

ABM University Health Board	
<b>Date of Meeting: 17<sup>th</sup> January 2018</b>	
<b>Name of Meeting: Workforce and Organisational Development Committee</b> <b>Agenda item:17</b>	
<b>Subject</b>	Updated Bilingual Skills Strategy
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## 1. PURPOSE

To provide an update to the Bilingual Skills Strategy Action Plan previously considered by the committee.

## 2. INTRODUCTION

The Health Board is committed to meeting its statutory obligations and its service obligations to provide health care in a bilingual setting. The Health Board views this commitment as part of its recognition of citizen rights and rights of those who wish or need to have the treatment delivered in a bilingual setting.

The strategy will link with the yet to be published and confirmed Welsh Language Standards. The consultation process for the standards is still ongoing.

## 3. FURTHER DEVELOPMENTS

The Health Board recognises that the action plan will need to respond to the forthcoming Welsh Language Standards. A Health Board group has been established to look at the impact of the standards when they are confirmed. That group will oversee the delivery of the Bilingual Skills action plan in that context as the key components of the bilingual skills commitment are also reflected in the full standards (as the draft standards currently indicated).

## 4. RECOMMENDATIONS

The Committee is asked to note the update to the Bilingual Skills Strategy action plan.



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CYMRU  
**NHS**  
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Bwrdd Iechyd Prifysgol  
Abertawe Bro Morgannwg  
University Health Board

# **BILINGUAL SKILLS STRATEGY**

## **2016 - 2019**

## CONTENTS

<b>1. Introduction</b>	<b>3</b>
<b>2. Aims</b>	<b>4</b>
<b>3. Language and Equality</b>	<b>4 - 5</b>
<b>4. Bilingual Skills and Training</b>	<b>5</b>
<b>5. Recruitment and Selection</b>	<b>5 - 6</b>
<b>6. Monitoring</b>	<b>6</b>
<b>7. Conclusion</b>	<b>6</b>
<b>Appendix 1: Flow Chart</b>	
<b>Appendix 2: Action plan and timetable</b>	<b>7 - 9</b>
<b>Appendix 3: Welsh Language Self-Assessment Competencies</b>	<b>10 - 12</b>
<b>Appendix 4: Welsh Language Skills Framework and Training Plan</b>	<b>13 - 16</b>
<b>Appendix 5: Recruitment: Welsh Language Skills Assessment Matrix</b>	<b>17 - 18</b>

## **1. Introduction.**

1.1 Abertawe Bro Morgannwg University Local Health Board (ABMU) currently employs over 16,000 members of staff and serving a local and regional community of over 500,000 people. The health board's Welsh Language Scheme sets out the ABMU commitment to developing the means of supporting our staff to deliver a bilingual service for our patients and service users.

1.2 In order to build on the support already provided to our patients and staff, ABMU has developed its first bilingual skills strategy.

1.3 The Strategy is underpinned by a robust legislative framework, including the Welsh Language (Wales) Measure (2011), the European Charter of Minority Languages (2001) and other national drivers such as the Follow on Strategic Framework More than just words..., Welsh Language Commissioner's Inquiry into Primary Care: My language, my health 2014, Well-being of Future Generations Act 2015 (Wales) Older Person's Commissioner for Wales: Framework for Action 2013 – 2017 and the Children's Commissioner for Wales' promotion of the United Nations Convention on the Rights of the Child.

1.4 This Strategy and Action Plan recognises that Wales is a nation of two languages, Welsh and English and that those in the community we serve have the right to live their lives through the medium of either or both languages. The Strategy will support our staff in making an 'active offer' to meet the needs of Welsh speakers through the development of their language awareness and skills. Our overall aim is to provide a safe and high quality service that improves the patient experience.

