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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd Dros Dro/ Interim Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Tracy Myhill**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 25th September 2019
Ein Cyf / Our Ref: 19-H-030

☎ 01639 648363
✉ FOIA.Requests@wales.nhs.uk

[REDACTED]

Corporate Services
Headquarters
1 Talbot Gateway
Baglan
Port Talbot, SA12 7BR

[REDACTED]

I refer to your Freedom of Information Act Request acknowledged by ourselves on 29th August 2019. Your request sought information relating to the Welsh Language Standards.

1. There is a newly painted road sign on the rear entrance/exit of Singleton Hospital reading TURN LEFT with an arrow to indicate the direction. Why is this not bilingual?

The Health Board is committed to ensuring that the Welsh and English languages are treated on the basis of equality in the services we provide to the public and other NHS partner organisations in Wales.

We have processes and systems in place to ensure that all new signage is bilingual, however given the size of the organisation it can be difficult to police and to monitor consistency across the organisation due to the enormity and complexity of the organisational infrastructure. Thank you for bringing the oversight with the signage at Singleton Hospital to our attention. We have referred the matter to our Estates team who will ensure that a new bilingual sign is put in place.

2. There are newly acquired electric powered vehicles with English only signage. Why is the signage not bilingual seeing the Standards have been known to the organisation and the Deputy Director of Planning for some considerable time?



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

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

The Health Board corporate logo is bilingual and is on display on our vehicles. We acknowledge, however that the newly acquired electric powered vehicles have additional vehicle signage which appear in English only, and this will be corrected over the next 1-2 months.

3. Bearing in mind a previous answer indicated there was no audit arrangements in place, how has this been allowed to occur?

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We do have processes and systems in place to ensure that all new signage is bilingual, however given the size of the organisation it can be difficult to police and to monitor consistency across the organisation due to the enormity and complexity of the organisational infrastructure.

4. Do you delegate responsibility to others to notify you of contraventions with regard your duties to uphold these Standards?

No. See response to question 3.

5. What guarantees can you give that these are isolated incidents and action will be taken to ensure there will be no re-occurrence similar or otherwise?

See response to question 3. We will issue a reminder to all the estates team, managers and staff on the importance of procuring bilingual signage across all sites.

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via FOIA.Requests@wales.nhs.uk.

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger
Director of Corporate Governance

