

# Welsh Language Standards

Annual Report  
2022-2023

Cymraeg



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

# Cardiff and Vale University Health Board

## Annual Welsh Language Standards Report

### 2022-2023

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# Introduction

On 30<sup>th</sup> May 2019, the Welsh Language Measure (2011) came into force placing legislative duties on Cardiff and Vale University Health Board with regards to the Welsh language. The specific duties that Health Boards are required to comply with, set by the Welsh Language Commissioner, are available [here](#). As set out in the compliance notice, the Health Board must provide a service for patients, service users, and the general public in Welsh should that be their preferred language. Additionally, the Health Board is required to deliver a range of services for its staff through the medium of Welsh.



The story of the Welsh language in Cardiff and the Vale of Glamorgan is unique. According to the latest Welsh Government statistics, when considering the percentage of the local population who speak Welsh, Cardiff came in as the 8th highest with 28% of residence speaking the language. The Vale of Glamorgan was ranked 19th, with 18.5% of people living in the area being Welsh speakers. When considering, the actual number of those who speak Welsh, Cardiff tops the list with 102,000 people, higher than any other region in Wales. The Vale of Glamorgan has 18,000 Welsh speakers, which is ranked as the 18th largest in the country.<sup>1</sup>

# Governance and structure

The Chief Executive is corporately responsible for the Welsh Language Standards, with the Executive Director for People and Culture responsible at Board level. The Assistant Director for Organisational Development, Wellbeing and Culture alongside the Equity and Inclusion Senior Manager provides strategic leadership.

The Welsh Language Officer, working within the Health Board's Equity and Inclusion Team, is responsible for the Standards on a day-to-day basis and acts as a point of contact for the Standards and other matters relating to the Welsh language.

The Equality Strategy and Welsh Language Standards Group was responsible for assessing and ensuring organisational compliance and provides assurances to the UHB's Strategy and Delivery Committee.

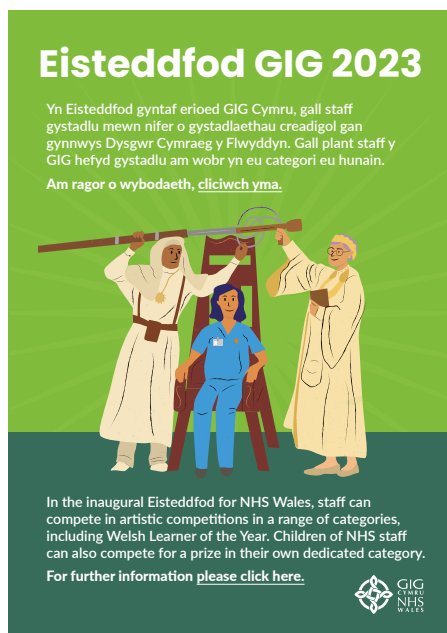
Complaints received by Cardiff and Vale University Health Board are dealt with and responded to through one of two processes. All concerns regarding patient care and patient experience are dealt with through the Putting Things Right process, administered by the Health Board's Concerns Team. Concerns relating to compliance in corporate areas are dealt with directly by the Welsh Language Officer. The corporate concerns process is available on the Health Board's website.

<sup>1</sup> Annual Population Survey – Ability to speak Welsh by local authority - <https://statswales.gov.wales>

# 'Meddwl Cymraeg - Think Welsh' Campaign

## Eisteddfod GIG

The Health Board collaborated with other NHS Wales organisations to hold the first NHS Wales Eisteddfod. Staff members were invited to participate in a variety of artistic competitions. Categories included written word, photography, Welsh Language Learner of the Year, and a drawing competition for the children of our staff.



The aim of the Eisteddfod was to promote Welsh language culture and the positive impact that participating in artistic and creative activities can have with maintaining positive mental health and wellbeing.

## Awareness Days

The organisation continued to use national awareness days to promote the importance of the Welsh language in healthcare. This includes St Dwynwen's Day, Welsh Language Music Day and Diwrnod Shw'mae Day.

## Welsh Language Award at the HPMA Cymru Awards

In March 2023, the Health Board won the Welsh Language Award at the HPMA Cymru Annual Conference and Awards 2023. The Health Board were recognised for efforts in building a bilingual culture,



**Meddwl Cymraeg  
Think Welsh**

## Prompt Cards

Prompt cards were developed to include some simple Welsh phrases for staff to use when answering the telephone. The cards were a hit with over one thousand copies printed and widely distributed across Health Board sites. The aim of the prompt cards is to help staff in greeting and handling calls bilingually and supporting compliance with Standard 17 and 18 of the Standards.



