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WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

# **Welsh Language Standards**

## **Annual Monitoring Report**

### **2020-2021**

**Mae'r adroddiad hwn hefyd ar gael yn Gymraeg**  
**This report is also available in Welsh**



## Introduction

Swansea Bay University Health Board recognises the vital part that the Welsh language and culture has to play in the provision of health and social care services to our resident population. The integration of bilingualism and strengthening of our capacity to provide services via the medium of Welsh is a priority for the Health Board, as is ensuring delivery against the Welsh Language Commissioner's Compliance Notice.

During the course of 2020/21, we have faced challenging and unprecedented times as a result of the spread of the COVID-19 pandemic. In common with other healthcare providers across the United Kingdom, the Health Board was required to redirect a significant amount of its available resource into responding to the pandemic. This, together with the operational and day-to-day restrictions imposed on us as a result of COVID-19 itself, prevented us from being able to progress work in a number clinical and non-clinical areas, which included proactive work intended to develop our Welsh language services and agenda.

That having been said, we have striven to ensure that we continued to provide the highest possible quality of care to our patients and service users, including through the medium of Welsh. Our in-house Translation Team continued to provide a full service, whilst adapting to the need to work almost exclusively from home. The volume of translation work requested from and produced by the Team has increased greatly over the course of 2020/21, and includes a significant amount of 'patient facing' material including:

- A series of information and exercise booklets for patients recovering from muscle, tendon and tissue reconstruction surgery
- Information and guidance for patients who have undergone Percutaneous Endoscopic Gastrostomy (PEG) procedures
- Booklets detailing bereavement support available for relatives
- Information and advice for patients suffering from Lymphoedema

This illustrates how awareness of the importance of providing services bilingually is spreading and becoming embedded across our organisation.

We trust that the information included in this report demonstrates our commitment to becoming an organisation that not only treats the Welsh language equally to the English, but also actively promotes the use of Welsh in the workplace.

## Background

The Welsh Language (Wales) Measure 2011 (the Measure) sets out the legal framework that imposes a duty on certain organisations, including Swansea Bay University Health Board, to comply with the requirements of all relevant Welsh Language Standards.

The Welsh Language Standards aim to:

- Provide greater clarity to organisations on their duties in relation to the Welsh language
- Provide greater clarity to Welsh speakers about the services they can expect to receive via the medium of Welsh
- Ensure more Welsh language services, and improve their quality

The duties that derive from the Standards mean that organisations in Wales should not treat the Welsh language less favourably than the English language.

The Measure gives the Welsh Language Commissioner, in his role as the appointed regulator, the authority to issue public bodies with Compliance Notices that detail those Standards which they have a duty to comply with. A copy of Swansea Bay University Health Board's compliance notice can be accessed via the Welsh Language page on our website.

In accordance with the requirements of the Standards, the Health Board must produce an annual report in relation to each financial year, which deals with the way in which we have complied with the Standards. The report must include detail on:

- The work we have done to comply with the Standards detailed within our Compliance Notice
- The number of complaints we have received in relation to the Standards
- The Welsh language skills of our workforce
- The Welsh language skills requirements for all vacancies advertised during the year.

As such, this annual report covers the 2020/21 reporting year and is compliant with all relevant Standards.

## Welsh Language Standards Compliance Summary of Progress

<b>Standards 1 to 7 – Correspondence Sent by the Health Board</b>	
<b>Progress</b>	
<p>The need to produce bilingual correspondence (where the preferred language choice is not known or has not yet been established) is reinforced in guidance made available to all staff via the Health Board's intranet site.</p> <p>The Health Board has an in-house translation team which produces Welsh language correspondence as required, and/or proofreads correspondence produced by other departments.</p> <p>The process of producing patient appointment letters has been automated, with bilingual template letters having been produced. Isolated instances have been highlighted this year, whereby elements of our automated letters have not complied with all relevant Standards in this area. The Health Board is currently engaged in an ongoing review to address this issue.</p>	
<b>Further Planned Action</b>	
<p>By December 2021, to review and update our guidance on producing bilingual correspondence, in order to ensure that all staff are aware of their responsibilities in this area.</p> <p>To undertake an audit of correspondence issued across the Health Board, with an initial focus on bilingual patient appointment letter templates, to ensure that all elements fully comply with the requirements of these standards. This process is already underway, and it is anticipated will be completed by the end of 2021/22.</p>	
<b>Standards 8 to 20 – Telephone Calls Made and Received</b>	
<b>Progress</b>	
<p>Guidelines on how to deal with telephone calls appropriately have been produced, and are available to all staff via the Health Board's intranet site. This includes:</p> <ul style="list-style-type: none"> <li>➤ How to greet callers in Welsh</li> <li>➤ How to deal with calls where the recipient is not fluent or unable to speak Welsh.</li> </ul> <p>These guidelines do not currently specify that an individual's language preference must be established and recorded the first time that we telephone them. This will be corrected during the review and update of the guidance referred to below.</p> <p>The Health Board employs 21 telephonists, four of whom (19%) are fluent Welsh speakers.</p> <p>The same telephone numbers are used for all of our hospitals and services regardless of language preference, and these are published on our website in both</p>	

