Welsh' option, they are transferred to a Welsh speaking call handler.

### **9.2 Information about methods used to assess the quality of the organisation's Welsh language services by assessing the experience of service users (such as surveys, mystery shopper etc.)**

9.2.1 Help Me Quit monitors the quality of the services delivered in a number of ways which include monthly performance reports outlining outcomes, and client satisfaction questionnaires. Clients are asked a number of questions relating to the quality of support they received and when negative comments are received there is a

process to address this. Within the call centre, the bilingual centre supervisor monitors responses to calls by listening in to calls received in both Welsh and English and provides feedback to the call handlers. The Client Survey asks the following question: 'Were you able to speak in Welsh if you wanted to?'. Service user feedback is reported in the Service User Quarterly Report, and at the Help Me Quit Programme Management Group. This information is also shared with the Trust's Service User Experience Learning Panel.

- 9.2.2 The Breast Test Wales, Wales Abdominal Aortic Aneurysm Programme, Newborn Hearing Screening Wales, Antenatal Screening Wales, and Newborn Bloodspot Screening Wales service user experience questionnaires ask screening participants: 'Were you able to speak in Welsh to staff if you needed to?' The Breast Test Wales service user experience questionnaire asks screening participants an additional question: 'Were you asked if you wanted to speak Welsh at your appointment?' Service user feedback is reported to the relevant screening programme board and in the screening division's Service User Experience report. This information is also shared with the Trust's Service User Experience Learning Panel.

## 10 Complaints

### 10.1 **Number of complaints received about the implementation of the Welsh language scheme**

Public Health Wales received eight complaints during 2018-19, five (56%) more than that received in 2017-18.

- 10.2 Public Health Wales received 1 compliment during 2018-19.

## 11 Statutory Investigation

**Update on the implementation of ongoing recommendations arising from any statutory investigation by the**

## **Commissioner under section 19 of the Welsh Language Act 1993**

There are no ongoing recommendations.

## **12 Self-regulation**

### **12.1 User feedback**

Public Health Wales has a complaints policy and procedure which requires all complaints to be recorded on the Datix system. When Welsh language related complaints are recorded on the system, the Welsh Language Officer receives an Email notification. All Welsh language related complaints are reported to the Welsh Language Group. They are also reported to the Board Quality and Safety Committee.

### **12.2 Internal assurance about performance**

Individual Directors are responsible for putting arrangements in place in their own directorates which provide them with assurance that Welsh language requirements are being met in full.

The Welsh Language Group meets quarterly to consider performance issues.

The Board People and Organisational Development Committee receives quarterly reports on Welsh language matters.

The Executive Team comprising Directors receives monthly updates on Welsh language matters.

Governance arrangements are under review in the light of the requirements of the Welsh Language Standards (No.7) Regulations 2018.

### **12.3 Accountability and support**

The Director of People and Organisational has lead responsibility for the Welsh Language in Public Health Wales. The Diversity and Inclusion Manager is responsible for the strategic and operational planning of the Welsh language agenda. They are supported by a Welsh Language Officer and a Diversity, Inclusion and Welsh Language Team Support Officer.

The Welsh Language Officer and Diversity, Inclusion and Welsh Language Team Support Officer provide advice and guidance to all directorate teams.

All members of staff are responsible for ensuring that they undertake their duties in full compliance with Welsh language requirements.



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Wales

# Adroddiad Monitro Cynllun Iaith Gymraeg 2018-19

**Awdur:** Caren Prys Jones, Swyddog Iaith Gymraeg

**Dyddiad:** 21 Mai 2019

**Fersiwn:** 2

**Cyhoeddi/Dosbarthu:**

- Comisiynydd y Gymraeg
- Grŵp yr Iaith Gymraeg
- Tîm Gweithredol Busnes
- Bwrdd Iechyd Cyhoeddus Cymru

**Diben a Chrynodeb o'r Ddogfen:**

Mae'r adroddiad hwn wedi'i baratoi yn unol â Chynllun Iaith Gymraeg statudol Iechyd Cyhoeddus Cymru. Mae'n rhoi manylion am ein perfformiad o'i gymharu ag ymrwymïadau'r Cynllun.

Anfonir yr adroddiad at Gomisiynydd y Gymraeg, yn unol â'i chyfarwyddebau.

**Dyddiad Cyfarfod y Bwrdd: 30 Mai 2019**

**Nodwch a fwriedir y Papur ar gyfer:**

**Trafaodaeth**

**Penderfyniad**

x

**Gwybodaeth**

## 1 Cyflwyniad

- 1.1 Mae Iechyd Cyhoeddus Cymru yn ymrwymedig i roi defnyddwyr wrth galon ein gwasanaethau. Rydym am sicrhau eu bod yn cael gwasanaethau sy'n briodol i'w hanghenion, ac sy'n effeithiol.

