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Welsh Language Standards Annual Report 2019 – 2020

Foreword

Public Health Wales is committed to placing service 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 effectively with our services and participate in them as equal partners if they do so through the medium of Welsh. So, we are committed to planning and delivering our services in a way that enables the use of the Welsh language. The Welsh Language Standards provide an invaluable and useful framework that steers us towards fulfilment of our commitment. We view the standards as minimum requirements for Welsh language service provision; we are working hard to meet these requirements and, if we can do more, we will.

Similarly, we are committed to further embedding the Welsh language into our organizational culture, ensuring that it is a natural and integral part of what we do and how we work every day, and that it has a vibrant and dynamic presence in our workplaces. We have drafted our very first Policy and Procedure on the use of the Welsh language within Public Health Wales. We are implementing a Welsh Language Promotion Programme ensuring that we experiment with dynamic and creative ways to engage with staff to raise awareness of the importance and benefits of the Welsh language. Our first Welsh Week in September 2019 promoted various aspects of Welsh language society, art and culture such as a staff choir, a learners' panel, visits by a published Welsh poet, Cymraeg i Blant and S4C. We have also developed diverse Welsh promotional resources to strengthen the visibility of the Welsh language and to promote its use internally. For example, we display Use Your Welsh posters in our workplaces and we publish a monthly staff newsletter.

We encourage our workforce to learn Welsh or to develop their Welsh language skills and we provide opportunities for them to do so in work time. The Chair of our Board leads by example by energetically pursuing a course of learning and by using Welsh in every meeting she chairs. The Vice-Chair has also committed to using her language skills more, and now regularly contributes to meetings through the medium of Welsh. This leadership from the top of the organisation shows how skills can be developed and practices changed to nurture a more bilingual ethos within the work culture as a whole.

In 2017, Welsh Government published its Welsh language strategy entitled *Cymraeg 2050: A Million Welsh speakers*. Its aims include increasing the

use of Welsh in the workplace across all sectors, the range of Welsh-medium services offered to Welsh speakers, and Welsh speakers' use of Welsh-medium services. The Well-being of Future Generations Act 2015 puts in place a well-being goal relating to the protection and promotion of the Welsh language, i.e. 'A Wales of vibrant culture and thriving Welsh language'. The Act places a statutory obligation on Public Health Wales to contribute to the achievement of that goal. In implementing the Welsh Language Standards, Public Health Wales will make a positive contribution to the achievement of these aims.

We are making progress towards achieving our commitments with purpose, enthusiasm and determination, and our report highlights examples of what we have achieved. We know that there is more to do and we are confident that our next report will demonstrate even more achievements and good practice.

Introduction

In 2010, Public Health Wales published a Welsh Language Scheme in which we expressed our commitment to increase the availability and quality of our Welsh language services. For the past nine years, we have been reporting annually to the Welsh Language Commissioner on the implementation of our Scheme. Our Welsh Language Scheme ceased on 29 May 2019 due to a requirement to comply with new Welsh Language Standards (N0.7) Regulations 2018 with effect from 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.

Standard 120 requires Public Health Wales to publish an annual report that deals with the way in which we have complied with the standards included in our Compliance Notice.

This is Public Health Wales' first annual report in relation to our performance against the Welsh Language Standards with which we must comply. The report broadly reflects the format recommended in the guidance produced by the Welsh Language Commissioner. The report covers the period 30 May 2019 – 31 March 2020.

Implementing the Welsh Language Standards

Arrangements for facilitating implementation of the standards

Public Health Wales employs a Welsh Language Officer and a Diversity, Inclusion and Welsh Language Officer to provide advice and guidance to all directorate teams. The NHS Wales Health Collaborative (NHSWHC), an organisation hosted by Public Health Wales, also employs a full time Welsh Language Support Officer who works across National Clinical Networks, National Programmes and teams within the organisation to embed the Welsh Language. The Public Health Wales and NHSWHC Welsh Language Officers work closely together and they also have close working relationships 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.

Action plans to support the implementation of the standards were distributed to all directors by the Director of People and Organisational Development in February 2019. The action plans cover every class of standard: Service Delivery Standards; Policy Making Standards; Operational Standards, and Record Keeping Standards.