1.5 Patients and service users with the greatest need to access support for their treatment in a bilingual setting are recognised as being most likely to be from among the most vulnerable groups. This includes older people, children and those with mental health or learning disabilities. The Health Board could potentially be looking at an increase in demand for Welsh language services in light of the commitments set out within the Welsh Language (Wales) Measure 2011, the impending Welsh Language Standards and the recommendations following the Welsh Language Commissioner's Inquiry into Primary Care.

## **2. Aims**

2.1 This Strategy and its Action Plan/Timetable (Appendix 1) will help mainstream the Welsh language into all of our internal processes. It will support our staff in making an 'active offer' to meet the needs of Welsh speakers through the development of their language awareness and skills.

2.2 The Bilingual Skills Strategy aims to:

2.2.1 Support the aims and objectives set out within the Welsh Language Measure (Wales) 2011, Welsh Language Strategic Framework: More than just words (which was relaunched for a second time in March 2016 along with an action plan requiring Health Boards and Local Authorities to work more closely together to address the

provision of bilingual services) the Welsh Language Commissioner's Inquiry into Primary Care and the impending Welsh Language Standards.

- 2.2.2 Affirm the organisation's commitment to offer appropriate training, guidance and support for members of staff in relation to the development of Welsh language awareness and skills initially targeting such resources to areas of greatest need. .
- 2.2.3 Through appropriate workforce planning processes, ensure that where appropriate future members of staff employed by the Health Board have the skills necessary to deliver a quality and professional bilingual service or are willing to work towards development of such skills.
- 2.2.4 Provide guidance for future recruitment processes and ensure the organisation takes into account the need to develop bilingual capability within the workforce we employ. This will ensure we build upon current bilingual workforce numbers to seek to meet the needs of our service users.

### 3. Language and Equality

3.1 In addition to the Welsh language the health board recognises the need to be able to converse in community languages. Community languages are languages that are spoken by members of minority groups or communities within a majority language context. These include languages such as Arabic, Somali, Urdu and Bengali. Recent immigration has seen an increase in requests for Eastern European languages such as Polish and Czech. In 2003 British Sign Language (BSL) was also recognised as a language in its own right.

3.2 Although there is no legislation stating that public bodies have to provide services and information in community languages as there is for Welsh, best practice and equality legislation recognise that to ensure equality of opportunity and outcome as well as to meet the Public Sector duties placed on them by the Equality Act (2010), effective communication is vital. This includes inclusive communication such as provision of interpreters and translation and provision of formats such as large print, 'easy read' information and BSL. Staff are able to access the Interpreting & Translation Service via telephone or e-mail or gain access to helpful resources via the Intranet site <http://howis.wales.nhs.uk/sitesplus/866/page/46089>

### 4. Bilingual Skills and Training

4.1 Implementing a Bilingual Skills Strategy is a key component in our commitment to deliver quality care and to treat all of our community with dignity and respect. It fits within our Values based approach to the delivery of services.



4.2 ABMU has the capacity to record information on language skills through the electronic staff record (ESR) system. The Welsh language self-assessment competencies tool (Appendix 2) agreed by Welsh Government will be used to collect Welsh language skills across the Health Board as part of the organisation's ESR system. Managers across the Health Board will be responsible for ensuring staff complete the competency section of ESR in order to monitor the skills base of their team. This is intended to promote and support staff with their personal and professional development. When fully implemented, it will also support the identification of the appropriate skill-mix required within wards and departments using the e-rostering system.

4.3 Staff are responsible for using the Welsh language self-assessment competencies tool to assess their current level of skills and the need for further Welsh language awareness and skills development as part of their Personal Appraisal Development Review (PADR). The Health Board intends to offer Welsh language training for learners initially focussing on the key areas of need. It also plans to make available bespoke opportunities for increasing the confidence of fluent Welsh speakers to use their Welsh language skills as outlined in a Welsh Language Skills Framework and Training Plan which will include 'e' learning packages.

## **5. Recruitment & Selection**

5.1 The Welsh Language Skills Assessment Matrix (Appendix 3), provides the rationale for advertising posts where Welsh essential.