Rydym o'r farn bod cyfathrebu ac iaith yn elfennau craidd gwasanaeth iechyd cyhoeddus ac, mae'n dilyn, felly, bod gwasanaeth priodol ac effeithiol yn un sy'n diwallu anghenion iaith a chyfathrebu defnyddiwr y gwasanaeth. Rydym yn cydnabod mai dim ond drwy gyfrwng y Gymraeg y gall rhai pobl gyfathrebu a chyfranogi yn ein gwasanaethau fel partneriaid cyfartal. Rydym yn ymrwymedig i ddiwallu anghenion iaith Gymraeg defnyddwyr ein gwasanaethau.

Yn 2010 cyhoeddwyd ein Cynllun Iaith Gymraeg lle y mynegwyd ein hymrwymiad i weld sensitifrwydd i anghenion iaith Gymraeg yn cael ei adlewyrchu drwy bob rhan o'r sefydliad, a sicrhau bod ein gwasanaethau Cymraeg ar gael yn fwy helaeth a'u hansawdd yn well. Mae ein Cynllun yn cynnwys ymrwymiad i fonitro proses gweithredu'r Cynllun, ac i gyflwyno adroddiadau am ein cynnydd i Fwrdd Iechyd Cyhoeddus Cymru a Chomisiynydd y Gymraeg.

Mae'r adroddiad sy'n dilyn wedi'i baratoi yn unol â gofynion adrodd Comisiynydd y Gymraeg ar gyfer cyfnod monitro 2018-19.

Dyma'r adroddiad olaf yn ymwneud â'r Cynllun Iaith Gymraeg. Bydd adroddiadau yn y dyfodol yn ymwneud â'n cyflawniad o dan Reoliadau Safonau'r Gymraeg (Rhif 7) 2018.

## 2 Asesiad o effaith polisiau

- 2.1 **Nifer a chanran y polisiau (gan gynnwys y rheini a gafodd eu hadolygu neu eu diwygio) lle yr ystyriwyd yr effeithiau y byddai'r polisi yn eu cael ar ddefnyddio'r Gymraeg.**

Cymeradwyodd Iechyd Cyhoeddus Cymru 36 o bolisiau mewnol yn ystod 2018-19. Un o ofynion 'Polisi Rheoli Polisiau, Gweithdrefnau a Dogfennau Rheoli Ysgrifenedig Eraill' Iechyd Cyhoeddus Cymru yw cyflawni a chyflwyno Asesiad Effaith Iechyd a Chydraddoldeb (AEICh) cyn y gellir cymeradwyo polisi. Cyhoeddwyd AEICh ar



gyfer 32 (89%) o'r 36 polisi a gymeradwywyd. Byddwn yn mynd i'r afael â pham na chyhoeddwyd AEIC h ar gyfer y polisiau eraill.

Cynhelir arolwg o'r trefniadau ar gyfer asesu effaith ar y defnydd o'r Gymraeg yng ngoleuni Rheoliadau Safonau'r Gymraeg 2018. Bydd canllawiau ysgrifenedig a hyfforddiant ar gael i staff sy'n gwneud 'penderfyniadau polisi' yn ôl y diffiniad yn y safonau.

## 2.2 **Enghraifft o asesiad y tybiwyd ei fod yn cael effaith ar ddefnyddio'r Gymraeg a manylion am sut y diwygiwyd y polisi o ganlyniad i hynny.**

- 2.2.1 Cymeradwywyd Polisi Recriwtio Iechyd Cyhoeddus Cymru yn ystod y cyfnod monitro. Mae sawl cyfeiriad yn y polisi at yr angen i gydymffurfio â'r gofynion yn ymwneud â'r Gymraeg megis y Cynllun Iaith Gymraeg a Rheoliadau Safonau'r Gymraeg (Rhif 7) 2018. Mae gweithdrefnau wrthi'n cael eu hadolygu yn awr i ategu'r polisi, gan weithio'n agos â'r Gyfarwyddiaeth Pobl a Datblygu Sefydliadol er mwyn sicrhau bod y gweithdrefnau'n diwallu gofynion Rheoliadau Safonau'r Gymraeg (Rhif 7) a ddaw I rym ar 30 Mai 2019.

## 3 **Gwasanaethau a ddarperir gan eraill**

### 3.1 **Nifer a chanran cytundebau trydydd parti sy'n cael eu monitro i sicrhau eu bod yn cydymffurfio â gofynion perthnasol y cynllun iaith Gymraeg**

100%

Mae'r ddarpariaeth ar gyfer Deddf yr Iaith Gymraeg 1993 yn cael ei gwneud ym mhob contract yn unol ag Amodau a Thelerau safonol y GIG, Cymal 51:

*Mae'r Contractwr yn gwarantu ac yn ymrwymo na fydd yn cynnal y Contract hwn mewn ffordd sy'n golygu bod yr Awdurdod neu unrhyw Fuddiolwr yn torri ei rwymedigaethau o ran y Gymraeg gan gynnwys ond heb fod yn gyfyngedig i'w rwymedigaethau o dan Ddeddf Llywodraeth Cymru 2006, Deddf yr Iaith Gymraeg 1993 neu Fesur y Gymraeg (Cymru) 2011.*

Monitrwyd saith o gontractau gan Iechyd Cyhoeddus Cymru i weld a oeddent yn cydymffurfio â'r gofynion ynglŷn â'r Gymraeg.