The Public Health Wales staff intranet includes a Welsh language section entitled '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.

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. We are currently considering how we will meet our future translation needs. Public Health Wales sits on a national Translation Forum consisting of translators from NHS Wales health boards and trusts.

Self Regulation

The Director of People and Organisational Development 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 Officer.

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. For example, our Screening Division has a Welsh language group chaired by a Public Health Consultant and attended by every Screening Programme Manager; there are action plans, minutes and action logs and progress is monitored closely and reported to the division's senior management team. The NHSWCH has its own Welsh Language Implementation group, which is chaired by the Assistant Director of Finance and has representatives across all areas of the organisation. This group supports the Welsh Language Support Officer to gather information in order to monitor and report progress to the senior management team while also enabling collaboration across the organisation to find opportunities for improvement and share best practice.

Directorates are required to self-assess their compliance with each standard and to submit exception reports to the Director of People and Organisational Development. The reports should highlight only the implementation challenges they are experiencing, confirmation of the standards with which they are not compliant and the reasons for non-compliance. Any standards not mentioned in directorate reports indicate full compliance.

The Board's People and Organisational Development Committee receives quarterly reports on Welsh language matters. The Executive Team receives regular updates on Welsh language matters. The Welsh Language Group, comprising representatives from every directorate and the NHSWCH, meets quarterly to consider performance issues.

Our monitoring, reporting and governance arrangements are under review.

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 Dignity at Work and Grievance policies and procedures.

Service Delivery Standards

We are developing a Language Preference Database to facilitate corresponding with colleagues in other organisations in accordance with their language preference. We have written to stakeholders to invite them to inform us of their language preference for correspondence and meetings. We have received 401 responses to date. Issues with the database software has impeded progress with its launch, but we expect it to be available for use by our employees in summer 2020.

A statement conveying 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. However, we have received a complaint about the statement (see section 7.1.2) and the statement is now under review. A suite of other statements for inclusion in other documents has also been shared with our directorates.

Our Service Level Agreement with the NHS Wales Shared Services Partnership ensures that we can access timely translation of correspondence.

We are unable to issue correspondence from our screening and other programmes using an address in Welsh on a Welsh letter and an address in English on an English letter. We receive demographic data, including addresses, from a number of external data sources over which we have no control. We must issue correspondence using the addresses provided which are usually in English even if Welsh and English addresses exist. Some of our systems do allow staff to amend an address, however, the idiosyncrasies of the systems prevent further demographic updates from external sources. This poses a high clinical risk since Public Health Wales would not be notified if a patient were to move house or register with a different GP practice.

We have identified our main telephone numbers, helplines and call centres and we are confident that we are generally able to deal with calls to these areas in accordance with the standards. However, since receiving the Welsh Language Commissioner's interpretation of standard 10 in August 2019, all screening programmes except Diabetic Eye Screening Wales and Bowel Screening Wales report that they cannot meet the requirements because some of their call handlers do not speak Welsh. However, our Screening Division is committed to recruiting Welsh speakers when vacancies arise and they are also exploring a telephony solution to facilitate compliance.

The requirement to deal with all calls to departments, including calls to staff direct lines, in Welsh in accordance with standard 17 has been a matter of

concern to Public Health Wales from the outset. Since receiving the Welsh Language Commissioner's interpretation of standard 17 in February 2020, we have concluded that in order to ensure compliance, either all staff answering telephone calls need to be able to speak Welsh to a high level or we need a sophisticated telephony system that can route all calls by language preference and subject matter. Since 14.9% of our employees have Welsh language skills at levels 3, 4 and 5, and our current telephony system does not have the required level of sophistication, we are unable to comply fully with standard 17 at present. We have developed an options paper for complying with standard 17 and this will be considered by our Executive Team as soon as normal business resumes following our response to Covid-19.

We invite people to participate in our meetings in Welsh, and we facilitate the use of Welsh with simultaneous or consecutive interpretation. Public Health Wales is generally holding meetings in line with the standards, but we are currently unable to support bilingual online meetings due to the limitations of the technology available. We are exploring solutions in relation to this matter and are piloting some potential solutions.

We have prepared a tool to help our staff to identify easily whether a document should be made available in Welsh.

