



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



Meeting Date	31 May 2018	Agenda Item	5ii
Report Title	Welsh Language Update		
Report Author	Wendy Penrhyn-Jones, Head of Corporate Administration / Carol Harry, Welsh Language Officer		
Report Sponsor	Pam Wenger, Director of Corporate Governance / Board Secretary		
Presented by	Pam Wenger, Director of Corporate Governance / Board Secretary		
Freedom of Information	Open		
Purpose of the Report	To provide an update on revised requirements for Bilingual Services with the implementation of Welsh Language Standards and progress made in term of service delivery over the past year.		
Key Issues	Welsh Language Standards are due to come into force from 29 th June 2018 and meetings are pending with the Welsh Language Commissioner's office to discuss these and the timescales for compliance.		
Specific Action Required (please ✓ one only)	Information	Discussion	Assurance
	✓		
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • Note the imminent implementation of Welsh Language Standards and the steps being taken to address this; • Note progress made in taking forward the delivery of bilingual services over the past year. 		

WELSH LANGUAGE STANDARDS

1. INTRODUCTION

Service users have the right to be treated with dignity and respect by ensuring that we, the service provider, offer Welsh language services to people without them having to ask for them. This is in line with the Welsh Government follow-on Strategic Framework 'More than just words....' and 'The Active Offer'.

Board members will be aware of the development of revised responsibilities upon health organisations to provide bilingual services known as Welsh Language Standards. Following a period of consultation on the new [Standards](#) (which will replace the requirements within existing Welsh Language Schemes), these will formally come into being from 29th June 2018.

2. BACKGROUND

The Regulations have two purposes; to specify the Standards and secondly to authorise the Commissioner to give Compliance Notices to organisations requiring them to comply with the standards specified. Standards falling into the following categories are specified in the Regulations:

- **Service-delivery standards** will be imposed in relation to the delivery of services in order to promote or facilitate the use of the Welsh language, or to ensure that it is treated no less favourably than English.
- **Policy-making standards** will require organisations to consider what effect their policy decisions will have on the ability of persons to use the language and on the principle of treating Welsh no less favourably than English.
- **Operational standards** deal with the internal use of Welsh by organisations.
- **Record-keeping standards** will make it necessary to keep records about some of the other standards, and about any complaints received by an organisation. These records will assist the Commissioner in regulating the organisation's compliance with standards.

3. CURRENT POSITION

The regulations relevant to ABMU and other health bodies were approved by the National Assembly in March 2018. As result the Welsh Language Commissioner can now issue ABMU with our draft compliance notice which will set out which specific standards we will be required to comply with and by when. The Welsh Language Commissioner intends to consult with ABMU on the contents of the compliance notice so that we can provide our views on which standards will be reasonable and proportionate for ABMU to implement and by when.

The Director of Corporate Governance, Head of Corporate Administration and Welsh Language Officer are attending the Briefing Sessions on the Welsh Language Standards Regulations and the Welsh Language Commissioner's representatives are also due to meet with ABMU representatives on 13th June to discuss the requirements. The Welsh Language Officer is also attending meetings with other Welsh Language Officers in order to further understand the requirements.

4. GOVERNANCE AND RISK ISSUES

In preparation for the new standards a review of the draft WLS has been undertaken to identify the potential areas where compliance is expected to present the greatest challenge.

It is clear that the fact that only around 15% of our staff base (2,524 staff) possess varying abilities to speak, write, read and understand Welsh which has implications for us being able to easily deliver a bilingual service.

We have taken steps to address this in various ways; for example by offering access to a free 10 hour on-line Welsh course. Whilst ABMU had the largest number of registrants for this, only a small proportion of these have been able to complete it in the past 12 months with staff repeatedly citing the reason for this as other competing education and training demands. We also have a Bilingual Skills Strategy which seeks to increase the number of bilingual staff we recruit however members will be well aware of the difficulties in recruiting to some professions even without a Welsh speaking requirement. We therefore need to find other means by which we can deliver bilingual services that meet the individual needs of our patients and service users. Such issues are very much subject to regular discussions at our all-Wales meetings with representatives from other health organisations and Welsh Government.

Following the pending meetings with the Welsh Language Commissioner in May and June 2018 we will be clearer as to the final requirements upon ABMU and this will enable us to repeat our assessment of the Standards with a view to formulating a plan to address them. Progress will be monitored through the ABMU Welsh Language Strategy Group, chaired by Tom Crick, Independent Member. We plan to review the Terms of Reference of this Group as well as the membership to help us meet the requirements.

The Board will receive a further update on how this is progressing towards the end of the year.

5. FINANCIAL IMPLICATIONS

There are potentially significant cost implications arising from the requirements within the Welsh Language Standards but this is impossible to forecast at this point not least until we are clear on the specific requirements that will be imposed upon ABMU. However the new Standards will inevitably mean a significant increase in the demand for Welsh language translation and given that current demand outweighs the capacity provided though our single in-house translator, and it has not been possible to recruit a second such post, this inevitably means that we will see an increase in the need to work with external providers to ensure such needs are met in a reasonable timescale. In addition, there may well be an increase in the need to provide simultaneous (Welsh to English) translation in order that we can meet service user needs.

The Welsh Language Commissioner is committed to working with health organisations to make them make progress towards compliance although there is an ultimate sanction of fines for organisations that are unable to evidence progress towards compliance with individual standards.

6. RECOMMENDATIONS

Members are asked to:

- **Note** the imminent implementation of Welsh Language Standards and the steps being taken to address this; and
- **Note** progress made in taking forward the delivery of bilingual services over the past year.