The success of the cards as led to a further 2,500 copies being ordered. The prompt cards are also available through the Welsh language intranet site.

## Staff members learning Welsh

The Health Board promoted the availability of Welsh Language lessons for staff through the Welsh Language intranet page. Staff have taken advantage of the opportunities, with 35 people registering to undertake the Cymraeg Gwaith courses during 2022-2023.



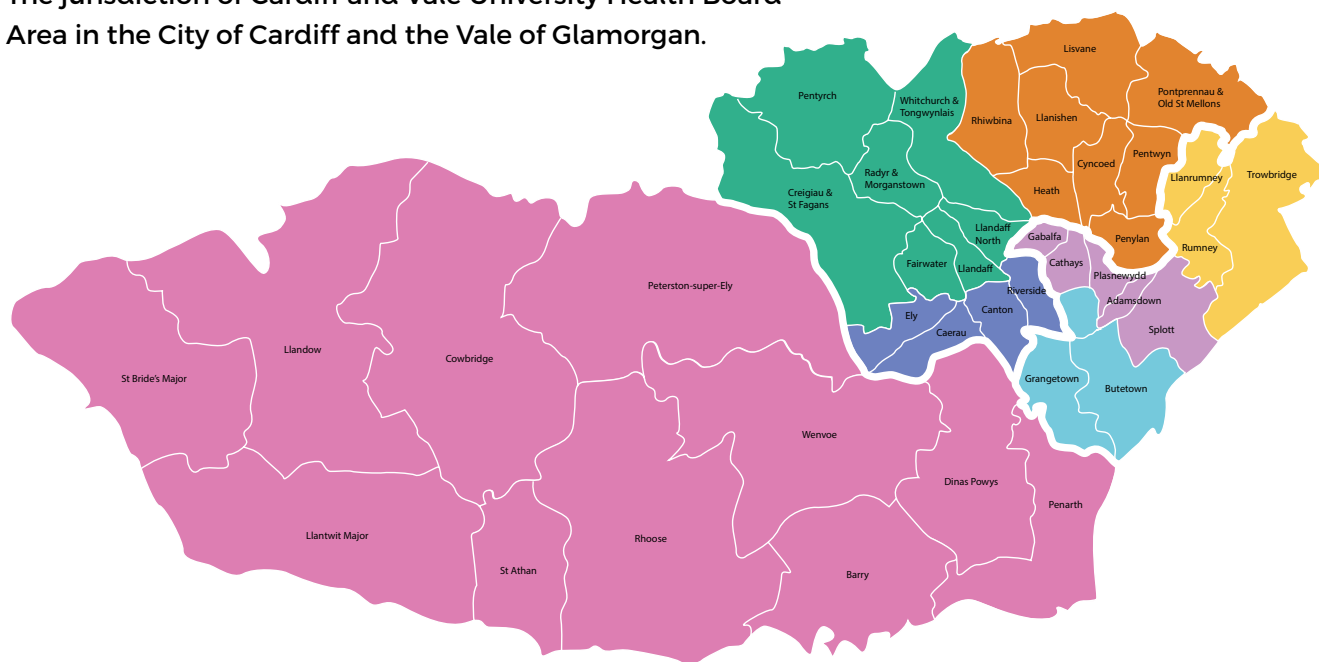
## Developing Confidence residential courses

Further to the staff enrolling onto the online courses, other staff members have attended the fully funded residential courses that were held in Nant Gwrtheyrn. These are designed for staff members who have Welsh language skills but are maybe lacking confidence to speak Welsh in the workplace. One staff member spoke of her experience of Nant Gwrtheyrn:

*“a really good experience...I felt more confident by the end of the week. I haven’t spoken as much Welsh since being at school. We met for breakfast, lunch and socialised at night. It felt natural because we greeted each other in Welsh, instead of in English, first.”*

*“I feel a lot more confident now. I would now like to meet other people in an informal group to practice. I read more in Welsh, listen to more podcasts and to the radio and television too.”*

The jurisdiction of Cardiff and Vale University Health Board  
Area in the City of Cardiff and the Vale of Glamorgan.



## Collaborating with other public services in the Cardiff and Vale Area

Cardiff and Vale University Health Board continues to support Cardiff City Council in devising the 'Bilingual Cardiff' Strategy, to increase the awareness and use of the Welsh language within the city.