5.2 When assessing a post where there is a valid occupational reason for advertising a vacancy with linguistic requirements, this is not racial discrimination.

5.3 The commitment to ensure the organisation has the correct skills-base to provide a bilingual service is crucial. Each ABMU Delivery Unit will be tasked with ensuring that they have in place arrangements by which they can identify and allocate a Welsh speaker to support a bilingual service, focusing on the key areas such as elderly care, children's services, stroke services. This will involve having a cohort of bilingual staff able to cover every service area. If at any stage the Unit is of the view that they have insufficient bilingual staff or require specific cover in a service area they will need to advertise accordingly at the earliest opportunity to deal with the cover deficiency.

5.4 Where circumstances are such that it has proved difficult to appoint an individual with the required Welsh language skills, then as appropriate the successful applicant will be offered opportunities to learn Welsh and further their own personal development goals by doing so.

5.5 Awareness training will ensure that staff are kept up-to-date with the correct process for assessing whether a post is advertised as either Welsh essential or desirable. What awareness training available so staff are kept up to date with the correct process for assessing whether posts are advertised as Welsh essential?

5.6 Further guidance for staff is available from the Recruitment and the Welsh language pages of the Intranet and the Welsh Language Commissioner's website, links as follows:

<http://howis.wales.nhs.uk/sitesplus/866/page/56569>

<http://howis.wales.nhs.uk/sitesplus/866/page/56636>

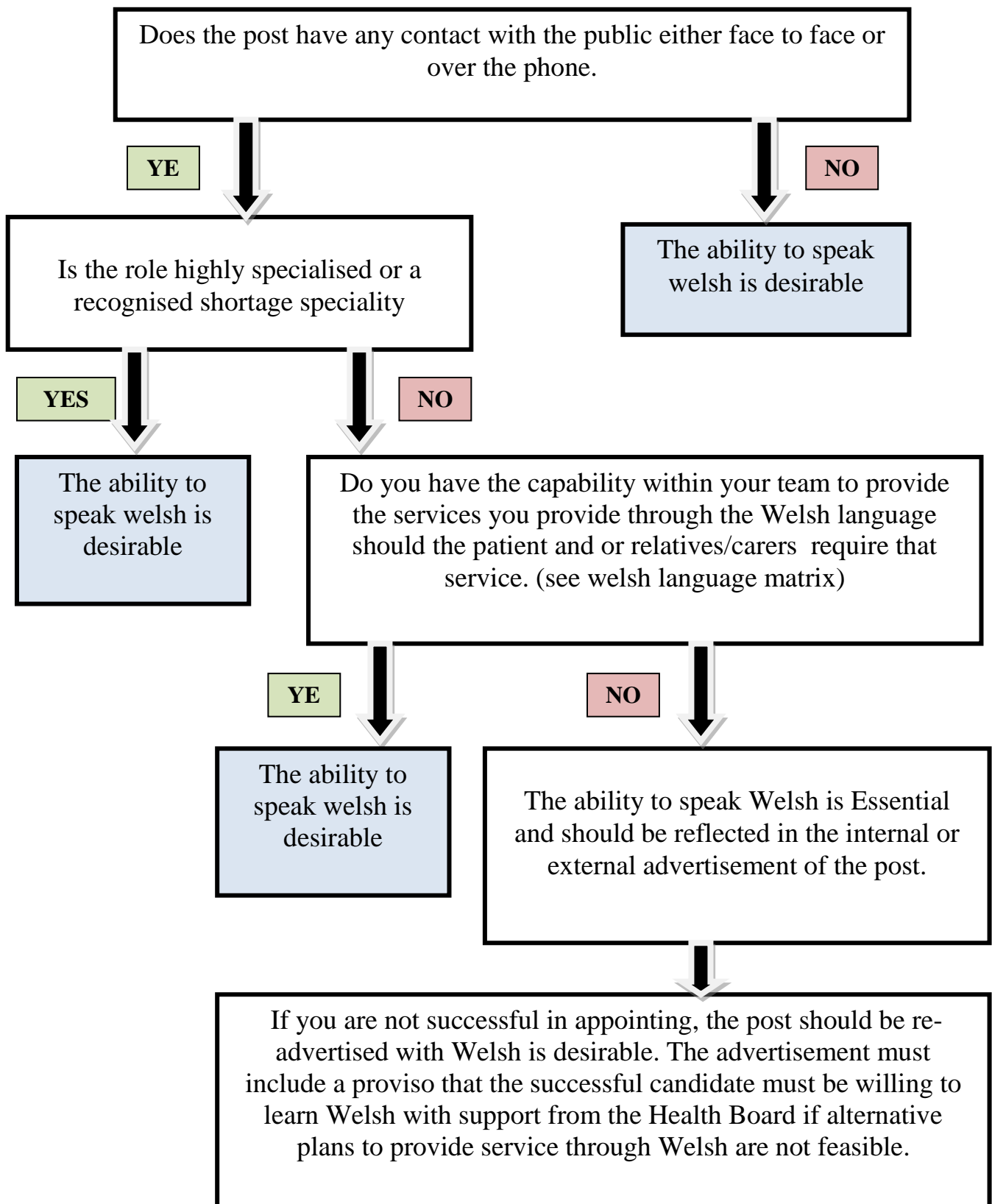
<http://www.comisiynyddygydraeg.org/English/Publications%20List/20120518%20DG%20S%20Dogfen%20Cyngor%20Recriwtio.pdf>