Governance and Assurance										
Link to corporate objectives <i>(please ✓)</i>	Promoting and enabling healthier communities		Delivering excellent patient outcomes, experience and access		Demonstrating value and sustainability		Securing a fully engaged skilled workforce		Embedding effective governance and partnerships	
			✓				✓			
Link to Health and Care Standards <i>(please ✓)</i>	Staying Healthy	Safe Care	Effective Care	Dignified Care	Timely Care	Individual Care	Staff and Resources			
		✓	✓	✓		✓	✓			
Quality, Safety and Patient Experience										
The availability of bilingual services is key to meeting patients individual care needs and thus delivery of a safe, effective service.										
Financial Implications										
There are potentially significant cost implications arising from the requirements within the Welsh Language Standards but this is impossible to forecast at this point not least until we are clear on the specific requirements that will be imposed upon ABMU.										
Legal Implications (including equality and diversity assessment)										
The Welsh Language Standards (No. 7) Regulations ('the Regulations') specify service delivery standards; policy making standards; operational standards; and record keeping standards. The Regulations will also make the standards specifically applicable to the Health Board, enabling the Welsh Language Commissioner ('the Commissioner') to issue Compliance Notices in relation to the standards specified.										
Staffing Implications										
ABMU needs to increase the number of staff with Welsh language skills to support the increasing requirements within Welsh Language Standards to meet bilingual service provision requirements.										
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)										
ABMU will need to increase its ability to provide bilingual services to meet the needs of the population it serves.										
Report History	This report provides an annual update on Welsh Language issues.									
Appendices	More Than Just Words Update Report 2017/18									

Reporting back on progress of More than just words.... Strategic Framework 2017 & 2018 Objectives: NHS Organisations

Name of Organisation:-

Abertawe Bro Morgannwg University Health Board (ABMU)

BY MARCH 2018

Objective 3 - Service Planning, Commissioning, Contracting and Workforce Planning

3.1 The need to make an Active Offer of Welsh language services to people will be communicated to all staff employed directly within NHS Wales or within commissioned services (including primary care providers). *(By March 2018).*

Evidence / Progress	Barriers / Challenges
<p>Information regarding The importance and of the need for the 'active offer' has been shared with staff by means of Team Briefing sessions and discussions at the ABMU Nursing and Midwifery Board which is attended by Senior Nursing staff</p> <p>Bulletins on the intranet regarding the Welsh language include information regarding the Active Offer.</p> <p>Not all IT systems are compatible with each other therefore language preference is not always known by other departments who may become involve in patient care. Where patient facing systems are introduced we endeavour to ensure language requirements are met. For example the outpatient self-checking in system in Morriston outpatients allows patients to choose whether to transact in Welsh or English.</p> <p>Patients being admitted to wards are asked their language preference.</p> <p>We are working within General Practitioners to include Language within the information contained within patient referral letters.</p> <p>Please see Appendix 1&2</p>	<p>The self-checking system allows the patient to register in Welsh or English, but it does not have the capacity of actually recording the Patient language choice on to their documentation.</p>

3.8 The published Annual Report of Health Boards & Trust should:

- include a commitment to providing and developing Welsh language services
- reaffirm the importance of meeting Welsh language need as part of routine assessment and care.
- provide detail on how services are currently meeting Welsh speakers' needs alongside targets which are identified by the Health Board & Trust to ensure improvement. (*By March 2018*).

Evidence / Progress	Barriers / Challenges
<p>In ABMU's Health & Care Standards Annual Audit Report, the standard on Dignified Care showed that people must receive full information about their care which is accessible, understandable and in a language and manner sensitive to their needs to enable and support them to make an informed decision about their care as an equal partner.</p> <p>ABMU's compliance around this and knowing how to access Welsh speaking staff has improved from 95% in 2016 to 98% in 2017.</p>	

Objective 4 – Promotion and Engagement

4.6 Welsh language interfaces and software (such as Cysgliad) to be available for health services staff to enable and help them to work bilingually. The adaption of current systems should be considered to meet this aim. (*By March 2018*).

Evidence / Progress	Barriers / Challenges
<p>This has always been available to staff.</p>	

Objective 5 - Professional Education

5.2 In partnership with the Welsh Government, health boards should explore how both practising professionals and those undertaking education and training programmes in Wales might engage in the widening access agenda. (*By March 2018*).

Evidence / Progress	Barriers / Challenges
<p>The Welsh Language Officer has been working with Swansea University and Coleg Cymraeg Cenedlaethol and local</p>	

<p>Higher Education facilities promoting and participating in taster sessions as to what students can expect if they study Nursing and Midwifery through the medium of Welsh.</p> <p>The Welsh Language Officer also works with Junior schools on the importance of the Welsh Language in healthcare.</p>	
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Objective 7 – Regulation & Inspection

7.1 All service audits should include questions relating to people’s perception of the availability of Welsh language service provision from the service provider, alongside the Welsh speakers’ experiences of those services. (NHS Wales only). (*By March 2018*).

Evidence / Progress	Barriers / Challenges
<p>ABMU ‘Friends and Family’ surveys continue to be available in bilingual form and include questions regarding language choice.</p> <p>All survey reports for the ward/clinic areas are in Welsh and English and are posted outside the ward area every week for members of the public to read.</p> <p>ABMU’s Health & Care Standards Annual Audit Report has shown that ABMU’s compliance around this and knowing how to access Welsh speaking staff has improved from 95% in 2016 to 98% in 2017.</p>	

BY MARCH 2017

Objective 1 - National and Local Leadership, and National Policy

1.3 Health Boards and Trusts to protect and promote the post of Welsh Language Officer within their organisations. (*By March 2017*).