Welsh and English. The message that we welcome calls in Welsh is also displayed on the 'Contact Us' pages of our website.

#### **Further Planned Action**

By March 2022, to review and update our guidance in this area in order to ensure that all staff are aware of their responsibilities.

By December 2021, to publicise the services of the Translation Team in assisting to record bilingual voicemail messages if this is required.

The Health Board is currently in the process of implementing an Interactive Voice Response (IVR) patient feedback system, and is working with the system developer to ensure compliance with these Standards. It is anticipated that the system will become operational from December 2021.

### **Standards 21 to 22CH – Meetings Not Open to the Public**

#### **Progress**

The Health Board has produced a protocol reinforcing the requirements of these Standards, which is available to all staff via our intranet site.

Wherever possible, Welsh speaking staff will undertake meetings with individuals if the individual has stated that Welsh is their preferred language. Where Welsh speaking staff are not available to attend a meeting, staff have access to interpretation services.

A member of the in-house Translation Team has commenced simultaneous translation training.

#### **Further Planned Action**

By March 2022, to review and update our guidance in this area, in order to ensure that all staff are aware of their responsibilities.

### **Standards 23 to 25 – Establishing Language preference during in-patient episodes and case conferences.**

#### **Progress**

The need to establish an in-patient's language preference and to document this within their health record is an established requirement as part of creating their individual care plan.

We do not currently have a policy in place on how to establish a patient's preferred language choice in instances where they are unable to inform us of their wishes.

In respect of case conferences, appointment letters invite the individual to confirm whether they wish to use the Welsh language, and if so, undertake to ensure that appropriate provision is made.

#### **Further Planned Action**

In line with the specific requirements of Standard 24, the Health Board will work on the development of a policy on how to establish a patient's preferred language

choice in instances where they are unable to inform us of their wishes. We plan to develop a draft policy by the end of 2021/22.

### **Standards 26 to 30 – Meetings Open to the Public**

#### **Progress**

Invitations to meetings which are open to the public, and at which public participation is allowed, are produced in both Welsh and English, and materials produced and displayed at such meetings are treated in line with the Standards.

Public attendance at such meetings has not been possible during 2020/21 due to COVID-19 restrictions. However, they have been streamed online with questions invited/welcomed in advance. As such, the invitations make it clear that we welcome such questions in both Welsh and English. As physical public attendance is re-introduced, systems will be in place to ensure full compliance with these standards.

#### **Further Planned Action**

To commence the provision of simultaneous translation services via our in-house translation team in time for our next Annual General Meeting.

### **Standards 31 to 32 – Public Events**

#### **Progress**

Where we organise public engagement events, we always ensure that signage, documentation and presentations are bilingual. We ask those attending to let us know their language preference in advance, and wherever possible arrange to have a bilingual speaker present. Where this is not possible, we will ensure that Welsh translation facilities are available wherever required.

#### **Further Planned Action**

N/A

### **Standards 33 to 38 – Publicity and Advertising, Display Material, and Producing and Publishing Documents and Forms**

#### **Progress**

The Health Board has developed guidance documents and protocols for staff regarding the production of marketing materials, forms and documents in Welsh.

We have seen a significant upturn in the volume of translation work being undertaken by our in-house team, with an increase of 79% during Quarter 4 of 2020/21 when compared with the same period in the previous year. This is indicative of the successful implementation/adoption of the above. Resources within the team were strengthened during 2020/21 in order to help cope with this increase in demand.