Roedd pob un o'r trydydd partion yn cydymffurfio â'r manylbau ar gyfer y Gymraeg.

### 3.2 **Enghraifft o waith monitro i asesu a oedd cytundeb trydydd parti yn cydymffurfio neu beidio â gofynion perthnasol y cynllun iaith Gymraeg a manylion unrhyw gamau gweithredu a gymerwyd o ganlyniad i'r gwaith monitro.**

- 3.2.1 Comisiynodd y Gyfarwyddiaeth Polisi, Ymchwil a Datblygu Rhyngwladol asiantaeth i ymgymryd â gwaith maes Technoleg ag Iechyd. Roedd y fanyleb yn cynnwys gofyniad i gynhyrchu deunyddiau dwyieithog a darparu cyfwelwyr Cymraeg. Cyflawnwyd y fanyleb yn i'r eithaf.

## 4 **Cynllunio'r Gweithlu**

### 4.1 **Diweddariad ynglŷn â'r cynnydd tuag at fabwysiadu / gweithredu strategaeth sgiliau Cymraeg / dwyieithog y sefydliad**

Lluniwyd ac ymgynghorwyd ar Gynllun Sgiliau Cymraeg draft. Rydym yn ystyried yr angen i gyhoeddi'r ddogfen gan fod y cynnwys yn adlewyrchu gofynion Hysbysiad Cydymffurfio â Safonau'r Gymraeg., ac nad oes gofyniad i gyhoeddi dogfen o'r fath.

### 4.2 **Nifer a chanran cyflogeion y sefydliad y mae eu sgiliau Cymraeg wedi'u hasesu**

897 (49.5%)

Nid yw Iechyd Cyhoeddus Cymru yn asesu sgiliau Cymraeg ei weithlu yn ffurfiol. Rydym yn ceisio cofnodi gwybodaeth am sgiliau Cymraeg presennol ein staff drwy eu hannog i hunanasesu a chofnodi eu sgiliau drwy Gofnod Staff Electronig y GIG. Serch hynny, nid yw pob aelod o'r staff yn gallu defnyddio'r Cofnod Staff Electronig eto, felly nid yw'r data'n gyflawn ar hyn o bryd. Rydym yn datblygu ffurflen 'Google' i gynorthwyo gyda hyn ac i wella'r wybodaeth sydd gennym.

Mae'r data cyfredol yn dangos bod 897 (49.5%) o'r 1812 cyflogai wedi cofnodi eu sgiliau Cymraeg. Mae'n gynnydd da o'i gymharu â'r data a gyflwynwyd ym mis Mehefin 2018 (669 / 39%). Credwn fod y cynnydd yn deillio i raddau helaeth o gynnwys matrices sgiliau Cymraeg ar ESR ar y ffurflen Fy Nghyfraniad newydd. Mae disgwyl i staff lenwi'r adran hon cyn eu cyfarfod gyda'u rheolwr llinell, ac mae trafodaeth am gofnodi sgiliau Cymraeg ar ESR yn dilyn hyn.

O'r 897 aelod staff (49.5% o'r gweithlu) a gofnodod eu sgiliau Cymraeg ar ESR, mae gan 102 (11.5%) sgiliau Cymraeg ar lefel 4 a 5 (5.7% o'r gweithlu). Nid yw pob u'n o'r staff hyn yn gweithio mewn swyddi â chyswllt â'r cyhoedd.

#### 4.3 Nifer a chanran cyflogeion y sefydliad sydd â sgiliau Cymraeg (fesul lefel)

Gweler y tabl isod:

	<i><b>Rhif</b></i>	<i><b>Canran %</b></i>
Nifer staff Iechyd Cyhoeddus Cymru ar 31/03/2019	<b>1812</b>	
Hyfedr yn y Gymraeg ar 31/03/2019	<b>897</b>	<b>49.5%</b>
Hyfedrwydd staff ddim yn hysbys	916	50.6%
Lefel 0	625	34.5%
Lefel 1	110	6%
Lefel 2	29	1.6%
Lefel 3	29	1.6%
Lefel 4	31	1.7%
Level 5	71	4%
<b>CYFANSWM</b>	<b>1812</b>	<b>100%</b>

4.4 **Nifer a chanran y cyflogeion y mae eu sgiliau Cymraeg wedi'u hasesu fesul grŵp blaenoriaeth:**

**Pediatreg; Nyrsio mewn Ysgolion; Gwasanaeth Ymwelwyr Iechyd; Meddygaeth Gofal yr Henoed; Defnyddwyr y gwasanaeth iechyd meddwl (plant a'r glasoed, oedolion, cymuned, pobl hŷn); Anableddau dysgu; Therapi lleferydd ac iaith**

Nid yw'r Cofnod Staff Electronig yn ein galluogi i ddadelfennu gwybodaeth am sgiliau iaith yn ôl 'grŵp blaenoriaeth' ar hyn o bryd. Byddwn yn ystyried hyn wrth inni ddatblygu ein Cynllun Sgiliau Cymraeg. Byddwn hefyd yn ystyried sut y gellir cyflawni hyn fel rhan o'n trefniadau ehangach ar gyfer cynllunio'r gweithlu.