Evidence / Progress	Barriers / Challenges
<p>Our current Welsh Language Champion is a Welsh language learner and is passionate and proactive in support of</p>	<p>A single-handed Welsh Language Officer for an organisation the size of ABMU presents a real challenge</p>

<p>the Welsh Language within the Health board.</p> <p>Welsh Language initiatives are regularly promoted across the Health Board sites and staff are encouraged to replicate and share good practice.</p> <p>At ABMU we want to improve the quality of the services people receive and ensure that they are treated with dignity and respect by ensuring that we, the service provider, offer Welsh language services to people without them having to ask for them and follow the guidance of the Welsh Government follow on Strategic Framework 'More than just words....' and 'The Active Offer'.</p> <p>A Welsh Language Strategy Group was established in the autumn of 2016 to oversee the work that will be necessary to respond to both the Welsh Language Standards and also the follow on strategy.... 'More than just words...'</p> <p>Clwb Clonc' attended by the Welsh Language Officer has been developed at Neath Port Talbot Hospital enabling staff who have some Welsh language skills to practice in an informal setting gaining confidence in their Welsh language skills.</p> <p>The Welsh Language Officer is part of an all-wales group which promote the role of Welsh Language Officers.</p>	
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1.6 NHS Wales organisations to work to raise the profile of the importance of Welsh language service provision at national events. (By March 2017).

Evidence / Progress	Barriers / Challenges
<p>ABMU was represented at the 'More Than Just Words Showcase Awards Event' during October 2017 which provided an opportunity to listen to both local and international speakers. We have publicised details of the award winning projects on our Welsh Language Resources intranet page to</p>	<p>The financial situation within the Health board often determines whether attendance at national events is possible.</p>

encourage staff to network innovative ideas and schemes.	
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Objective 2 – Mapping, Auditing, Data Collection and Research

2.1 NHS should map current provision and capacity to provide an Active Offer across all services (including primary care). Where capacity is low, an action plan should be formulated to increase capacity. The capacity to deliver an Active Offer to people within the identified groups with greater need for Welsh language services should be viewed as a priority. (By March 2017).

Evidence / Progress	Barriers / Challenges
<p>The Welsh Language Officer has been working with Swansea University and Coleg Cymraeg Cenedlaethol and local Higher Education facilities promoting and participating in taster sessions as to what students can expect if they study Nursing and Midwifery through the medium of Welsh.</p> <p>Explaining and promoting why there is the need for staff with Welsh language skills in health care. Giving a greater understanding that staff that possess Welsh language skills ensures the safety, dignity and respect of Welsh speakers that require our service. It is not just about complying with legal requirements and maintaining professional standards.</p> <p>It is about improving the quality of care and meeting the language need of people and providing good public services that focus on the individual. Welsh language health service is a clear desire for some, and having the option to use services through the medium of Welsh is not always a matter of choice: it can also be a matter of need and vital in securing positive well-being outcomes.</p> <p>Our Bilingual Skills Strategy which has now been in place for a year continues to support decision making to increase the number of staff who are able to</p>	<p>The Health Board has statutory obligations to provide a bilingual setting, the implementation of such work is a challenge for a number of reasons which include the low number of bilingual staff, the need to recruit nationally and internationally which further depletes the opportunity for recruiting bilingual staff and lack of resources to send existing staff on courses.</p> <p>There is a need for financial contribution which would allow the health board to be able to invest the time and resources to allow the interested and dedicated staff to achieve and accomplish these goals and complete Welsh language skills courses.</p> <p>Around 14.5% of our workforce (around 2,524 staff) possess varying abilities to speak, write, read and understand Welsh.</p> <p>Given the way in which healthcare education is currently commissioned in Wales, a stronger partnership between key stakeholders would enable the development of a more cohesive framework to enhance the delivery of Welsh language services across the sector. Embedding Welsh language skills development as part of the strategic workforce and education</p>

<p>deliver a service through the medium of Welsh.</p> <p>Updates on progress are provided through the Workforce & OD Committee and the Welsh Language Strategy Group.</p> <p>Workforce colleagues are currently re - reminding managers to enforce the Strategy and implement this to increase the number of Welsh speaking staff numbers amongst our workforce.</p> <p>The Updated Bilingual Skills Strategy was presented to the Workforce and Organisational Development Committee in January 2018.</p> <p>ABMU has seen the highest number of staff of any organisation that have registered for the Free 10 hour Welsh Language on-line course, and we are encouraging these staff to follow through and complete the course.</p> <p>As with all Health Boards ABMU have serious clinical staffing shortage issues, meaning additional hours to get through the workload and not breach waiting lists, therefore no time to complete courses, Mandatory or Voluntary, example being of the uptake of the 10 hour Welsh Language course: 522 in total registered for the course, but only 33 have actually completed the course.</p> <p>Please see Appendix 1&2</p>	<p>planning for health professionals is a fundamental step in this direction.</p> <p>As the majority of ABMU staff also live in the ABMU catchment area, the reduction in the numbers speaking Welsh inevitably have a impact on our ability to increase the proportion of the workforce who can converse in Welsh / deliver care in Welsh. This is compounded further by the shortage of professionally/clinically qualified staff with Welsh language skills. It can be a challenge recruit to certain clinical posts; The ongoing economic picture within Wales and the rest of the UK is continuing to impact upon the ability of the Health Board in recruiting staff.</p>
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2.6 The Welsh language skills of the workforce and Welsh language community profile should be included in the annual published report of social services departments and NHS IMTPs to demonstrate Welsh language needs. (*By March 2017*).

Evidence / Progress	Barriers / Challenges
<p>In preparing and delivering our local well-being plans Welsh language issues is given due consideration reflecting the official status of the language in Wales and the National well-being goal of ‘a thriving Welsh language’.</p>	

Our delivery units are working to identify who and where are all their bilingual staff as well as those who want to learn to speak Welsh.
Some of our delivery units have gained information by doing profile assessment of their communities, resulting in the need identified of the provision of Welsh language reading material at clinic's waiting areas.