#### **Further Planned Action**

By March 2022, to review and update and our guidance and protocols in this area, in order to ensure that all staff are aware of their responsibilities.

<b>Standards 39 to 46 – Website and Social Media</b>
<b>Progress</b>
<p>The content of the Health Board's website is available and fully functioning in Welsh and English. The Communications Team includes a fluent Welsh speaker who helps to ensure that any changes or updates to content are actioned in Welsh at the same time as the English. The Translation Team provide additional assistance and support in that regard as required.</p> <p>All of the Health Board's main corporate social media accounts, including those relating to the Health Board's charity, are compliant with these Standards</p>
<b>Further Planned Action</b>
N/A

<b>Standards 47 to 49 – Signage</b>
<b>Progress</b>
<p>The Health Board has produced a Corporate Signage Guidance document that is available to all staff via our intranet site, and has been specifically shared and discussed with colleagues in Estates and Support Service. It gives detailed guidance on the way in which signs must be produced and displayed in order to ensure compliance with all relevant legislation, including the Welsh Language Standards.</p> <p>In addition, the in-house Translation Team have produced an extensive library of bilingual signs for use across the Health Board, including a number of COVID-19 related signs, which are again available via our intranet site.</p> <p>Where isolated instances of non-compliance have been identified, these have been swiftly rectified, and the requirements of the Standards reinforced.</p>
<b>Further Planned Action</b>
By December 2021, to review and update our Corporate Signage Guidance, in order to ensure that all staff are aware of their responsibilities in this area.

<b>Standards 50 to 53 – Receiving Visitors</b>
<b>Progress</b>
<p>A team of 111 volunteers provides our main reception services across our hospital sites. Of these, 9 (8.11%) are able to provide services in Welsh. All have been provided with lanyards and badges to identify this. Phrase books have also been placed on all of our main reception desks to assist our volunteers, and signs provided to confirm that visitors are welcome to use the Welsh language.</p> <p>At Morriston Hospital, a further 10 directly employed staff provide main Out Patient Department reception services, 2 of whom (20%) are Welsh speaking.</p> <p>A total of 16 members of staff cover the reception desk within the Emergency Department (ED), also at Morriston Hospital. Of these, one (6.25%) is a Welsh speaker.</p>

Should there be no Welsh-speaking volunteer or staff member available to deal with a visitor; the volunteer/staff member on duty will make enquiries in order to order to identify a Welsh-speaking staff member who can assist.

#### **Further Planned Action**

Work with managers to identify the Welsh language skills required for new and vacant posts within reception areas in order to ensure that every effort is made recruit and engage Welsh speaking staff and volunteers to key positions as and when opportunities arise. This will be done as part of a review of the Health Board's Bilingual Skills Strategy.

Ongoing proactive communication with reception staff and volunteers to remind them of the Welsh language resources available to them via our intranet site, and encourage them to undertake the free learn Welsh courses that are promoted there.

### **Standards 54 to 56 – Awarding of Grants**

Not applicable to this Health Board

#### **Further Planned Action**

N/A

### **Standards 57 to 59 – Awarding of Contracts**

#### **Progress**

Contracts are advertised and awarded in line with the requirements of the Standards. This process is centrally managed by the NHS Wales Shared Service Partnership.

#### **Further Planned Action**

N/A

### **Standards 60 to 61 – Publicity/Promotion of Welsh Language Services**

#### **Progress**

All clinical services provided by the Health Board are detailed in Welsh on our website. Our in-house translation team continues to produce patient-facing information, guides, leaflets etc. relating to the clinical services provided, and has seen a significant increase in this area during 2020/21.

#### **Further Planned Action**

N/A

### **Standard 62 – Corporate Identity**

#### **Progress**

Our corporate identity is fully bilingual.

#### **Further Planned Action**

By December 2021, to review and where necessary update our corporate stationery in order to ensure that it complies fully with all relevant aspects of the Standards.



<b>Standard 63 – Educational Courses</b>
<b>Progress</b>
Advice and assistance is provided to managers regarding the need to offer educational courses in Welsh, as required by the Standards, when requested
<b>Further Planned Action</b>
By March 2022, to produce and disseminate guidance designed to assist staff in ensuring appropriate assessments are undertaken to establish whether there is a need to offer an educational course in Welsh, and to assist in meeting that need where required.