## **6. Monitoring**

6.1 The implementation of the Action Plan associated with this Strategy will be monitored via an annual report to the Workforce and Organisational Development Committee (WOD) with a progress update at each meeting.

6.2 This board committee is chaired by a non executive member. The Director of Human Resources and the Director of Nursing & Patient Experience both attend meetings of this board committee and are leading on the issues relevant to their individual portfolios.

## WELSH LANGUAGE SKILLS REQUIREMENT FLOWCHART





## WELSH LANGUAGE MATRIX

In consideration of whether staff within the department can provide services within the medium of the Welsh language managers should ensure staff are at a minimum of level 4.

Level 1	Level 2	Level 3	Level 4	Level 5
Can show linguistic courtesy by opening and closing a conversation. Can give, and receive personal details. Can say place names/ first names or Welsh signs correctly	Can Understand the essence of a request from the public and respond to simple requests. Can give and receive instructions and directions	Can converse partly in Welsh but turns to English in discussion and to give detailed information. Can describe people and locations	Can deal with the public in most situations in Welsh but turns to English when using policing/ technical terminology	Can deal effectively with complex enquiries from the public or confrontations in Welsh. Can interview or question in the course of an investigation in Welsh

## Action Plan and Timetable

Aims	Actions	Timescale	Lead(s)	Progress
<p>1. Develop and publish a strategy that supports the aims and objectives set out within the Welsh Language Measure (Wales) 2011, Welsh Language Strategic Framework: More than just words..... the Welsh Language Commissioner's Inquiry into Primary Care and the impending Welsh Language Standards.</p>	<p>1.1 Use staff and patient engagement to inform content of strategy and action plan.</p> <p>1.2 Ensure action plan reflects key legislative and relevant national drivers.</p> <p>1.3 Seek views of Executive Team prior to presentation at WOD Committee.</p> <p>1.4 Launch the new Strategy for implementation within a pilot area initially .</p>	<p>Completed by April 2016</p>                       <p>March 2017</p>	<p>Welsh Language Officer</p>                      <p>Welsh Language Officer</p>                      <p>Director of Human Resources</p>                      <p>Senior Education &amp; Development Manager (HR) and Welsh Language Officer.</p>	<p>Completed</p>                     <p>Completed.</p>                     <p>Completed decision Tree being used as part of recruitment process.</p>
<p>2. Offer appropriate training, guidance and support for members of staff in relation to the development of Welsh language</p>	<p>2.1 Develop Welsh Language Skills Framework and Training Plan.</p>	<p>Training plan for Health Board wide roll-out to be developed by April 2017</p>	<p>Senior Education &amp; Development Manager</p>	<p>In light of the health board recovery and sustainability plan training has been reduced to the minimum affecting the delivery of any additional training sourced from within the health board at this time. This will need to be reviewed when the new Welsh standards are published to assess the impact and implications for the health board.</p>