Objective 5 - Professional Education

5.3 The IMTPs of health boards and trusts should consider the current and future requirements for Welsh language service provision to inform NHS organisations' workforce strategy and education commissioning. *(By March 2017).*

Evidence / Progress	Barriers / Challenges
The Health Board's Annual Plan has been scrutinized by Welsh Government and amended accordingly.	

Objective 6 – Welsh in the workplace

6.4 Welsh Language Officers (within the NHS Wales) to become Business Ambassadors with Careers Wales to promote the need for Welsh-speaking staff in the health sector within schools and FEIs in Wales. *(By March 2017).*

Evidence / Progress	Barriers / Challenges
The Welsh Language Officer has been working with Swansea University and Coleg Cymraeg Cenedlaethol, local Higher Education facilities and schools promoting and participating in taster sessions as to what students can expect if they study Nursing and Midwifery through the medium of Welsh.	

6.5 An awareness of the link between linguistically-sensitive services and individuals' dignity, as well as awareness of the Active Offer to be delivered to all NHS Wales staff as part of routine induction sessions. NHS Wales's staff should also complete the Welsh Language Awareness e-learning module as a priority. *(By March 2017).*

Evidence / Progress	Barriers / Challenges
Human Resources have led the redevelopment of the staff handbook,	The e-learning module has been removed from the website by Shared

which is issued to new staff. This contains a dedicated page with information on the importance of language awareness.	Services and we are awaiting its replacement.
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The following objectives will be demonstrated within your response to the National Outcomes Framework:

BY MARCH 2018

Objective 4 – Promotion and Engagement

4.1 Best practice in providing Welsh language services to be shared to all staff involved in delivering health services to people (service heads and service managers in particular). (*By March 2018*).

We continue to encourage celebration of Welsh language services by promoting a Welsh category in the annual Chairman's Awards.

A Patient / Staff story is presented at every Welsh Language Strategy Group meeting which has been represented from across our services and shared with the Health Board workforce by means of staff information sessions such as Team Brief and intranet.

4.4 The pre-stitched 'Working Welsh' logo on NHS Wales nurses' uniforms will be extended to other professions within NHS Wales. (*By March 2018*).

As from 1st April 2018 all ABMU uniforms for Welsh speaking staff, (not just nursing staff), will have the 'iaith gwaith' logo. Once we receive authorisation from the Welsh Language Commissioner we will also have 'dysgwr iaith gwaith' logo available for Welsh language learners.

Objective 6 – Welsh in the workplace

6.1 Staff training to deliver services in Welsh, focusing in particular on encouraging Welsh speakers to use their language skills in the workplace, will be supported. Language training opportunities and resources to increase the confidence of staff to deliver services in Welsh will also be promoted. (*By March 2018*).

Free 10 hour Welsh Language on-line course has been promoted to staff, with ABMU having the largest number of staff from all the organisations in Wales registering to do the course.

The redevelopment of the staff handbook, is issued to new staff and contains a dedicated page with information on the importance of language awareness

'Clwb clonc' has started at Neath Port Talbot Hospital so staff who are learning or have learned Welsh can practice the language in an informal setting, gaining confidence in their Welsh language skills.

We regularly promote Welsh words and phrases via the intrnet site.

6.3 NHS organisations to work in partnership to ensure that the value and benefits to service providers and to Welsh-speaking people of having bilingual staff are reflected in their recruitment, commissioning and staff development processes. Careers Wales can help by assisting the organisations to accurately target their promotional work to Welsh speakers. (*By March 2018*).

We have established the new Regional Forum working collaboratively with Cwm Taf Health Board as well as with other relevant organisations as to the best approach of achieving the targets within the 'More Than Just Words Strategic Framework'.

We have a Bilingual Skills Strategy and the need for provision of bilingual services is set out in our 3rd sector contracts and Primary Care Contracts.

BY MARCH 2017

Objective 2 – Mapping, Auditing, Data Collection and Research

2.2 Health services should have systems in place to record when an Active Offer has been made by recording language needs / choices in the individual's records. This action also applies to all secondary and primary care service providers. (*By March 2017*).

The organisation has processes in place to ensure that the language preference of patients is noted and services are actively offered in Welsh.

The annual review of the Health and Care Standards, Service Delivery Units reported examples of work being undertaken under standard number 3.2.

The ABMU's Health & Care Standards Annual Audit Report, for the standard on Dignified Care showed that people must receive full information about their care which is accessible, understandable and in a language and manner sensitive to their needs to enable and support them to make an informed decision about their care as an equal partner. ABMU's Compliance around this and knowing how to access welsh speaking staff has improved from 95% in 2016 to 98% in 2017.

Where patient facing systems are in place we endeavour to ensure language requirements are met. E.g. outpatient self- checking in system in Outpatients at Morriston Hospital offers patients a choice of whether to transact in Welsh or English

2.5 Data systems in health services should enable the service to operate bilingually to fulfil Welsh speakers' needs. For example:

- the Welsh language skills of staff should be captured and recorded electronically (the NHS Wales Electronic Staff Record should be amended to ensure that all staff are obliged to record their Welsh language skills).

Staff continually being encouraged to input Welsh Language skills into ESR system. However not all staff have access to computers to input such information. Data available @ 05/04/2018 below:-

Headcount @ 05/04/18=16009

Headcount @ 05/04/18 who have added Welsh Competency detail in ESR=2761

% @ 05/04/18 who have completed Welsh Language Competency detail in ESR=17.25%

We have addressed this through our Digital Strategy by making ESR available via individual's own devices.

- Client and patient records to include sections to enable staff to record when an Active Offer is provided and to note the individual's language of choice for future reference. (*By March 2017*).