<b>Standard 64 – Recorded Announcements</b>
<b>Progress</b>
Automated messaging via public address systems within the Health Board is confined to an affray message within Morriston ED. This is fully bilingual.
<b>Further Planned Action</b>
To continue to ensure compliance as and when this system is updated.

<b>Standards 65 to 68 – Primary Care</b>
<b>Progress</b>
<p>Lanyards and badges have previously been provided to primary care contractors in order to allow them to identify their Welsh-speaking staff. The in-house translation team also provides a translation service for signs and notices displayed in connection with primary care services.</p> <p>The Health Board has yet to implement systems to formally identify and publicise those primary care practitioners who are able and willing to provide services through the medium of Welsh.</p>
<b>Further Planned Action</b>
<p>In conjunction with Service Group colleagues, to establish those primary care providers which are able and willing to provide services through the medium of Welsh. Once complete, we will put mechanisms in place to ensure that these contractors are appropriately identified to our service users. This work will commence during the latter part of 2021, and will be fully implemented during 2022. By December 2021, re-promote our translation service to primary care contractors</p> <p>Provide training/information/events for primary care contractors, which allow them to develop an awareness of the Welsh language and an understanding of how the Welsh language can be used in the workplace. Work on creating and developing the resources to support this will be undertaken during the latter part of 2021, with a rolling programme of sessions being put in place to commence early in 2022.</p>

## **Standards 69 to 78A – Policy Making Decisions**

### **Progress**

The formulation of new, or review/revision of existing key policies is considered by the Health Board Stakeholder Reference Group. The Group's Terms of Reference ensure that membership includes a dedicated member responsible for scrutinising and addressing any issues relevant to the Welsh language as part of that process. The current post holder is the Head Officer at Menter Iaith Castell-nedd Port Talbot.

The effect on the Welsh language, together with opportunities to promote positive and/or mitigate adverse impacts identified, are also considered by the Health Board as part of its Equality Impact Assessment process.

The Health Board ensures that consultation documents relating to policy decisions are available in Welsh, and can be provided in Welsh braille and Welsh audio formats if required.

Our public consultation documents, which are made available in Welsh, clearly reference our duty to take into account the impact of our decisions with regard to the Welsh Language (Wales) Measure 2011.

The formulation of new, or review or revision of exiting key policies relating to the provision of primary care services are subject to scrutiny via the Stake Holder Reference Group, and reviewed in line with the Equality Impact Assessment processes, as detailed above. The above notwithstanding, the Health Board has yet to develop a documented policy in this regard. This will be a priority for the newly appointed Welsh Language Officer, working in conjunction with WLO colleagues across Wales.

### **Further Planned Action**

By December 2021, to review the questions included as part of our consultation processes in order to ensure that they explicitly and adequately address our obligations under the Standards in all instances.

In line with the specific requirements of Standards 78 and 78A, to produce a policy document on providing primary care services which takes into account all relevant effects on, and opportunities to promote the Welsh language, as set out within the Standard. This work will be undertaken in conjunction with Welsh Language Officer colleagues across Wales in order to ensure a consistent approach and adoption of best practice.

<b>Standard 79 – Policy on Internal Use of the Welsh Language</b>
<b>Progress</b>
A Guidance document on internal use of the Welsh Language has been produced, and is made available to all staff via the Health Board intranet. The use of Welsh is encouraged alongside the promotion of Welsh language training for those who wish to learn or improve their language skills.
<b>Further Planned Action</b>
By March 2022, to review and update and our guidance in this area, in order to ensure that all staff are aware of their responsibilities.

<b>Standards 80 to 81 – Employment Documents</b>
<b>Progress</b>
Individuals are automatically asked if they wish to receive a copy of their contract of employment in Welsh via the TRAC recruiting system. Our guidance document on internal use of the Welsh language instructs managers to establish and record the language preference of their staff, and ensure that all correspondence is provided in Welsh where required.
Proforma documentation used as part of the Personal Annual Development Review and Managing Attendance at Work processes has yet to be produced in Welsh.
<b>Further Planned Action</b>
By December 2021, ensure that all key documents and pro-forma relating to the Personal Annual Development Review and Managing Attendance at Work processes are available in both Welsh and English.