<p>awareness and skills at all levels.</p>	<p>2.2 Support managers to enable staff to complete the Welsh Language Self-Assessment Competencies as part of the roll out of ESR</p> <p>2.3 Grant application led by Swansea University to develop Welsh language skills for staff in place within ABMU and the University. Additional approaches to local colleges to extend provision. This would include job related Welsh language skills to enable frontline staff to offer Welsh language services to those who need them. This training plan will in due course be rolled out across the organisation. .</p> <p>2.4 Implement the Welsh Language Awareness Module for all new starters from the Spring of 2016 and link recording on ESR.</p> <p>2.5 Develop facility to record Welsh language skills as part of PDR.</p>	<p>Part of a longer term plan around the roll-out of ESS across the health board.</p>	<p>DU leads and ESR systems team (Finance)</p>	<p>The health board has successfully upgraded to the latest version of the Employee and supervisor self service in accordance with all wales policy. This is being rolled out following pilot testing. A bulletin encouraging staff to complete the self assessment is being developed with tailored guidance for staff on how to complete this in line. We are assessing how many staff currently have access to ESS and when the roll-out plan will be completed.</p> <p>Granted November 2016 -Under review as to the which course available that will fit our requirements</p> <p>Live November 2016 to be included in Induction as one of the mandatory e-learning packages. Thus far 25 staff have completed this module.</p> <p>This will be implemented alongside the rollout of SSS to enable managers to record PDR outcomes and on the first occasion they do this then at the same time update the welsh language skills. The rollout of ESS/SSS is still under way.</p>
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<p>3. Through appropriate workforce planning processes, ensure that the Health Board has necessary resources in the right place to deliver a quality and professional bilingual service.</p>	<p>3.1 Work with Delivery Units to establish their bilingual capacity.</p> <p>3.2 Identify existing gaps within their existing bilingual service capacity and develop a plan to address any shortfall.</p> <p>3.2 Identify accurately the number of Welsh speaking staff across ABMU. Previous indications suggest only 3% of workforce recorded and we would expect a demographic of at least 10% (survey).</p> <p>3.3 Ensure all staff surveys are available in bilingual form.</p> <p>3.4 Values badges and associated literature to be available bilingually. .</p> <p>3.5 Reissue the guidance on the production of staff identification to ensure Welsh is first /to the right</p> <p>3.6 Explore translation of all- Wales HR policies</p> <p>3.7 Ensure Health &amp; Wellbeing information on the intranet is</p>	<p>To begin March 2017</p> <p>Ongoing through ESR self service.</p> <p>September 2016</p>	<p>Director of HR in conjunction Welsh Language Officer.</p>	<p>There has not been a focus on rolling out the systems piloted successfully in NPT. Delivery Units have been focused on their recovery and sustainability plans. The relative priority for putting this in place across the health board needs to be addressed given current circumstances.</p> <p>It is not mandatory for staff to update their ESR record regarding Welsh language skills gathering content from staff through ESS is our best opportunity to improve the quantity and quality of data we hold this will be an ongoing action.</p> <p>confirmed</p> <p>completed</p> <p>Completed- discussions with staff re- requirements and guidance given</p> <p>This is under consideration by the all Wales WF Directors group through NHS Employers.</p>