4.5 **Nifer a chanran y cyflogeion sydd â sgiliau Cymraeg (yn ôl lefel eu sgiliau) sy'n gweithio yn y grwpiau blaenoriaeth uchod.**

Gweler yr ymateb yn adran 4.4

## 5 Hyfforddiant er mwyn gwella sgiliau Cymraeg

### 5.1 Nifer a chanran gweithlu'r sefydliad a gafodd hyfforddiant i wella'u sgiliau Cymraeg hyd at lefel cymhwyster penodol.

Mae Iechyd Cyhoeddus Cymru yn parhau i hybu'r hyfforddiant ar gael dan gynllun 'Cymraeg Gwaith' y Ganolfan Dysgu Cymraeg Genedlaethol (CDCG). Anogir staff i gyflawni tri chwrs ar-lein 10-awr (lefel dechreuwyr) ac i fynychu cyrsiau preswyl 5-niwrnod (lefel Canolradd ac uwch) yn ystod oriau gwaith neu yn eu hamser eu hunain, ac ar unrhyw offer digidol.

Hyd yma, cofrestrodd 181 aelod o'r gweithlu i ddilyn y cwrs 'Croeso' i ddechreuwyr pur, sef y cwrs cyntaf a gyflwynodd CDCG. O blith y rhain, deg (5.5%) sydd wedi cwblhau'r cwrs, mae 116 wrthi'n cwblhau'r cwrs ac nid yw'r 55 sy'n weddill ddim wedi dechrau'r cwrs hyd yma. Mae pump aelod o'r gweithlu wedi cofrestru i ddilyn y cwrs dilynol 'Croeso Nôl'. O blith y rhain, mae tri wrthi'n cwblhau'r cwrs ac nid yw'r ddau arall wedi dechrau'r cwrs hyd yma.

Rydym wedi annog staff sydd wedi cofrestru i ddilyn y cwrs ond nad ydynt wedi dechrau na gorffen y cwrs i orffen y cwrs cyn gynted ag y bo modd. Byddwn yn parhau i annog ac i fynd i'r afael ag unrhyw rwystrau i gyflawni'r cwrs, os oes rhai.

Yn wreiddiol, mynegodd 15 aelod o staff diddordeb mewn mynychu'r cyrsiau preswyl ar gael gael dan y cynllun Cymraeg Gwaith. O blith y rhain, mynychodd tri gwrs preswyl yn ystod 2018-19. O blith y gweddill, tynnodd rhai eu cais yn ol i fynd ar gwrs, mynegodd rhai ddiddordeb mewn mynychu cyrsiau pe pai cyrsiau ar gael yn ystod 2019-20, nod oedd rhai yn gymwys i fynychu cwrs oherwydd eu hyfedrwydd presennol yn y Gymraeg, ac ni wnaeth tri ymateb i'r cyrsiau a gynigiwyd iddynt.

Ym misoedd Gorffennaf a Medi 2018 darparodd Swyddog y Gymraeg 'Gyrsiau Blasu' ar gais yr Isadran Sgrinio. Mynychodd aelodau staff Bron Brawf Cymru a Sgrinio Llygaid Diabetig Cymru yr hyfforddiant. At hyn, darparwyd sesiwn lefel 'Canolradd' i staff sgrinio.

Mae Iechyd Cyhoeddus Cymru yn parhau i gynnig i ariannu hyfforddiant iaith priodol i bob aelod o'r staff yn unol â'u lefelau a'u sgiliau.

## 6 Recriwtio

### 6.1 Nifer a chanran y swyddi newydd a gwag a hysbysebwyd gyda'r gofynion canlynol:

- **Mae sgiliau Cymraeg yn hanfodol**
- **Mae sgiliau Cymraeg yn ddymunol**
- **Nid yw sgiliau Cymraeg yn ofynnol**

Hysbysebwyd 440 o swyddi gan Iechyd Cyhoeddus Cymru ac o blith y rheini roedd 12 o swyddi (2.8%) yn rhai lle'r oedd y 'Gymraeg yn hanfodol'. Mae nifer y swyddi a hysbysebwyd lle'r oedd y 'Gymraeg yn Hanfodol' wedi cynyddu o 7 yn 2017-18 i 12 yn 2018-19. Mae canran y swyddi a hysbysebwyd lle'r oedd y 'Gymraeg yn Hanfodol' wedi cynyddu o 1.6% yn 2017-18 i 2.8% yn 2018/19. Dangosir y swyddi a hysbysebwyd yn rhai lle'r oedd y 'Gymraeg yn Hanfodol' yn y tabl isod:

	<b>Cyfarwyddiaeth</b>	<b>Swydd</b>	<b>Ardal</b>	<b>Siarad Cymraeg?</b>
<b>1</b>				
<b>1</b>	Gwasanaethau Iechyd Cyhoeddus	Sgriniwr Clyw Babanod Newydd-anedig	Bangor	Ydy
<b>2</b>		Gweinyddwr Sgrinio Coluddion	Llantrisant	Ydy
<b>3</b>	Iechyd a lles	Ymarferydd Iechyd Cyhoeddus (Tîm Iechyd Cyhoeddus Betsi Cadwaladr)	Bangor	Ydy
<b>4</b>		Ymarferydd Iechyd Cyhoeddus (Tîm Iechyd Cyhoeddus Betsi Cadwaladr)	Bangor	Ydy
<b>5</b>		Cynghorydd Rhoi'r Gorau i Smygu (Secondiad mewnol)	Merthyr Tydfil	Dim penodiad
<b>6</b>		Uwch Ymarferydd Iechyd Cyhoeddus (Tîm Iechyd Cyhoeddus Betsi Cadwaladr)	Bangor	Ydy
<b>7</b>		Swyddog Gweinyddol (Tîm Iechyd Cyhoeddus Betsi Cadwaladr)	Bangor	Ydy

**6.2 O blith y swyddi hynny a hysbysebwyd â gofyniad hanfodol, nifer a chanran y swyddi a lenwyd gan unigolion a oedd yn bodloni'r gofyniad.**

10 (83%)

### 6.3 **Enghraifft o asesiad sy'n dangos sut y gwnaed penderfyniad i hysbysebu'r swydd:**

#### 6.3.1 **Mae sgiliau Cymraeg yn hanfodol**

Hysbysebwyd tair swydd 'Cymraeg yn hanfodol' gan Sgrinio Clyw Babanod Newydd-anedig yn 2016-17 ac un yn 2017-18. Ar ôl gweld bod bwlch yn y ddarpariaeth Gymraeg yng Ngogledd Cymru yn 2018-19, pan ddaeth swydd yn wag, hysbysebwyd swydd 'Cymraeg yn Hanfodol' er mwyn cau'r bwlch sgiliau Cymraeg yn y tîm.

#### 6.3.2 **Mae sgiliau Cymraeg yn ddymunol neu nid ydynt yn ofynnol.**

Ac eithrio swyddi 'Cymraeg yn Hanfodol', mae'r holl swyddi Iechyd Cyhoeddus Cymru eraill yn nodi bod sgiliau Cymraeg yn 'ddymunol'.



## 7 Hyfforddiant Ymwybyddiaeth Iaith

### 7.1 Nifer a chanran staff newydd y sefydliad (h.y. newydd ers 1 Ebrill 2018) a gafodd hyfforddiant ymwybyddiaeth o'r Gymraeg

215 (84.65%)

### 7.2 Nifer a chanran gweithlu cyfan y sefydliad sydd wedi cael hyfforddiant ymwybyddiaeth o'r Gymraeg ers cyflwyno'r hyfforddiant

1678 (92.5%)

Mae'r ffigurau hyn yn ffafriol iawn o'u cymharu â'r ffigurau ar gyfer 2017-18, i.e. 1258 (69.89%).

Mae'n orfodol i bob aelod o staff gwblhau'r modiwl e-ddysgu Ymwybyddiaeth Iaith. Adroddir cyfraddau cwblau i'r Tim Gweithredol bob mis.

Mae'r Swyddog Iaith Gymraeg yn parhau i gyflwyno sesiynau ymwybyddiaeth i dimau ar draws y sefydliad.

## 8 Gwefan

### 8.1 Canran o wefan(nau) y sefydliad sydd ar gael yn Gymraeg

#### 8.1.1 Lansiodd gwefan gorfforaethol newydd gan Iechyd Cyhoeddus Cymru ym mis Ebrill 2019:

<https://phw.nhs.wales> / <https://icc.gig.cymru>

Mae cynnwys y wefan a archifwyd yn cael ei drosglwyddo i'r wefan newydd. Trosglwyddir cynnwys Cymraeg a Saesneg ar yr un pryd. Yn ystod y misoedd nesaf, trosglwyddir mwy o dudalennau i'r system rheoli cynnwys newydd. Rydym yn parhau i weithio gydag isadrannau a thimau i ddiweddarau'r cynnwys ar dudalennau sydd ar gael i'r cyhoedd.

- 8.1.2 Yn ogystal â'r wefan gorfforaethol, mae gan Iechyd Cyhoeddus Cymru y gwefannau a ganlyn sy'n gwbl ddwyieithog (ar wahân i ddolenni i wefannau allanol a chynnwys uniaith Saesneg o ffynonellau allanol):