<b>Standards 82 to 88 – Complaints and Disciplinary Action Against Members of Staff</b>
<b>Progress</b>
Both our Raising Concerns Procedure and Disciplinary Policy & Procedure are available in Welsh. Appropriate translation services are in place to ensure compliance with these Standards and to assist individuals who wish to use the Welsh language, if it is not possible or appropriate for a Welsh-speaking member of the W&OD Team to undertake these duties.
<b>Further Planned Action</b>
N/A

<b>Standard 89 – Bilingual Computer Software</b>
<b>Progress</b>
The in-house Translation Team uses Déjà Vu software. In addition, the Health Board promotes the use of the following useful resources via the Intranet: <ul style="list-style-type: none"> <li>➤ Ap Geiriaduron</li> <li>➤ Cysgeir and Cysill</li> </ul>
<b>Further Planned Action</b>
N/A

<b>Standard 90 to 95 – Intranet</b>
<b>Progress</b>
<p>The Health Board has a dedicated page on our intranet site which provides services and support material to promote the Welsh language, and to assist staff to use the Welsh language.</p> <p>Bilingual documentation is published on the intranet, and the Health Board will look to develop bilingual interface pages to meet the requirements of these Standards.</p>
<b>Further Planned Action</b>
<p>To develop bilingual pages and interfaces on the intranet to meet the requirements of Standards 90 – 95. The timing of this will be aligned with work currently being undertaken on developing the Health Board's overarching intranet platform, including the move to SharePoint Online.</p>

<b>Standard 96 &amp; 116 – Staff Welsh Language Skills</b>
<b>Progress</b>
<p>Staff Welsh language skills are recorded and reported via the Electronic Staff Record (ESR) system.</p> <p>The Health Board acknowledges that there is significant further work to do in this area. We continue to experience challenges primarily linked to progress with the implementation of the Manager Self Services (MSS) and Supervisor Self Service (SSS) functionality within ESR, and the rejection of bulk uploads of data which have been gathered locally.</p> <p>We are therefore looking to devise and pursue further local data capture initiatives, whilst continuing to work with colleagues in an attempt to address the ESR functionality issues being encountered.</p>
<b>Further Planned Action</b>
<p>To continue to work with the NHS Wales TEL Programme Manager in an effort to address the ESR bulk-upload issues being encountered.</p> <p>To continue to devise and pursue local data capture initiatives. This is an ongoing process</p>

<b>Standard 97 to 101 – Staff Welsh Language Training</b>
<b>Progress</b>
<p>The Health Board signposts staff to a number of free Welsh training courses via the Welsh Language resources page on our intranet site. These include beginners' courses, follow-on courses, and courses for those who are already fluent in Welsh and are looking to gain confidence in their skills.</p> <p>Further training needs identified would be met in line with the Health Board's study leave policy.</p>
<b>Further Planned Action</b>
<p>Continue to publicise and encourage uptake of the Work Welsh online modules.</p>

To work with managers to identify gaps in Welsh language provision within their services at an operational level, and to explore potential training opportunities with their staff to address these as part of the PADR process

### **Standard 102 to 103 – Welsh Language Awareness Training**

#### **Progress**

A Welsh Language Awareness Training presentation has been created, which can be accessed via the Welsh Language Resource pages on the Health Board intranet site. The content includes reference to the requirements of both the Welsh Language Standards and More Than Just Words.

There is also a dedicated Welsh Language page within the staff induction handbook. This provides new staff with information on the Welsh Language Standards and the Active Offer principle, and signposts further information and resources to help them in their new roles.

#### **Further Planned Action**

To create and deliver a new programme of Welsh language awareness sessions for staff across the Health Board, which can be delivered via TEAMS or (when COVID19 restrictions allow) on a face-to-face basis. Work on creating and developing the resources to support this will be undertaken during the latter part of 2021, with a rolling programme of sessions being out in place to commence early in 2022.

### **Standard 104 to 105 – Identifying Welsh Speaking Staff**

#### **Progress**

Badges and lanyards are available for all Welsh-speaking staff.

A guidance document giving advice on email signatures and 'out of office' messages is available to all staff via the Health Board's intranet site. This promotes the use of a logo by fluent Welsh speakers/writers in order to encourage communication through the medium of Welsh.