	<p>available bilingually.</p> <p>3.8 Develop implementation of 'Say something in Welsh' app and include message in payslips</p> <p>3.9 Launch of Welsh language twitter 1<sup>st</sup> March 2016</p> <p><b>3.10</b> Liaise with facilities around issuing of menu and menu cards in Welsh</p>	Mid 2017		<p>HR Intranet content is currently under review and the requirement to provide bilingual content will be considered as part of that work. Progress has been affected with the focus on recovery and sustainability and staff resource issues. Work will take some time to complete but Bilingual considerations will be part of the first phase expected to be completed by April 2018.</p> <p>This was considered as being one option that could be used as part of the Welsh language training plan and is still under consideration</p> <p>Completed</p> <p>The menu card pilot was not successful and an alternative system is being developed. If successful availability of information in the Welsh language will be included in the wider roll-out plan.</p>
4. Provide guidance for future recruitment processes and ensure the organisation takes into account the need to employ a bilingual workforce. This will ensure we meet the current and future Welsh language needs of our service users.	<p>4.1 Implement the Recruitment Welsh Language Skills Assessment Matrix as an integral part of the recruitment process</p> <p>4.2 Complete translation of staff handbook.</p> <p>4.3 Work with Shared Services to ensure the TRAC system is compatible with Welsh language requirements and interface with NHS jobs.</p>	<p>In place following approval of strategy</p> <p>September 2016</p> <p>Mid 2017</p>	<p>Director of HR in conjunction with Welsh Language Officer</p> <p>Shared Services</p>	<p>Completed. Although there have been no posts assessed as having Welsh as essential since its introduction. The last post to have Welsh as essential was in June 2016 and for the Welsh Language Translator</p> <p>Completed</p> <p>Work is still underway to fully implement TRAC on a bilingual basis.</p>

	<p>4.4 Develop a list of generic job descriptions already translated into Welsh for recruitment purposes e.g. Band 5 Nurse.</p> <p>4.5 Develop a recruiting managers guidance pack including the skills requirement flowchart.</p> <p>4.6 Ensure recruitment policy reflects Welsh language requirements.</p>	<p>Guidance pack was updated at the time the flow chart was added</p>		<p>Content is still under consideration as there are few existing truly generic JDs in use.</p> <p>completed</p> <p>Manager guidance on TRAC incorporates the decision tree.</p>
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## WELSH LANGUAGE SELF-ASSESSMENT COMPETENCIES

<b>WELSH LANGUAGE SCHEME</b> <b>Welsh Language Skills Survey</b>
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**1. Personal Details**

<b>First Name</b>	
<b>Middle Name(s)</b>	
<b>Surname</b>	
<b>Employee Staff Number</b>	
<b>National Insurance Number</b>	
<b>Job Title</b>	
<b>Department</b>	
<b>Location/Base</b>	

**2. Welsh Language Skills Self-Assessment Competencies**  
(All fields in this section are mandatory.)

Please use the Welsh Language Skills Self-Assessment Tool (overleaf) to help you identify your level of ability in each skill, then tick only one box.

**WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL**

Levels	Welsh Language Rating Scales	Score your Welsh Language abilities overall (Listening/Speaking/Reading/Writing)
<b>Level 0</b>	No Skills / Dim Sgiliau	
<b>Level 1</b>	Entry/ Mynediad	
<b>Level 2</b>	Foundation / Sylfaen	
<b>Level 3</b>	Intermediate / Canolradd	
<b>Level 4</b>	Higher / Uwch	
<b>Level 5</b>	Proficiency / Hyfedredd	
<b>Using Welsh Language</b>	Please indicate if you are happy and comfortable in using Welsh language in your work.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say
<b>Other languages spoken</b>	Please list below any other languages spoken:	

### 3. Public Contact

Do you have direct patient or service user contact? (either face to face or telephone contact)

Yes  No

Is this every day  is this once a month  Less than once a month

Would you like the opportunity to learn Welsh or refresh/improve your Welsh language skills?