<b>Gwefan ac URL</b>
Uned Gwybodaeth ac Arolygaeth Canser Cymru (WCISU) <a href="http://www.wcisu.wales.nhs.uk">www.wcisu.wales.nhs.uk</a>
Every Child / Pob Plentyn (Newydd yn 2017-18) <a href="http://www.everychildwales.co.uk">www.everychildwales.co.uk</a> <a href="http://www.pobplentyn.co.uk">www.pobplentyn.co.uk</a>
Sgrinio Cyn Geni Cymru <a href="http://www.antenatalscreening.wales.nhs.uk">www.antenatalscreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org/asw/">www.screeningservices.org/asw/</a>
Sgrinio Coluddion Cymru <a href="http://www.bowelscreeningwales.org.uk">www.bowelscreeningwales.org.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
Bron Brawf Cymru <a href="http://www.breasttestwales.wales.nhs.uk">www.breasttestwales.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
Sgrinio Serfigol Cymru <a href="http://www.cervicalscreeningwales.wales.nhs.uk">www.cervicalscreeningwales.wales.nhs.uk</a> <a href="http://www.screeningservices.org/csw">www.screeningservices.org/csw</a>
Sgrinio Clyw Babanod Cymru <a href="http://www.newbornhearingscreening.wales.nhs.uk">www.newbornhearingscreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
Sgrinio Ymlediadau Aortig Abdomenol Cymru <a href="http://www.aaascreening.wales.nhs.uk">www.aaascreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
Sgrinio Smotyn Gwaed Newydd-anedig <a href="http://www.newbornbloodspotscreening.wales.nhs.uk">www.newbornbloodspotscreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
Iechyd yng Nghymru <a href="http://www.wales.nhs.uk">www.wales.nhs.uk</a>

<b>Gwefan ac URL</b>
Gwella Ansawdd Gyda'n Gilydd <a href="http://www.iqt.wales.nhs.uk">www.iqt.wales.nhs.uk</a>
Holwch am Glotiau <a href="http://www.askaboutclots.co.uk">www.askaboutclots.co.uk</a>
Canolfan Cydraddoldeb a Hawliau Dynol GIG Cymru <a href="http://www.equalityhumanrightswales.wales.nhs.uk">www.equalityhumanrightswales.wales.nhs.uk</a>
Cymru Chwareus <a href="http://www.friskywales.org">www.friskywales.org</a> <a href="http://www.cymruchwareus.org">www.cymruchwareus.org</a>
Cymru Iach ar Waith <a href="http://www.healthyworkingwales.com">www.healthyworkingwales.com</a> <a href="http://www.cymruiacharwaith.com">www.cymruiacharwaith.com</a>
Screening for Life <a href="http://www.screeningforlife.wales.nhs.uk">www.screeningforlife.wales.nhs.uk</a>
Add to Your Life / Ychwanegu at Fywyd <a href="http://www.addtoyourlife.co.uk">www.addtoyourlife.co.uk</a> <a href="http://www.ychwaneguatfywyd.co.uk">www.ychwaneguatfywyd.co.uk</a>
Gwasanaeth Gwybodaeth a Chofrestr Anomaleddau Cynhenid Cymru (CARIS) <a href="http://www.caris.wales.nhs.uk">www.caris.wales.nhs.uk</a>
Gwobrau GIG Cymru <a href="http://www.nhswalesawards.wales.nhs.uk/home">http://www.nhswalesawards.wales.nhs.uk/home</a> <a href="http://www.nhswalesawards.wales.nhs.uk/hafan">http://www.nhswalesawards.wales.nhs.uk/hafan</a>
GP 1 <a href="http://www.gpun.cymru.nhs.uk">www.gpun.cymru.nhs.uk</a> <a href="http://www.gpone.wales.nhs.uk">www.gpone.wales.nhs.uk</a>
Uned Gymorth Asesu'r Effaith ar Iechyd Cymru <a href="http://www.whiasu.wales.nhs.uk">www.whiasu.wales.nhs.uk</a> <a href="https://whiasu.publichealthnetwork.cymru/cy/">https://whiasu.publichealthnetwork.cymru/cy/</a>
Canolfan Ryngwladol Cydlynu Iechyd <a href="http://www.iechydrhyingwladol.wales.nhs.uk">www.iechydrhyingwladol.wales.nhs.uk</a> <a href="http://www.internationalhealth.wales.nhs.uk">www.internationalhealth.wales.nhs.uk</a>
Rhwydwaith Iechyd Cyhoeddus Cymru <a href="http://www.publichealthnetwork.cymru/cy">http://www.publichealthnetwork.cymru/cy</a> a <a href="http://www.publichealthnetwork.cymru/en">http://www.publichealthnetwork.cymru/en</a>

<b>Gwefan ac URL</b>
<p>Gwefan Gymunedol Ymchwil a Datblygu</p> <p><a href="http://www.ymchwiliachydycyhoeddcymru.co.uk">www.ymchwiliachydycyhoeddcymru.co.uk</a> a</p> <p><a href="http://www.publichealthresearchwales.co.uk">www.publichealthresearchwales.co.uk</a></p>
<p>Animeiddiad ACE</p> <p><a href="http://www.aces.me.uk/in-wales/">http://www.aces.me.uk/in-wales/</a> a</p> <p><a href="http://www.aces.me.uk/cymraeg/">http://www.aces.me.uk/cymraeg/</a></p>
<p>Arsyllfa Iechyd Cyhoeddus Cymru</p> <p><a href="http://www.publichealthwalesobservatory.org/">http://www.publichealthwalesobservatory.org/</a> and</p> <p><a href="http://www.arsyllfaiechydycyhoedduscymru.org/">http://www.arsyllfaiechydycyhoedduscymru.org/</a></p>
<p>Gofal Sylfaenol Un</p> <p><a href="http://www.primarycareone.wales.nhs.uk/home">http://www.primarycareone.wales.nhs.uk/home</a></p> <p><a href="http://www.gofalsylfaenolun.cymru.nhs.uk/hafan">http://www.gofalsylfaenolun.cymru.nhs.uk/hafan</a></p>
<p>Helpa fi i Stopio</p> <p><a href="http://www.helpmequit.wales/">http://www.helpmequit.wales/</a></p> <p><a href="http://www.helpmequit.wales/cy/">http://www.helpmequit.wales/cy/</a></p>
<p>Gwneud i Bob Cyswllt Gyfrif</p> <p><a href="http://mecc.publichealthnetwork.cymru/en">http://mecc.publichealthnetwork.cymru/en</a></p> <p><a href="http://mecc.publichealthnetwork.cymru/cy">http://mecc.publichealthnetwork.cymru/cy</a></p>