The in-house Translation Team has produced a library of translated common NHS job titles, and are also more than happy to translate staff email signatures and 'out of office' messages on request.

#### **Further Planned Action**

By December 2021, to review and update our guidance on email sign-off and out of office messages, in order to ensure that all staff are aware of their responsibilities in this area.

<b>Standard 106 to 109 &amp; 117 – Recruitment</b>									
<b>Progress</b>									
<p>The Welsh language skills requirements for all vacancies are assessed in line with the Standards, and are included as part of the job advertisement. During 2020/21, the posts advertised were categorised as follows:</p> <table> <tr> <td>Welsh language skills essential</td><td>8</td></tr> <tr> <td>Welsh language skills need to be learnt</td><td>4</td></tr> <tr> <td>Welsh language skills desirable</td><td>1,209</td></tr> <tr> <td>Welsh language skills not required</td><td>465</td></tr> </table> <p>Our job advertisements clearly state that applications may be submitted in Welsh and that these will not be treated less favourably than applications submitted in English. Application forms are available in both Welsh and English, and allow applicants to specify if they wish to be interviewed in Welsh – appropriate translation services will be put in place if required.</p>		Welsh language skills essential	8	Welsh language skills need to be learnt	4	Welsh language skills desirable	1,209	Welsh language skills not required	465
Welsh language skills essential	8								
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Welsh language skills not required	465								
<b>Further Planned Action</b>									
<p>Via our Welsh Language Delivery Group, to continue to encourage managers to identify gaps in Welsh language provision within their services at an operational level, and appropriately categorising and advertise vacancy requirements in order to address any issues highlighted.</p>									

<b>Standard 110 to 110A – Production of a Plan Regarding the Conduct of Clinical Consultations in Welsh</b>
<b>Progress</b>
<p>Work has commenced on drafting a plan in line with the requirements of the Standards.</p>
<b>Further Planned Action</b>
<p>Complete the production of a plan regarding the conduct of Clinical Consultations in Welsh. This work will be undertaken in conjunction with Welsh Language Officer colleagues across Wales in order to ensure a consistent approach and adoption of best practice.</p>

<b>Standards 111 to 113 – Workplace Signage</b>
<b>Progress</b>
<p>The Health Board has produced a Corporate Signage Guidance document which is available to all staff via our intranet site, and has been specifically shared and discussed with colleagues in Estates and Support Service. It gives detailed guidance on the way in which signs must be produced and displayed in order to ensure compliance with all relevant legislation, including the Welsh Language Standards.</p>

In addition, the in-house Translation Team have produced an extensive library of bilingual signs for use across the Health Board, including a number of COVID-19 related signs, which are again available via our intranet site.

Where isolated instances of non-compliance have been identified, these have been swiftly rectified, and the requirements of the Standards reinforced.

#### **Further Planned Action**

By December 2021, to review and update and our Corporate Signage Guidance, in order to ensure that all staff are aware of their responsibilities in this area.

### **Standard 114 – Workplace Recorded Announcements**

#### **Progress**

Recorded announcements within the Health Board are confined to an affray message within Morriston ED. This is fully bilingual.

#### **Further Planned Action**

To continue to ensure compliance as and when this system is updated

### **Standard 115 – Complaints Received**

#### **Progress**

During the course of 2020/21, the Health Board received a total of 16 complaints relating to potential breaches of the Standards. Each of the issues highlighted were fully investigated, and where breaches were confirmed, immediate action was taken to rectify the issues

Complaints received via the Welsh Language Commissioner are dealt with in line with the Commissioner's prescribed process.

#### **Further Planned Action**

By December 2021, to put in place a process which ensures that lessons learnt following the investigation of a complaint are effectively disseminated.

### **Standard 118 – Publicising our Compliance Notice**

#### **Progress**

In line with the requirements of this standard, a link to the Health Board's compliance notice is included on the Welsh Language page of our website.