The Myrddin system is used by health boards to collect of this information. Staff are aware of the need to record the patient's preferred language. Currently this all-Wales system does not require language choice to be completed as a mandatory field. Where patient facing systems are in place we endeavour to ensure language requirements are met. E.g. outpatient self- checking in system in Outpatients at Morriston Hospital offers patients a choice of whether to transact in Welsh or English. In April 2018, 533 patients have Registered their language choice on the Myrddin System.

Service users can opt to complete feedback surveys on ABMU's iPads in the language of their choice

A Bi-lingual appointment reminder texting service has been launched by ABMU in phases across all main ABMU Specialities. The default first text received is Bi-Lingual, and from that point forward the patient may specify whether they wish to receive further texts in Welsh/English as they so wish.

The ABMU's Health & Care Standards Annual Audit Report showed that our compliance around this and knowing how to access welsh speaking staff has improved from 95% in 2016 to 98% in 2017.

Objective 3 - Service Planning, Commissioning, Contracting and Workforce Planning

3.2 NHS Wales to establish their Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014) and use this information as a baseline for service planning to ensure that Welsh language speakers' needs can be met and to assess all posts for Welsh language skills needs before advertising. (*By March 2017*).

Population Assessment for the Western Bay region, was launched in April 2017 which brought together a range of health and social care providers, including the Local Authorities of Bridgend, Neath Port Talbot and Swansea and ABMU to gather information on the care and support needs of the area's population.

The importance of the Welsh Language is also detailed in our Annual Plan

As the majority of ABMU staff also live in the ABMU catchment area, the reduction in the numbers speaking Welsh that was evidence in the most recent census is inevitably impacting on our ability to increase the proportion of the workforce who can converse in Welsh / deliver care in Welsh. This is compounded further by the shortage of professionally/clinically qualified staff with Welsh language skills. It can be a challenge recruit to certain clinical posts; The ongoing economic picture within Wales and the rest of the UK is continuing to impact upon the ability of the Health Board in recruiting staff.

3.3 NHS Wales planning and commissioning systems, such as published service plans, to take account of the Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014) and ensure that it is reflected in the planning, commissioning and delivery of services. (*By March 2017*).

The Commissioned and Contracted Services element of the NHS Delivery Framework remains unchanged as the standard clause is included within documents provided to potential Contractors and Consultants

3.4 The Welsh language needs of people to be met when commissioning or contracting services from the independent or third sector (e.g. residential or nursing care, advocacy, domiciliary care, out-of-hours services, GP services). Welsh language service provision to be included in contract specifications, service level agreements and grant funding processes. (*By March 2017*).

All health boards in Wales use the NHS standard terms and conditions of contract for Supply of Goods & Services, the following obligation exists:

“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.”

‘The Employer has a Welsh Language Scheme which sets out its various commitments in terms of bilingualism. A copy of the Scheme can be accessed via the website at www.abm.wales.nhs.uk To assist the Employer in delivering upon these important commitments it is important that the Contractor ensures that any materials/signage on display to the public will be bilingual and meet the requirements of the Scheme in terms of their size, layout, format, quality and prominence. In addition, where there is likely to be a direct interface with the public (either by telephone, email, letters or face to face contact), the relevant provisions of the Employer’s Welsh Language Scheme must be observed. Advice regarding compliance can be obtained via the Employer’s Welsh Language Officer on 01639 683351.’

The Commissioned and Contracted Services element of the NHS Delivery Framework remains unchanged as the standard clause is included within documents provided to potential Contractors and Consultants.

Also Please see Appendix 1 & 2

3.6 Through the 64 primary care clusters, health boards to undertake an analysis of the current and future population Welsh language needs and the support required by the workforce to develop the skills within primary care to meet those needs. The Welsh Government to engage with education commissioners and providers to review current arrangements and identify what further steps are required to deliver training programmes which can reflect these needs. *(By March 2017)*.

There has been significant progress in building upon existing good practice in both the managed and contracted services and greater scope to make further improvements, particularly with the enhanced corporate support available through the on-line Welsh Language teaching programme and the support made available by the Welsh Language team to primary care and managed services alike.

3.7 Heads of service to develop plans to maximise their ability to provide services in Welsh with their current Welsh-speaking staff. The required capacity will be informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014. Where gaps in workforce capacity to deliver services in Welsh are identified these should be reflected in the organisation’s Bilingual Skills Strategy. *(By March 2017)*.

Our Bilingual Skills Strategy which has now been in place for a year continues to support decision making to increase the number of staff who are able to deliver a service through the medium of Welsh.

Updates on progress are provided through the Workforce & OD Committee and the Welsh Language Strategy Group. Workforce colleagues are currently re - reminding

managers of the importance of applying the Strategy and implement this to increase the number of Welsh speaking staff amongst our workforce.

Objective 4 – Promotion and Engagement

4.3 The use of the 'Working Welsh' logo will be promoted amongst health, social services and social care staff to enable people to identify Welsh speakers. (*By March 2017*).

As from 1st April 2018 in ABMU's Health Board all uniforms for Welsh speaking staff, not just nursing staff, will have the 'iaith gwaith' logo. Once we receive authorisation from the Welsh Language Commissioner we will also have 'dysgwr iaith gwaith' logo available for Welsh language learners.

Welsh speaking staff and Welsh language learners are also identifiable by their 'iaith gwaith' lanyards, although it's not always possible for staff to wear these in every speciality as they present risk.

Overview

Please give a general overview of the progress your establishment made in terms of providing Welsh language services in 2017/2018. What were the highlights and give us examples of some of the challenges. Also provide evidence on the implementation of your Regional More than just words.... Forum and any examples of working in partnership which have supported Welsh language service provision.