Public Health Wales launched a new corporate website in April 2019: <https://phw.nhs.wales> / <https://icc.gig.cymru>. We generally publish new Welsh and English content simultaneously. The transfer of content from the archived websites to our new website is currently in progress. We ensure that we regularly audit our webpages and digital content, and if we discover that any English and Welsh pages do not correspond, this is rectified with the help of Welsh language officers and digital editors.

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 they are in English only, we will replace them with bilingual signs when they require replacement due to poor condition or require amendment. Some new notices in our workplaces are displayed in English only; our employees will be reminded that all notices must be bilingual.

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 Public Health Wales.

We have identified all of the reception services to which the standards apply and our ability to provide bilingual services in these locations. Over the years we have recruited Welsh speakers to our receptions when vacancies have arisen, such as in our offices in Cardiff, Llandudno and Llantrisant. Our Screening Division is responsible for most of our public receptions and it has made concerted efforts to staff its receptions with bilingual staff. Breast Test Wales and Bowel Screening Wales, for example, when recruiting to posts providing reception duties, have stipulated a requirement for an ability to undertake those duties fully in Welsh. Bowel Screening Wales has also stipulated a requirement for Welsh speaking agents when recruiting temporary staff from employment agencies. However, we are unable to provide reception services in Welsh in locations that do not have any Welsh speaking receptionists and there have been no opportunities to recruit new staff.

Our contracts with third parties includes the following clause:

'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.'

We intend to strengthen our procurement arrangements and support by issuing guidance for staff and delivering training in relation to including Welsh language requirements in tender specifications and contracts.

Public Health Wales' corporate identity is, for the most part, bilingual. Some of our email addresses are in English only but we are making progress with regard to replacing English email addresses with either bilingual addresses or creating additional Welsh addresses. Our Informatics Team has amended its standard procedures for creating new email addresses, ensuring that only Welsh and English addresses are created if they are intended for external use.

Policy Making Standards

The Public Health Wales policy on 'Policy and Written Control Documents' was revised and approved by the Public Health Wales Board in January 2020. The revision reflects Welsh Language Standards requirements.

The policy also requires an Equality and Health Impact Assessment (EHIA) to be undertaken and submitted before a policy can be approved. The current EHIA requires policy formulators to consider impacts on the Welsh language. 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.

The need to seek views relating to the Welsh language in consultation exercises is referenced in the new policy on 'Policy and Written Control Documents', and the consultation questions are included as an appendix.

In January 2020, our Board agreed to publish all policies bilingually on our website.

Operational Standards

Public Health Wales has prepared a draft policy and procedure on the use of the Welsh language within Public Health Wales. The policy and procedure has been a natural progression for Public Health Wales in terms of increasing and advancing the status of the Welsh language within our operational arrangements. We consulted with staff in relation to the draft policy and procedure throughout September 2019 and the original documents were amended in the light of the feedback received. The final draft was considered by the Welsh Language Group in February 2020. The Executive Team will consider the draft policy and procedure when normal business resumes as we move through the stages of our recovery plan for Covid-19. The policy and procedure focuses on the following areas:

- internal corporate identity
- telephone communication
- meetings of the Public Health Wales Board and its committees
- internal communication, including translation services
- signs and notices
- staff intranet
- IT packages
- policies
- raising concerns
- disciplinary cases / grievances / dignity at work
- training

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 frontline roles
- prioritise identification of skills gaps, recruitment and learning of Welsh to ensure that we have sufficient Welsh speakers in frontline 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

Public Health Wales promotes the training available under the National Centre for Learning Welsh (NCLW) 'Work Welsh' scheme. All employees are encouraged to complete the online courses offered by the NCLW and to attend its 5-day residential courses (intermediate level and above) in work time or in their own time. As of 6 July 2020, there have been 345 registrations to undertake the online training offered by the NCLW. Of these, 104 employees have completed their chosen course(s). The table below shows the number of employees who have registered for each course.

Course	Number of registrations
Welcome / Croeso 1	217
Welcome / Croeso 2	47
Welcome Back / Croeso Nôl 1	29
Welcome Back / Croeso Nôl 2	11
Healthcare Sector 1	24

Healthcare Sector 2	7
Social Care	1
Improving Your Welsh 1	6
Improving Your Welsh 2	1
Teachers	1
Tourism	1
TOTAL	345

To date, five employees attended a residential course offered as part of the Work Welsh scheme.