#### **Further Planned Action**

N/A

<b>Standard 119 – Complaints Procedure</b>
<b>Progress</b>
Details of the Health Board’s complaint procedure, including complaints relating to our compliance with the Welsh Language Standards, are published on our website in line with the requirement of this Standard.
<b>Further Planned Action</b>
N/A

<b>Standard 120 – Producing an Annual Report</b>
<b>Progress</b>
Annual reports are produced in line with the deadlines mandated by the Welsh Language Commissioner. They are produced in Welsh (and English), contain the data stipulated within the Standards, and are made available on our Website.
<b>Further Planned Action</b>
N/A

<b>Standard 121 – Providing Information to the Commissioner</b>
<b>Progress</b>
The Health Board provides any and all information requested by the Welsh Language Commission as and when required.
<b>Further Planned Action</b>
N/A



## Conclusion – Looking Forward

As outlined in the body of this report, Swansea Bay University Health Board is committed to increasing its compliance with the Welsh Language Standards in all areas across the organisation.

The Health Board has responded positively to the Standards, and much work has been done to improve the bilingual provision for our service users, staff, stakeholders and members of the public. This is illustrated by the significant increase in the work of our in-house Translation Team. It is also pleasing to note that 75% of respondents to the question about Welsh language asked as part of the All Wales Patient Experience Survey confirmed that they were always able to speak Welsh to members of our staff.

However, we recognise that there is still much to do. As such, our key priorities for 2021/22 will include:

- The appointment of a Welsh Language Officer who will provide advice and direction to all departments across the Health Board in order to strengthen the provision of bilingual services, and help to ensure compliance with the Standards.
- Addressing the challenges in fully identifying, recording and reporting on the Welsh language skills of our workforce. This is a key step in identifying, and allowing us to plan action to address, gaps in our Welsh language/bilingual service provision.
- Undertaking a detailed review of the correspondence being issued by the Health Board, in particular our automated bilingual appointment letters, in order to ensure that they fully comply with all relevant aspects of the Standards.
- Recommence meetings of our Welsh Language Delivery Group (WLDG), which were paused as a result of the pressures placed on us by the COVID-19 pandemic. The WLDG will play a key part in driving forward and overseeing our Welsh language agenda, and developing audit and self-assessment work programmes to provide Health Board with the assurance it requires that this is being effectively implemented.

Swansea Bay University Health Board is committed to ensuring equality for the Welsh language and Welsh speakers, and will continue to promote and encourage the use of Welsh within the organisation at every opportunity.

## Staff Welsh Language Competency

<b>Total staff headcount</b>	<b>13,393</b>
<b>Total staff with at least one competence recorded</b>	<b>4,130</b>
<b>Total staff with at least one competence recorded (%)</b>	<b>30.8%</b>

## Welsh Language Competence

<b>Competence</b>	<b>Speaking/Listening/Oral</b>	<b>Reading</b>	<b>Writing</b>
<b>Level 5</b>	245	239	219
<b>Level 4</b>	218	197	148
<b>Level 3</b>	159	114	120
<b>Level 2</b>	189	112	208
<b>Level 1</b>	580	520	408
<b>Level 0</b>	2722	2646	2771
<b>Not recorded</b>	17	302	256

## Welsh Language Competence (%)

<b>Competence</b>	<b>Speaking/Listening/Oral</b>	<b>Reading</b>	<b>Writing</b>
<b>Level 5</b>	5.93	5.79	5.30
<b>Level 4</b>	5.28	4.77	3.58
<b>Level 3</b>	3.85	2.76	2.91
<b>Level 2</b>	4.58	2.71	5.04
<b>Level 1</b>	14.04	12.59	9.88
<b>Level 0</b>	65.91	64.07	67.09
<b>Not recorded</b>	0.41	7.31	6.20