Expressing and communicating needs in Welsh can be more comfortable and effective for those who think and live their lives through the medium of Welsh. There is a need for innovative thinking, supporting and improving the delivery of Welsh language services within ABMU and the NHS as a whole. Given the way in which healthcare education is currently commissioned in Wales, a stronger partnership between key stakeholders would enable the development of a more cohesive framework to enhance the delivery of Welsh language services across the sector. Embedding Welsh language skills development as part of the strategic workforce and education planning for health professionals is a fundamental step in this direction.

Welsh Government has asked all Health Boards to establish new Regional Forums to work jointly with other relevant organisations and discuss the best approach to achieving the targets within the More Than Just Words Strategic Framework. A Regional Forum has been established and Cwm Taf & ABMU Health Boards will work collaboratively with representatives of relevant organisations to accomplish elements of the follow-up strategic framework's action plan. This is in the early

stages of development and the forum has only met the once. But the enthusiasm and support offered from the different organisation within the forum can be viewed as very positive outlook.

From 1st February 2018 except one category of patient letters were available bilingually. Those included are:- Referral Acknowledgment, Day case & Inpatient confirmations and also Outpatient confirmations.

ABMU is committed to achieving full compliance by December 2018.

Whilst we have no doubt benefited from access to the free 10 hour online Welsh Language course for staff we believe that the resource could be better invested in Welsh Language tutors that came to health organisations

Appendix 1.

PRIMARY AND COMMUNITY SERVICES DELIVERY UNIT

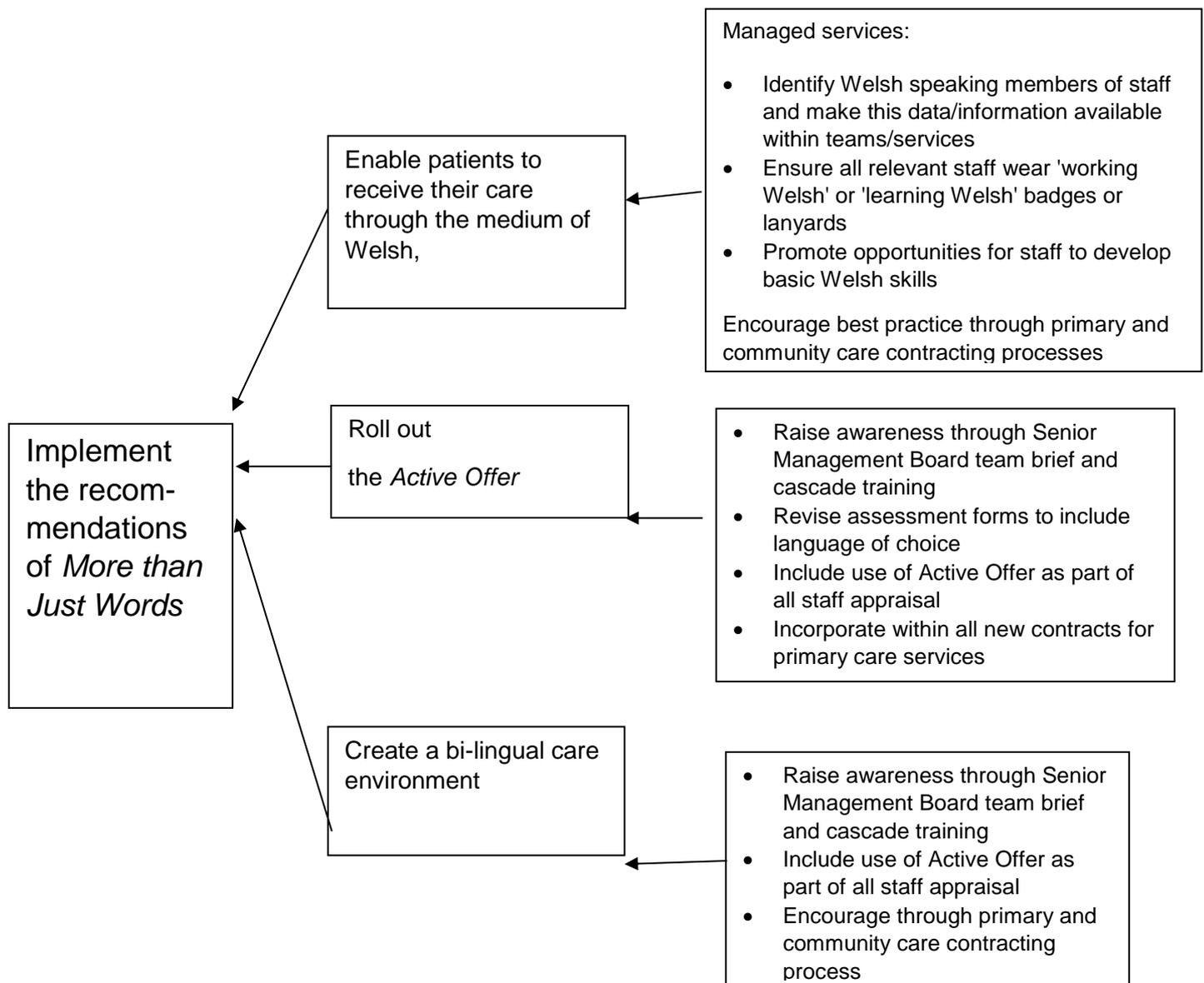
***More than Just Words* Improvement Plan @January 2018**

Outcomes

Primary Drivers

Secondary drivers

With focus on the four priority groups – Children & Young people, older people, people with learning disabilities and people with mental health -