Some staff are attending classroom-based Welsh lessons in St. Asaph and Nantgarw, organised by NHS Wales Shared Services Partnership and Health Education Improvement Wales. We also continue to offer employees opportunities to attend Welsh language training in the community. We are experimenting with alternative means of learning Welsh with the aim of making more flexible learning available to staff who cannot attend classroom sessions. For example, some of our staff are learning Welsh using the Say Something in Welsh programme. The Diversity, Inclusion and Welsh Language Officer supports our organisation's Chair with her Welsh learning journey so that she can build confidence to use it in Board meetings. We have piloted a Welsh speaker and learner network in our offices in Cardiff with the aim of increasing confidence to use Welsh at work and outside Public Health Wales.

Public Health Wales captures information about the current Welsh language skills of its employees 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. As of 22 June 2020, our data shows that of our 1910 employees, 1698 (89%) have recorded their Welsh language skills. This is an excellent improvement on figures presented in June 2019 (895 / 49.5%). This increase is due to our comprehensive and interactive campaign last year to raise awareness of the importance of the Welsh language within the organisation. Section 7.2 of this report provides data on the number of staff who have declared that they have an ability to speak Welsh, and the level to which they are able to do so.

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. Since October 2019, our recruitment

process has included a requirement for managers to use an assessment tool to determine whether a role requires Welsh language skills and, if they are required, whether the role should be advertised as 'Welsh Essential', 'Welsh Desirable', or 'Welsh must be learned'. The tool ensures that recruiting managers follow the set process, looking at matters such as the duties of the role and the current skill-mix and skills gap within the team. An intensive programme of face-to-face training has been implemented to ensure that recruiting managers are familiar with the new addition to the recruitment process. To date, in excess of 120 recruiting managers have been trained. A training webinar will be published on our staff intranet as a module in the new online training programme for new recruiting managers.

We are taking a phased approach to the publication of bilingual job descriptions and advertisements, starting with those relating to brand new roles.

New recruits must attend Public Health Wales' induction programme - Welcome, Engage, Network, Develop. On their first day of employment, an employee and their manager work through an induction checklist that contains core induction tasks. A discussion about the way in which Welsh language requirements impacts on the employee's role must be undertaken on the first day. Our induction day for new members of staff includes a specific session on Welsh language awareness delivered by members of the Welsh Language Team. These sessions have been structured to provide information on legislative requirements and the 'Active Offer', with evidence and best practice showcased to demonstrate the strategic and practical steps undertaken to ensure organisation wide awareness of the importance of bilingual healthcare services. The session also emphasises the importance of the Welsh language and the opportunities for staff to use and learn Welsh. The Welsh Language Team also has a stand in the 'Marketplace' section of the day, where Welsh speaking staff are on hand to explain more about what is offered to help and encourage people with their learning journey and ask questions about their responsibilities. Additionally, all Public Health Wales employees are required to complete the Welsh Language Awareness e-learning module. Completion rates are reported to the Executive Team every month. To date, 95.09% of the organisation's entire workforce has received Welsh language awareness training since the training was introduced. This figure compares favourably with the figures for 2018-19, i.e. 1678 (92.5%). In 2019-20, 294 (86.47%) of the organisation's new staff (i.e. new since 1 April 2019) completed the module.

We have drafted a Clinical Consultation Plan (standard 110) that sets out objectives and actions that will increase Public Health Wales' ability to offer and undertake clinical consultations in Welsh. It describes how we will work in a systematic way to mainstream Welsh language skills planning into all aspects of service planning and delivery, and especially into workforce planning. However, The NHS Wales Shared Services Partnership (NWSSP)

Legal Services team had advised Public Health Wales that we cannot enforce a condition of employment to learn Welsh in relation to employees on Medical and Dental contracts. They have also confirmed that such a condition of employment in relation to employees on Agenda for Change contracts is enforceable. This raises the question as to the fairness of enforcing the condition for one group and not for another. In the light of this advice, a proposal is currently being drafted for discussion regarding the future use of the 'Welsh must be learned' category (standard 106). Since this matter is critical to the Clinical Consultation Plan, the plan has been paused until the matter is resolved.