Yes  No

Have you in the last year accessed the 'e' learning facility – Welsh Language Awareness on the ABMU intranet

Yes  No



**WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL – NHS WALES**

	LISTENING / SPEAKING	READING / UNDERSTANDING	WRITING
<b>LEVEL 0 NO SKILL</b>	<ul style="list-style-type: none"> <li>No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>No appreciable ability</li> </ul>
<b>LEVEL 1 ENTRY</b>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Pronounce Welsh words, place names, department names, etc.</li> <li>Greet and understand a greeting.</li> <li>Use basic every day words and phrases, e.g. thank you, please, excuse me, etc.</li> <li>Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'</li> <li>State simple requests and follow up with extra questions / requests in a limited way</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters.</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.</li> </ul>
<b>LEVEL 2 FOUNDATION</b>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Understand the gist of Welsh conversations in work</li> <li>Respond to simple job-related requests and requests for factual information</li> <li>Ask simple questions and understand simple responses</li> <li>Express opinions in a limited way as long as the topic is familiar</li> <li>Understand instructions when simple language is used</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Understand factual, routine information and the gist of non-routine information on familiar matters related to my own job area, e.g. in standard letters, leaflets, etc.</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area</li> </ul>
<b>LEVEL 3 INTERMEDIATE</b>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Understand much of what is said in an office, meeting, etc.</li> <li>Keep up a simple conversation on a work related topic, but may need to revert to English to discuss / report on complex or technical information</li> <li>Answer predictable or factual questions</li> <li>Take and pass on most messages that are likely to require attention</li> <li>Offer advice on simple job-related matters</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Scan texts for relevant information</li> <li>Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used.</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker</li> <li>Make reasonably accurate notes while someone is talking</li> </ul>
<b>LEVEL 4 HIGHER</b>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information</li> <li>Contribute effectively to meetings and seminars within own area of work</li> <li>Argue for/against a case</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Prepare formal letters of many familiar types such as enquiry, complaint, request and application</li> <li>Take reasonably accurate notes in meetings or straightforward dictation</li> <li>Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker</li> </ul>
<b>LEVEL 5 PROFICIENCY</b>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences</li> <li>Give a presentation/demonstration</li> <li>Deal confidently with hostile or unpredictable questions</li> <li>Carry out negotiations using complex / technical terms</li> <li>Give media interviews</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc.</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>Write letters on any subject</li> <li>Write full / accurate notes of meetings while continuing to follow discussions and participate in them</li> <li>Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar</li> </ul>

## RECRUITMENT: LANGUAGE SKILLS ASSESSMENT MATRIX

When assessing a post for its linguistic requirements, the following points will also need to be considered in the context of the Delivery Units arrangements for providing a Bilingual service for patients and service users. Individuals assessing language needs need to remember that there is a legal and practical difference between language as a qualification and language as a skill in terms of achieving the purpose of a post

When the specific role and content of a post has a Welsh language requirement or the Delivery Unit needs to increase its capability to provide a Bilingual service.

- Then for the post/area affected the need to be Bilingual Welsh must be essential and a detailed assessment of the skill level must be carried out as part of the recruitment process.

Bilingual capability must be addressed through Delivery Unit plans and the systems they have in place to identify and allocate someone with bilingual capability when required. The Unit Bilingual plan will focus of the following:

- Areas whose respective function or part of it is being in contact with the public, which could expect the individual to be able to communicate in English and Welsh
- Local considerations in an organisation's Welsh Language Scheme e.g the need to undertake administration in English and Welsh
- The need to deal with other organisations / individuals who operate through the medium of Welsh only

All other posts regardless of the service they provide will be advertised with the following commitment regarding bilingual capability going further than just referring to the requirement being desirable.

It will also apply in situations where having to provide a Welsh language service by asking another officer for assistance would have a detrimental effect on the service or result in increased clinical risk to the patient.