2017 Progress and plans for 2018

1. Provide people the opportunity to receive their care through the medium of Welsh

a) Managed services

- Welsh speaking status of all staff is now recorded on the ESR.
 - *2018 will see roll out of display boards advising patients and visitors of Welsh speaking staff*
- Speech and Language therapy services for children fully bi-lingual, including – in 2017:
 - *Screening assessment tools translated into Welsh for use with children entering nursery with Welsh as their first language*
 - *Provision of Training to Welsh Medium nursery staff through the medium of Welsh*
 - *Staff Out of Office e mail messages and invitations to write in Welsh or English added to e mail 'signatures' of Welsh-speaking staff*
 - *2018 will see planned roll out across all Unit services*
- The materials used by the *Designed to Smile* staff, being part of a national programme, are all bi-lingual and it has sufficient Welsh-speaking staff to be able to deliver the Active Offer
 - *The increased joint working between D2S with Health visitors and midwifery staff in 2018 should see an extension of this linguistic capacity to other related services*

b) Contracted services

See 2 and 3 below

Additionally, Bi-lingual information (Welsh Government provided) is made available on the Continuing Care Framework

2. Promote awareness of the importance of Welsh, encouraging/pursuing the 'Active Offer'

c) Managed services:

- 2016/7 MTJW report and plans cascaded through each Unit service
- All staff encouraged to report on the degree to which they are comfortable speaking Welsh
- All staff encouraged to undertake the on-line Welsh Language Course – at least 10 completed to date
 - *2018 will see introduction of bi-lingual Out of Office messages across all departments*
 - *Encouragement to all Welsh-speaking staff to indicate they are happy to communicate in Welsh within their e mail signatures*

d) Contracted services:

- Welsh Language Officer and Wales senior officer presented to clusters (NPT/Bridgend) and Practice Managers (Swansea), providing materials for practice use
- Requirement to be able to deliver services through the medium of Welsh included in all new primary care contracts

- Less than 10% of General Medical Practices reported being able to offer services through the medium of Welsh but more than this are known (informally) to be able to do so
 - *2018 will see this requirement emphasized in the annual reports and visiting programme*
- 20% of current General Dental contractors (those awarded in 2017/18) have Active Offer Plans and bi-lingual patient leaflets in evidence
 - *2018 will see bi-lingual standard leaflet prepared and issued to all General Dental Practices*

3. Creating a bilingual environment of care

e) **Managed services:**

- Bi-lingual documentation – leaflets, posters, patient documentation in:
 - *Designed to Smile*, Speech and Language Therapy for children and Post Graduate Dental Training Unit (all)
 - School Nursing (leaflets , vaccination letters), Health Visiting (some), Sexual Health's pregnancy advice leaflets
 - Intermediate care (Hand Hygiene/being late for an appointment only),
 - *2018 will see roll out of further bi-lingual documentation, notably in Podiatry, Orthotics, MCAS & Chronic pain services*
- Rolling programme of signage replacement in managed practices has commenced with signage at Cymmer Managed practice now bi-lingual
 - *New primary/community care facilities being planned in 2018 will have bi-lingualism in-built*

f) **Contracted services**

- Dental contractors have been invited to apply for improvement grants (funded through WG's Dental allocation to ABMU) to improve Equality Act compliance

2018 will see a greater focus on the Welsh language elements of the Equality Act

Appendix 2

PRIMARY AND COMMUNITY CARE DELIVERY UNIT COMPLIANCE WITH 'MORE THAN JUST WORDS'

A. CURRENT STATUS – PROGRESS SUMMARY BY DEPARTMENT

1. Provided Services

District Nursing	<ul style="list-style-type: none">No literature to signpost to other services. No IT systems used for recording patient details/activity. A basic spreadsheet is used as a register to maintain intervention schedules, there is no current area to store preferred language on this.
School Nursing	<ul style="list-style-type: none">Leaflets for vaccinations and all letters are bilingual
Health Visiting	<ul style="list-style-type: none">Red family held book bump, Baby beyond book bilingual. NSPCC leaflet only English. Welsh speaking HV in Bridgend if requested Welsh speaker can be accommodated.1 welsh speaking HV within Bridgend
Intermediate Care	Hand Hygiene/ Being late for appointment leaflets
Audiology	<ul style="list-style-type: none"><i>Several Welsh speakers in the department.</i><i>Recently, three members of staff completed an on-line welsh training course.</i>
Speech and Language	<p>Provision of a Welsh Under 3's Assessment 'Tool Kit'. Early years Encouraging and expanding assessment.</p> <p>Consents/Information leaflet/posters</p> <ul style="list-style-type: none"><i>As part of the re-design of Speech Language Therapy provision for pre-school children with speech, language and communication needs training in the use of the Wellcomm Screening and Intervention Programme has been provided for all maintained nurseries in the Neath Port Talbot area.</i><i>Staff from the 10 maintained Welsh medium nurseries attended training sessions delivered through the medium of Welsh. Information was provided about normal speech and language development and the impact of delayed speech and language development on a child's cognitive and academic progress. The development of Welsh as a second language and how to support children with delayed speech and language acquire Welsh was included in the sessions.</i><i>The SLT department have translated the screening assessment into Welsh for use with children entering nursery with Welsh as their first language. A resource of Welsh Language Intervention activities obtained from Hywel Dda UHB SLT department was distributed to all nurseries.</i>