Employees requiring Welsh language computer interfaces and computer software for checking spelling and grammar in Welsh may submit a request for its installation on their computers. From 2019/20, this software will be installed on the computers of new employees as a matter of routine, ensuring parity with software that supports the use of the English language.

The home page on the Public Health Wales staff intranet is fully bilingual as is the section entitled 'Hwb', the purpose of which is to promote Welsh language services and to provide support, guidance and information on all aspects of the Welsh language. 'Hwb' also contains clear and easy to use guidance for staff on implementing the Welsh Language Standards. We have translated many other intranet pages into Welsh and these will be published in the coming months.

Record Keeping Standards

Complaints procedure (standard 119)

Public Health Wales has a complaints policy and procedure which is published on the Public Health Wales website. Both documents reflect the requirements of the Welsh Language Standards. We have also published a document on the website relating specifically to concerns about complying with Welsh language standards.

All complaints must be recorded on Datix, which is the NHS Wales healthcare risk management, incident reporting and adverse event reporting 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.

Number of complaints received (standard 115)

Public Health Wales received three complaints during 2019-20.

Nature of the complaints

Complaint 1 related to English-only text on a label attached to a bilingual bowel screening letter. The label was attached only to the English version of the letter. We agreed that the label treated the Welsh language less favourably than the English language since it included only English text. The label pre-dated the imposition date of the Welsh Language Standards and, as such, did not constitute a breach of the standards. We have been issuing new bowel screening test kits since September 2019 and the label contains only the screening participant’s name, their NHS number and date of birth in numeric form.

Complaint 2 related to an opinion that a statement contained in a Breast Test Wales letter was ‘racist’: "We welcome correspondence and phone calls in Welsh. We will respond to correspondence in Welsh without delay". The complainant expressed the view that the statement implies that correspondence in any other language will involve a delay. We prepared the statement to meet the requirements of standard 7, however we have agreed to consider an alternative statement.

Complaint 3 related to bilingual text messages from Diabetic Eye Screening Wales and, specifically, the positioning of the Welsh message before the English message. We concluded that the text message is consistent with the requirement that the Welsh language is treated no less favourably than the English language.

Employees’ Welsh language skills (standard 116)

1699 employees (89% of the workforce) have recorded their ability to speak Welsh on the Electronic Staff Record. The table below shows the number and percentage of these employees who are proficient at each level. 188 (11%) employees have Welsh language skills at Levels 4 and 5 (9.8% of the total workforce).

	<i>Number</i>	<i>Percentage</i>
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Public Health Wales Headcount as at 31/03/2020	1910	100%
Employees who have recorded their Welsh Speaking Skills as at 31/03/2020	1699	89%
Employees who have not recorded their Welsh Speaking Skills as at 31/03/2020	212	11%
Level 0	1026	60.5%
Level 1	342	20%
Level 2	78	4.6%
Level 3	65	3.9%
Level 4	72	4.2%
Level 5	116	6.8%
TOTAL	1699	100%

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 2019-20, Public Health Wales advertised 555 posts. The table that follows shows the number and percentage of posts advertised by each language category.

Categorisation of posts	Number	Percentage
Welsh language skills are essential	30	5.45
Welsh language skills need to be learnt when appointed to the post	0	0
Welsh language skills are desirable	525	94.65
Welsh language skills are not necessary	0	0

The number of posts advertised as 'Welsh Essential' has increased from 7 in 2018-19 to 30 in 2019/20. The percentage of posts advertised as 'Welsh Essential' has increased from 1.6% in 2018-19 to 5.45% in 2019-20.

Priorities for 2020-21

We will focus on the following areas:

- Engagement with services across the organisation to ensure their awareness, understanding and compliance with the Welsh Language Standards
- Publication of guidance for staff and provision of training in relation to procurement, policy development, recruitment and training.
- Promotion and implementation of the 'Active Offer' principle in line with the Welsh Government's Strategic Framework for Welsh language health services - More Than Just Words.
- Planning of a bilingual workforce through the publication and implementation of the Clinical Consultation Plan
- Provision of a comprehensive and efficient translation service for the whole of the organisation
- Lessons learned from the Covid-19 response