- 8.1.3 Mae ein gwefan 1000 o Fywydau yn rhannol ddwyieithog (85%). Mae gwaith yn parhau er mwyn gwneud hon yn wefan gwbl ddwyieithog. Mae'r holl gynnwys newydd yn ddwyieithog gan gynnwys tudalennau glanio, tudalennau lefel 1/2, eitemau newyddion cyhoeddiadau allweddol, a blogiau.

## 9 Gwasanaethau Cymraeg a ddarperir

- 9.1 **Gwybodaeth am ddulliau a ddefnyddir i hyrwyddo gwasanaethau Cymraeg y sefydliad a thystiolaeth o unrhyw gynnydd dilynol o ran nifer y cyhoedd sy'n defnyddio'r gwasanaethau**
- 9.1.1 Atebir galwadau i ganolfan alwadau Helpa Fi i Stopio gyda chyfarchiad dwyieithog a gofynnir i'r galwyr ddewis parhau â'r alwad yn Gymraeg ynteu yn Saesneg. Os bydd y galwr yn dewis 'Cymraeg' bydd yn cael ei drosglwyddo i rywun sy'n siarad Cymraeg er mwyn delio â'r alwad. Ceir cyfleuster *Gofyn am Alwad* ar wefan Helpa Fi i Stopio. Bydd cleientiaid sy'n gofyn i rywun ffonio yn ôl o'r safle Cymraeg yn cael galwad ffôn gan aelod o staff sy'n siarad Cymraeg.
- 9.1.2 Mae Bron Brawf Cymru yn arddangos y posteri 'Iaith Gwaith' mewn clinigau sgrinio pan fydd sgriniwr sy'n siarad Cymraeg ar ddyletswydd. Wrth gyrraedd clinigau asesu, gofynnir i'r menywod gwblhau holiaduron sy'n cynnwys cwestiynau am eu dewis iaith.
- 9.1.3 Mae'r holl ddeunyddiau cyhoeddus fel taflenni ffeithiau, adnoddau hyrwyddo, holiaduron, ac arolygon a ddatblygir gan y Tîm Ymgysylltu â Sgrinio yn cael eu paratoi'n ddwyieithog fel mater o drefn. Pan fydd digwyddiadau hyfforddi yn cael eu trefnu, gofynnir i'r cynrychiolwyr nodi eu hanghenion ieithyddol cyn dod i'r hyfforddiant.
- 9.1.4 Mae staff sgrinio sy'n siaradwyr Cymraeg rhugl yn gwisgo llinyn 'Cymraeg' a'r bathodyn pin 'Cymraeg'.
- 9.1.5 Atebir galwadau i ganolfan alwadau Sgrinio Coluddion Cymru gyda chyfarchiad dwyieithog a gofynnir i'r galwyr ddewis parhau â'r alwad yn Gymraeg ynteu yn Saesneg. Os bydd y galwr yn dewis 'Cymraeg' bydd yn cael ei drosglwyddo i rywun sy'n siarad Cymraeg er mwyn delio â'r alwad.

## 9.2 **Gwybodaeth am ddulliau a ddefnyddir i asesu ansawdd gwasanaeth Cymraeg y sefydliad drwy asesu profiad defnyddwyr gwasanaeth (fel arolygon, siopwr dirgel ac ati)**

9.2.1 Mae'r gwasanaeth Helpa Fi i Stopio yn monitro ansawdd y gwasanaethau a ddarperir mewn nifer o ffyrdd sy'n cynnwys adroddiadau perfformiad misol sy'n rhestru canlyniadau, a holiaduron boddhad cleientiaid. Gofynnir nifer o gwestiynau i gleientiaid sy'n ymwneud ag ansawdd y cymorth a gawsant a phan geir sylwadau negyddol bydd proses i fynd i'r afael â hyn. Yn y ganolfan alwadau, bydd goruchwyliwr ein canolfan ddwyieithog yn monitro ymatebion i alwadau drwy wrando ar alwadau Cymraeg a Saesneg a bydd yn cynnig adborth i'r rhai sy'n ymdrin â galwadau. Yn yr Arolwg Cleientiaid gofynnir y cwestiwn hwn: 'Oeddech chi'n gallu siarad Cymraeg os oeddech chi'n dymuno gwneud hynny?' Cofnodir adborth defnyddwyr y gwasanaeth yn yr Adroddiad Chwarterol Defnyddwyr Gwasanaethau ac yng Ngrŵp Rheoli Rhaglen Helpa Fi i Stopio. Bydd y wybodaeth hon yn cael ei rhannu hefyd â Phanel Dysgu trwy Brofiad Defnyddwyr Gwasanaethau'r Ymddiriedolaeth.