	<ul style="list-style-type: none"> • <i>SLT's use a bilingual Out of Office message; Welsh-speaking members of the team also use the logo 'please write to me in Welsh or English' in their email signature line.</i>
Community Dental Service	<ul style="list-style-type: none"> • No bilingual Documents • 4 welsh speaking staff within department
Designed to Smile	<p>Consents/information</p> <p>leaflets/posters/teaching resources</p> <p>1 member of staff basic/to fair conversational Welsh</p> <p>No system of monitoring the Welsh Language replies- the data collection (for submission to WG) for the programme is considerable, but this is not something that has been requested to collate</p>
Dental Training Unit	<p>Consent forms/Information leaflet/posters</p> <p>1 member of staff good conversational Welsh, to fluent spoken Welsh</p>
Cymmer GMS Practice	Contract is in the process of going out to tender, the 'ACTIVE OFFER' is a requirement within the document
Sexual Health	<ul style="list-style-type: none"> • <i>Pregnancy Advisory leaflets available in Welsh.</i> • 4 members of staff able to speak Welsh
In-Patient Service	<ul style="list-style-type: none"> • Reported to be Very limited; response awaited
Podiatry, Orthotics, MCAS and Chronic Pain	<ul style="list-style-type: none"> • <i>Bilingual leaflets and posters being introduced as part of rolling programme</i>

2. Commissioned Services

GDS <i>(95 contractors)</i>	<p>Active Offer, included within the annual review process and introduced as contractual requirement in all new contracts, including the following in 2017/18, <i>with review of bilingual patient leaflets included as part of contract award process</i></p> <ul style="list-style-type: none"> • <i>orthodontic services (7 contractors) - January 2017</i>
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	<ul style="list-style-type: none"> • <i>general dental services in the Upper Afan Valley – January 2017</i> • <i>four practices piloting new blended contract from 1 October 2017</i> • <i>7 practices who received award of additional activity – from January 2018</i> • <i>New practice commissioned to introduce new services in Port Talbot from May 2018</i> <p><i>Above comprises 20% of current contractors:</i></p>
GMS (68 practices from 1 January 2018)	<p>Compliance with the Active Offer included within the annual review process</p> <ul style="list-style-type: none"> • <i>Response indicated that less than 10% of GP Practices complied, but it is known that this formal response understated the actual position – to be revisited in 2018</i>
Pharmacy (125 premises)	<p>No primary care or medicines management awareness of Welsh Language status; to be reviewed for inclusion within practice visiting programme from 2018</p>
Optometry	<p>To be explored</p>
Care Homes (54)	<p>Provide bilingual information in booklet form relating to the Continuing Care Framework, the information is provided by Welsh Government.</p>
Third Sector	<p>Position known to date:</p> <p>Bridgend voluntary Sector-Browse Aloud facility for people who have English as their second language,</p> <ul style="list-style-type: none"> • The BAVO General Report • BAVO general leaflet • The Community Companions project (4 individual leaflets Older Peoples Befriending) • The Community Voice projects info • The Volunteering leaflets • There are 21 Self Help guides

PRIMARY & COMMUNITY SERVICES IMPLEMENTATION OF ‘MORE THAN JUST WORDS ‘

EXPECTATIONS OF HEALTH BOARDS

Strategic objectives	Strategic objective	Strategic Objective	Progress relating to Objectives
<p>1 Planning and Delivery</p> <p>1.5 To offer and record the user’s language of need and ensure that subsequent care is linguistically sensitive</p> <p>2.2 Data systems enable the service to operate bilingually e.g. allow Welsh speaking staff; workforce data systems record language skills, client data systems recorded language need</p> <p>2.3 ICT specifications include details of the Welsh Language dimensions of the</p>	<p>2 The ‘Active Offer’</p> <p>1.2 Provide staff training to those leading this work within NHS organisations and ensure that it is mainstreamed into induction and existing training programmes</p> <p>2.3 Take action to ensure that staff teams have the capacity to provide services through the medium of Welsh</p> <p>3.1 Map current provision and capacity to deliver an ‘Active Offer’ service within other priority areas (e.g. children under five, speech and Language therapy Services)</p> <p>3.2 Service managers to consider appropriate ways of delivery Welsh Language service according to capacity, language skills, willingness and confidence of staff to use the language. (in designing service models, the English and Welsh models do not need to mirror each other)</p>	<p>5 Plan and Provide Welsh Language Services</p> <p>2.1 NHS organisations to ensure that the principles of linguistic awareness and ‘Active Offer’ service forms part of all induction programmes</p> <p>2.2 NHS organisations to ensure Welsh Language Skills are mainstreamed into the KSF (knowledge and skills framework) core competencies</p> <p>2.5 Training and staff Development programmes to increase the capacity of staff to provide Services through the medium of Welsh, to initially target training at increasing the confidence of existing Welsh speakers to use the language at work, and to raise awareness among key particularly front line staff and service managers</p>	<p>Progress relating to Objectives</p> <p>Myrddin has the functionality to record the language of choice of a patient and also send bilingual correspondence.</p> <p>Identify Welsh speaking staff members within departments and ensure the information to be available within teams</p> <p>Ensuring staff members that have the ability to speak the Welsh Language are identified via Working/Learning/ Basic Welsh badges/logo</p> <p>Individual team managers are responsible for overseeing the delivery of bilingual services</p> <p>Raised the awareness of the Active offer within all Primary Care services, More than just words.... information packs/posters to be dispatched</p>

<p>service being commissioned</p>	<p>4.4 NHS organisations to extend nurses 'Working Welsh' Uniform Logo to other staff groups and healthcare students as opportunities arise</p>		<p>Raised awareness to all departments providing internal written information, to be translated into the Welsh Language, in accordance to the correct procedure/steps that has been provided.</p> <p>It is important that Primary Care services respect the language of choice as a quality measure; by</p> <p>Identifying which staff members has the ability of speaking the Welsh Language. This can be achieved via the Electronic Staff Record which distinguishes;</p> <p>Those staff that can speak very basic to fair conversational Welsh</p> <p>Good conversational Welsh, to fluent spoken Welsh</p> <p>Human Resources have led the redevelopment of the staff handbook, which is issued to new staff on taking up appointment. This will contain a dedicated page with information on the importance of language awareness.</p>
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