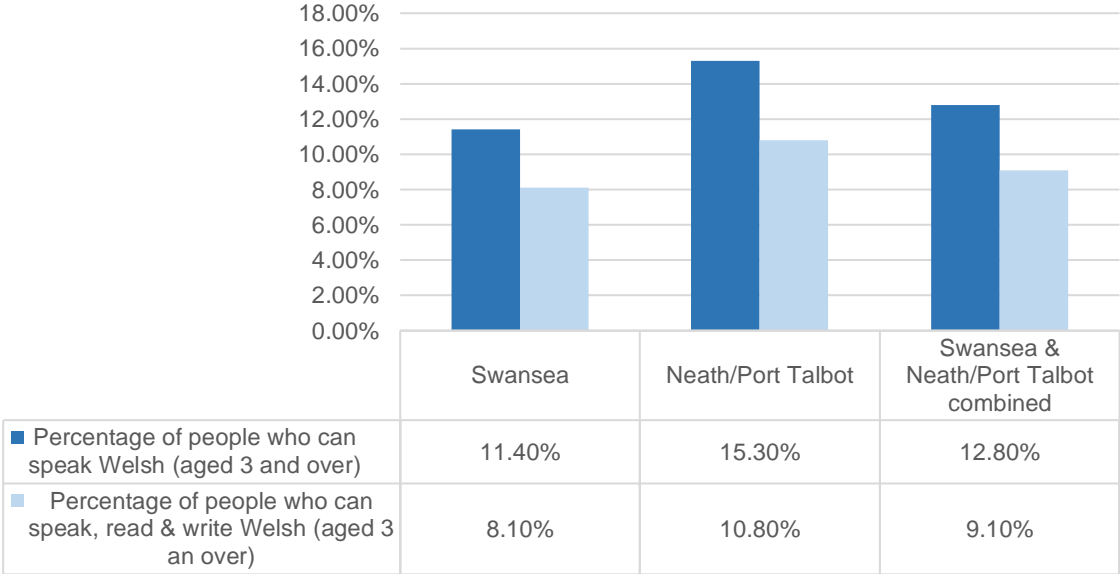
## Welsh Language Competence at Levels 4 and/or 5

<b>Competence</b>	<b>Speaking/Listening/Oral</b>	<b>Reading</b>	<b>Writing</b>
<b>Level 4 and/or 5</b>	463 (11.21%)	436 (10.56%)	376 (9.10%)

Welsh Language in the Community

The number of people who are able to speak, read and write in Welsh is captured as part of the national census. The most recent census data (2011) showed the following for the Swansea and Neath Port Talbot area

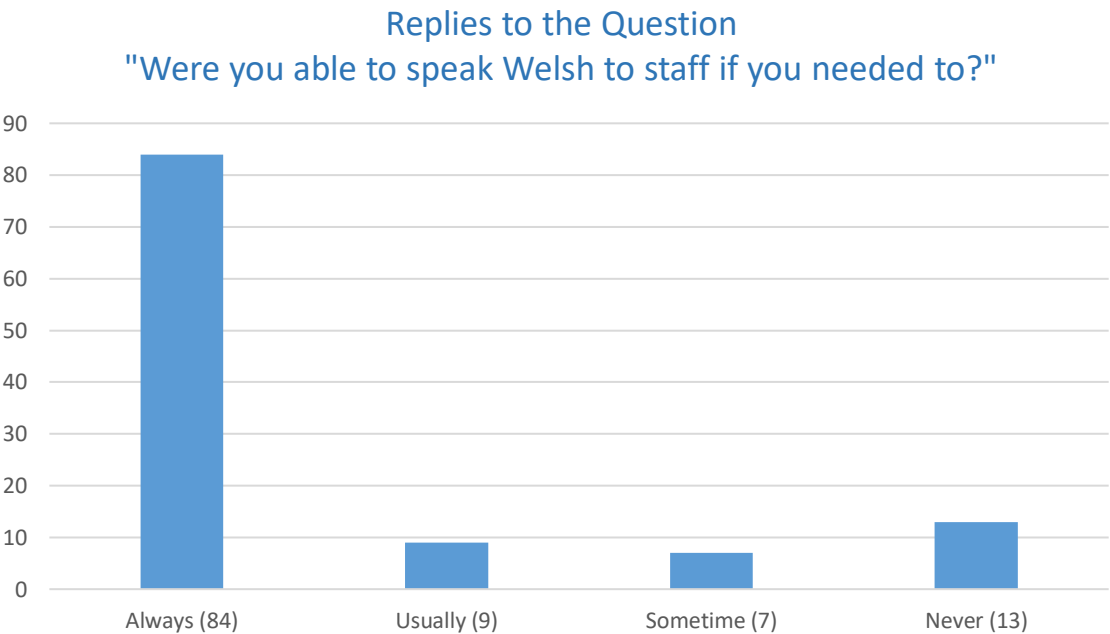
Welsh speaking, reading & writing skills



Office of National Statistics (ONS) data

By comparing the ONS data relating to the local population with Welsh language speaking, reading and writing skills, with the Health Board’s data relating to Welsh language competence, it is possible to develop a better understanding of how the local Welsh language population is reflected within the Health Board workforce.

Patient/Service User Experience  
Survey Feedback



Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board