9.2.2 Mae holiaduron profiad defnyddwyr gwasanaethau Bron Brawf Cymru, Rhaglen Ymlediadau Aortig Abdomenol Cymru, Sgrinio Clyw Babanod Cymru, Sgrinio Cyn-Geni Cymru a Sgrinio Smotyn Gwaed Newydd-anedig Cymru yn gofyn i bobl sy'n cael eu sgrinio: 'Oeddech chi'n gallu siarad Cymraeg os oeddech chi'n dymuno gwneud hynny?' Mae holiadur profiad defnyddwyr gwasanaethau Bron Brawf Cymru'n gofyn cwestiwn ychwanegol i bobl sy'n cael eu sgrinio: 'A wnaeth rhywun ofyn ichi a oeddech chi am siarad Cymraeg yn eich apwyntiad?' Bydd adborth defnyddwyr gwasanaethau'n cael ei gyflwyno i fwrdd y rhaglen sgrinio berthnasol ac yn adroddiad Profiad Defnyddwyr Gwasanaethau'r isadran sgrinio. Bydd y wybodaeth hon yn cael ei rhannu hefyd â Phanel Dysgu trwy Brofiad Defnyddwyr Gwasanaethau'r Ymddiriedolaeth.

## 10 Cwynion

### 10.1 Nifer y cwynion a gafwyd ynglŷn â gweithredu'r cynllun iaith Gymraeg

Cafodd Iechyd Cyhoeddus Cymru 8 cwyn yn ystod 2018-19, pump (56%) yn fwy na'r hyn a gafwyd yn 2017-18.

### 10.2 Cafodd Iechyd Cyhoeddus Cymru un canmoliaeth yn ystod 2018-19.

## 11 Ymchwiliad Statudol

**Diweddariad am roi argymhelliad parhaus ar waith yn sgil unrhyw ymchwiliad statudol gan y Comisiynydd o dan adran 19 o Ddeddf yr Iaith Gymraeg 1993.**

Nid oes argymhellion parhaus.

## 12 Hunanreoleiddio

### 12.1 Adborth defnyddwyr

Mae gan Iechyd Cyhoeddus Cymru bolisi a threfn gwyno sydd yn ei gwneud yn ofynol i gofnodi cwynion ar ein system Datix. Pan gofnodir cwynion ar y system, mae Swyddog y Gymraeg yn derbyn hysbysiad trwy Ebst. Adroddir cwynion yn ymwneud â'r Gymraeg i Grwp Strategol y Gymraeg. At hyn, fe'u hadroddir i Bwyllgor Ansawdd a Diogelwch y Bwrdd.

### 12.2 Sicrwydd mewnol am berfformiad

Mae Cyfarwyddwyr unigol yn gyfrifol am sicrhau bod trefniadau ar waith sydd yn rhoi sicrwydd iddynt bod cydymffurfiaid â gofynion y Gymraeg.

Mae Grwp Strategol y Gymraeg yn cyfarfod bob tri mis i ystyried materion perfformiad.

Mae Pwyllgor Pobl a Datblygu Sefydliadol y Bwrdd yn derbyn adroddiadau bob tri mis ar faterion yn ymwneud â'r Gymraeg.

Mae'r Tîm Gweithredol sy'n cynnwys pob Cyfarwyddwr yn derbyn diweddariadau misol ar faterion yn ymwneud â'r Gymraeg.

Mae trefniadau llywodraethiant yn cael eu hadolygu yng ngoleuni gofynion Rheoliadau Safonau'r Gymraeg (Rhif 7) 2018.

### 12.3 **Atebolrwydd a chefnogaeth**

Y Cyfarwyddwr Pobl a Datblygu Sefydliadol sy'n arwain ar y Gymraeg yn Iechyd Choeddus Cymru. Mae'r Rheolwr Amrywiaeth, Cynhwysiant a'r Gymraeg yn gyfrifol am gynllunio strategol a gweithredol mewn perthynas â'r Gymraeg. Fe'u cynorthwyir gan Swyddog y Gymraeg a Swyddog Cymorth y Tîm Amrywiaeth, Cynhwysiant a'r Gymraeg.

Mae Swyddog y Gymraeg a Swyddog Cymorth y Tîm Amrywiaeth, Cynhwysiant a'r Gymraeg yn darparu cyngor ac arweiniad dimau ym mhob cyfarwyddiaeth.

Mae pob aelod o'r staff yn gyfrifol am gyflawni eu dyletswyddau mewn modd sydd yn sicrhau cydymffurfiad â gofynion y Gymraeg.