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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	11 April 2023		Agenda Item	7.4
Report Title	Welsh Language Standards Delivery Group Update			
Report Author	Len Cozens, Head of Compliance			
Report Sponsor	Hazel Lloyd, Director of Corporate Governance			
Presented by	Jordan Morgan-Hughes, Welsh Language Officer			
Freedom of Information	Open			
Purpose of the Report	The purpose of this report is to inform the Workforce & OD Committee of matters discussed during the March 2023 meeting of the Welsh Language Standards Delivery Group.			
Key Issues	Key issues are set out in the following.			
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance	Approval
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations	Members are asked to: <ul style="list-style-type: none"> • NOTE the contents of this report. 			

Welsh Language Standards Delivery Group Update Report

1. INTRODUCTION

The purpose of this report is to inform the Workforce & OD Committee of matters discussed during the March 2023 meeting of the Welsh Language Standards Delivery Group (WLS DG).

2. BACKGROUND

The WLS DG meets on a quarterly basis and is chaired by an Independent Member. This report provides updates to the Workforce & OD Committee on key issues of relevance as outlined below.

3. GOVERNANCE AND RISK ISSUES

The information outlined below provides an update on key relevant issues discussed in the February 2023 meeting of the WLS DG.

3.1 Role Descriptor for Group Members

In response to queries raised at a previous meeting, a document clarifying the role of the membership was received. This clarified/summarised the responsibilities placed on members as:

- Dissemination throughout their Service Group or area of work of key information discussed at Group meetings.
- Acting as a champion for delivery of Healthcare services through the medium of Welsh.
- Providing a conduit for Service Groups to escalate queries relating to the Welsh language.
- Reporting to Group on procedures or practices in place within their area of work which relates to delivery of healthcare services through the medium of Welsh.
- Collecting and sharing examples of best practice within their own divisions and across the wider organisation.
- Support departmental managers in assessing their ability to comply with legislation.
- Support the Welsh Language Services Team in cascading information to the wider workforce.
- Support the Welsh Language Officer by gathering information as and when required.

In discussing the report, members noted the importance of ensuring that the membership of the Group was appropriate in terms of taking forward issues and implementing the necessary changes within the organisation, and that this would change and evolve over time.

3.2 Status Report and Update to Welsh Language Action Plan

A report detailing the Health Board's position in respect of the implementation of its Welsh Language Standards Compliance Notice was received for monitoring purposes. The following key points were highlighted:

- Progress has been made around standards relating to telephone calls. Issues of non-compliance on our main numbers have been addressed, with training sessions provided to all switchboard staff. 'Mystery Shopper' calls will take place over the coming months.
- In response to a complaint received, work has been undertaken to introduce Welsh email address 'front ends' for a number of accounts contacted by members of the public. Rollout of this is limited at the moment, as we await feedback on the future of the '@wales.nhs.uk' domain element of the addresses which is an all-Wales issue.
- Issues identified with the physiotherapy pages on our website have been addressed, which means that this element of the site is now fully available in both Welsh and English.

It was agreed that work would now be undertaken to further prioritise the remaining actions contained within the plan going forward.

3.3 Rollout of Mandatory Welsh Language Awareness Training

A report was received informing the Group of the introduction of a mandatory Welsh Language Awareness Course for all staff, and the progress made by SBUHB in its implementation. The following key points were highlighted:

- The training module has been created as part of the review and relaunch of the More Than Just Words Framework framework.
- The Module has been available to SBUHB staff since 1st February 2023, and at the time of reporting, it had been completed by 32% of the workforce.
- Bi-monthly Q&A sessions to address questions and support learners will be held until the end of June 2023, and potentially beyond if required.

3.4 Status Report on Welsh Language Complaints & Investigations

A report on the status of Welsh language complaints and investigations was received. It was confirmed that no new complaints or investigation notices had been received since the last meeting of the Group.

The Health Board are currently dealing with three complaints previously received from the Welsh Language Commissioner's office:

- The first relates to a service user who received an English-only response to an email written in Welsh. Evidence has been submitted to the Commissioner's office, and we are currently awaiting a response.
- The second stems from proactive work undertaken by the Commissioner's officers, who made 'mystery shopper' telephone calls to the Health

Board's switchboards which were not dealt with in accordance with the requirements of the Standards. They have also reviewed job advertisements on our website, highlighting multiple instances where JDs and adverts for Welsh language desirable posts were not available in Welsh. Evidence has been submitted to the Commissioner's office in respect of these matters also, and again we are currently awaiting a response.

- The third relates to an investigation into the inclusion of English language content on the Welsh version of bilingual outpatient appointment letters produced via the PAS system, as a result of which the Commissioner's Office found the Heath Board to be in breach of Welsh Language Standard 6. Work to address this issue is currently on track, in line with the action plan submitted to the Commissioner's Office.

In terms of complaints coming directly to the Health Board, nothing new has been received since the last meeting of the Group. As stated above, work has been undertaken to address the issue of creating Welsh language email addresses in response to a previously received complaint.

3.5 Review of Internal Use of Welsh Policy

Group Members have been asked to review the content of the extant Internal Use of Welsh Policy, and to provide feedback to the Welsh Language Officer in order to inform its review and update.

The revised document will then be brought to the next meeting of the WLSDG for approval.

Going forward, it is intended that this policy be reviewed every 3 years.

3.6 Feedback on Welsh Language Services SharePoint Pages

The Group discussed the recently reviewed and updated Welsh Language Services pages, produced as part of the move to our new SharePoint intranet site.

Very positive feedback was received, highlighting the excellent content and resources which it contained to assist staff.

3.7 Best Practice and Positive Stories

One of the Group highlighted the fact that by offering to continue conversations in Welsh which had initially commenced in English, he had been able to conduct three Client/User feedback calls through the medium of Welsh during the last month. This perfectly illustrates the importance of the Active Offer principle.

It was also highlighted that our newly launched Quality Strategy contains a section which highlights the important relationship between the Welsh language and the quality of healthcare.

Work had also commenced to look at our arrangements to undertake mental capacity assessments through the medium of Welsh.

4. RECOMMENDATION

Members are asked to:

- **Note** the key issues discussed during the March 2023 meeting summarised in the report.

Governance and Assurance		
Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
(please choose)	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input type="checkbox"/>
Quality, Safety and Patient Experience		
Failure to consider the preferred language options of patients, and/or to provide care via the medium of that preferred language, may have a detrimental effect on the quality of the care provided, and on the overall patient experience.		
Financial Implications		
Failure to comply with relevant Welsh Language Standards may result in sanction by the Welsh Language Commissioner, including financial penalty.		
Legal Implications (including equality and diversity assessment)		
Failure to comply with relevant Welsh Language Standards may leave the Health Board open to complaints, and investigations and sanction by the Welsh Language Commissioner.		
Staffing Implications		
The Health Board has a statutory duty to facilitate and promote the use of the Welsh language amongst its staff, and to record and report on their Welsh Language abilities.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
The Welsh language is a cross-cutting issue and is relevant to all seven well-being objectives of the Well-being of Future Generations Act. It is of particular relevance to Theme 7: A Wales of vibrant culture and thriving Welsh language.		
Report History	N/A	
Appendices	N/A	