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Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>14 February 2023</b>		<b>Agenda Item</b>	<b>6.4</b>
<b>Report Title</b>	<b>Welsh Language Standards Delivery Group Update</b>			
<b>Report Author</b>	Len Cozens, Head of Compliance			
<b>Report Sponsor</b>	Hazel Lloyd, Director of Corporate Governance			
<b>Presented by</b>	Jordan Morgan-Hughes, Welsh Language Officer			
<b>Freedom of Information</b>	Open			
<b>Purpose of the Report</b>	The purpose of this report is to set out the agreed mechanism by which issues considered and/or raised at meetings of the Welsh Language Standards Delivery Group (WLSGD) will be reported and escalated through the Health Board.			
<b>Key Issues</b>	<p>Following discussions with the Director of Corporate Governance and WLSGD Chair and the Chair of the Health Board, it has been agreed that matters considered and/or raised at WLSGD meetings will be reported on a regular basis to the Workforce &amp; Organisational Development (OD) Committee. This will be facilitated by the submission of the WLSGD meeting minutes.</p> <p>All relevant matters will subsequently be included in the Workforce &amp; OD Committee's key issues reports to meetings of the Health Board.</p> <p>The Welsh Language Standards Annual Report will be considered in full by both the WLSGD and Workforce &amp; OD Committee, before being submitted to the board for approval.</p>			
<b>Specific Action Required</b> <i>(please choose one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Approval</b>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Recommendations</b>	<p>Members are asked to:</p> <ul style="list-style-type: none"> <li>• <b>Note</b> the revised mechanisms by which issues considered and/or raised at meetings of the Welsh Language Standards Delivery Group (WLSGD) will be reported and escalated through the Health Board.</li> <li>• <b>Note</b> the key issues discussed during the November 2022 meeting summarised in the report.</li> </ul>			

## **Welsh Language Standards Delivery Group Update Report**

### **1. INTRODUCTION**

To update the Workforce & OD Committee on key issues from the November 2022 meeting of the Welsh Language Standards Delivery Group (WLSDG).

### **2. BACKGROUND**

The WLSDG 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 November 2022 meeting of the WLSDG.

#### **3.1 Reporting arrangements**

A report setting out a change in reporting arrangements was received which set out:

- matters considered and raised at WLSDG meetings would be reported on a regular basis to the Workforce & Organisational Development (OD) Committee;
- all relevant matters will subsequently be included in the Workforce & OD Committee's key issues report to meetings of the Health Board.
- The Welsh Language Standards Annual Report would be considered in full by both the WLSDG and Workforce & OD Committee, before being submitted to the Board for approval.

The chair of the WLSDG was satisfied there was clear governance, accountability and reporting lines, and that there was a clear line of sight for the board on this important issue. It was also recognised that this would enable the Workforce & OD Committee to have sight of matters considered by the Group as part of their consideration of wider workforce initiatives and the ability to build an increasingly bilingual workforce.

#### **3.2 Welsh Language Commissioner Annual Assurance Report**

The Welsh Language Commissioner's assurance report for 2021/22 'Welsh as a Way of Working', was presented to the Group. The importance of this document was recognised and members were encouraged to disseminate in their Service Groups/Corporate Directorates. Key issues highlighted from the report included:

- 82% of survey respondents stated there had been an improvement in their ability to deal with public bodies in Welsh, and 79% feeling that Welsh language public services as a whole had improved.
- Commissioner considered the performance of NHS Wales, in terms of compliance with the Welsh Language Standards, was considerably worse than any other public sector body in Wales. For example, NHS Wales performs below the national average with regard to Standards for dealing with telephone calls in Welsh. Performance was also below average in terms of translation of webpages and materials distributed via social media, and in dealing with Welsh language correspondence.
- Particular focus within the report on staff recruitment processes, with the proportion of NHS Wales job advertisements published in Welsh (23%) compared to the national public sector average (66%).
- The report acknowledges the period of pressure which NHS Wales has been under in recent years. However, the Commissioner feels that the 'reasonable tolerance' which has been shown during this period is 'no longer sustainable'.

A review of the recruitment process was being carried out, and plans were being taken forward to improve performance in respect of bilingually advertising posts where Welsh language speaking had been identified as essential, desirable, or must be learnt. Other health organisations were also experiencing difficulties in complying.

### **3.3 SBUHB Welsh Language Standards Annual Performance Report**

The SBUHB Welsh Language Standards Annual Performance Report for 2021/22 was presented to the Group, the report was published at the end of September 2022. The report was balanced recognising that whilst there have been positives and progress made during the year, there was still work to do.

### **3.4 Status report on Implementation of the SBUHB Compliance Notice**

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. Noted an improvement which reflected the work carried out in providing the in-house training and resources put in place to support staff.

### **3.5 Status Report on Welsh Language Complaints & Investigations**

A report on the status of Welsh language complaints and investigations received by the Health Board was which highlighted that two new investigations had been opened by the Commissioner's office since the last report to the Group:

- The first relates to a service user who a service in Welsh and received an English-only response. Awaiting the final version of the terms of

reference for the investigations and the evidence notice, and responses will then be coordinated by the Welsh Language Officer. This was the second complaint of a similar nature to be received within a relatively short space of time.

The Welsh Language Officer has communicated to all Executive Directors and Service Group senior management teams, advising them of the help and assistance available to them and their staff when dealing with Welsh language correspondence, signposting them to the Welsh Language Services intranet site and the translation team, and requesting that they disseminate this information via their local communication networks.

- The second investigation 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

These two issues demonstrate the relevance of the findings of the 'Welsh as a Way of Working' report to us as a Health Board.

In terms of complaints coming directly to the Health Board, nothing new has been received since the last meeting of the Group. Work was still ongoing to address the issue of creating Welsh language corporate email addresses in response to a previously received complaint.

### **3.6 Welsh Language SharePoint Site**

A report and presentation was received, highlighting the content of the revised Welsh Language Services intranet site, which had been developed as part of the move to the new SharePoint platform which the Group members agree to highlight in their service areas. The site provides:

- assistance with bilingual out-of-office messages;
- correspondence;
- signage and marketing;
- holding meetings in Welsh;
- library of Welsh language job titles;
- page which identifies pathways for staff wishing to learn Welsh, with links to access courses through the National Welsh for Adults Centre.

### **3.7 Internal Self-Assessment exercise in respect of Compliance with Standards relating to Correspondence**

Service Group members gave verbal updates on systems and processes in place to provide assurance around compliance with Standards relating to correspondence in their respective areas.

The Head of Compliance emphasised the importance of using our internal communication mechanisms, both local and Health Board-wide, to promote and

raise awareness of the wealth of assistance and resources we already have in place to help staff.

#### 4. RECOMMENDATION

Members are asked to:

- **Note** the revised mechanisms by which issues considered and/or raised at meetings of the Welsh Language Standards Delivery Group (WLSDG) will be reported and escalated through the Health Board.
- **Note** the key issues discussed during the November 2022 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	