## Fforum Caerdydd

The Health Board has continued in its role in being an active member of the Welsh Language Forum for Cardiff and the Vale of Glamorgan.





# Providing bilingual information for the patient and the public

## Cardiff and Vale University Health Board Translation Unit

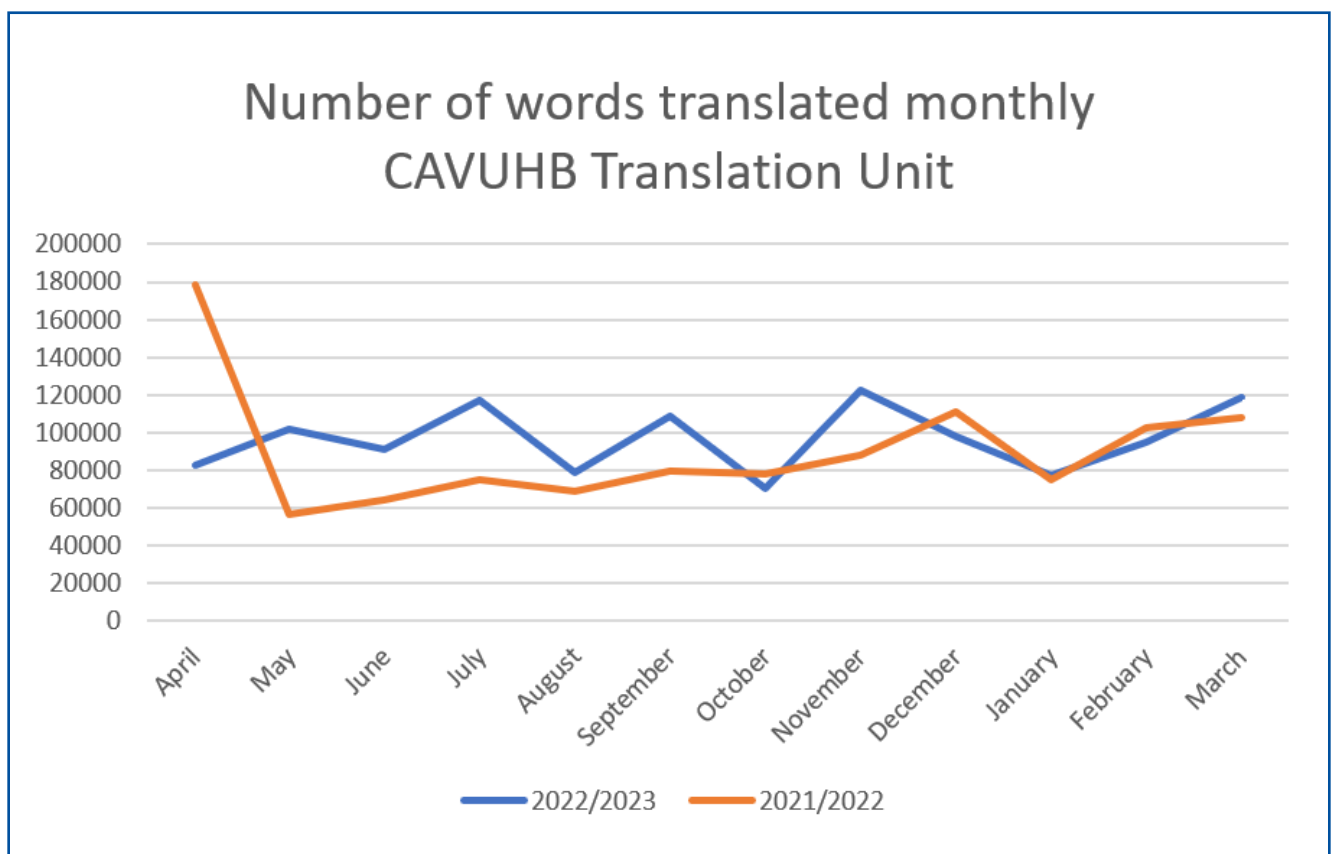
The Unit continues to provide an effective translation service for the Health Board.

Over the 2022-2023, the unit translated over one million words, including a wide range of documents such as the



Shaping Our Future Wellbeing Strategy consultation documents, the Annual Equality Report, as well as the weekly newsletter from the Chief Executive, CEO Connects.

The graph below shows how many words were translated by the Unit during 2022-2023 in comparison to 2021-2022. The graph demonstrates an increase in the number of words translated during this two-year period.



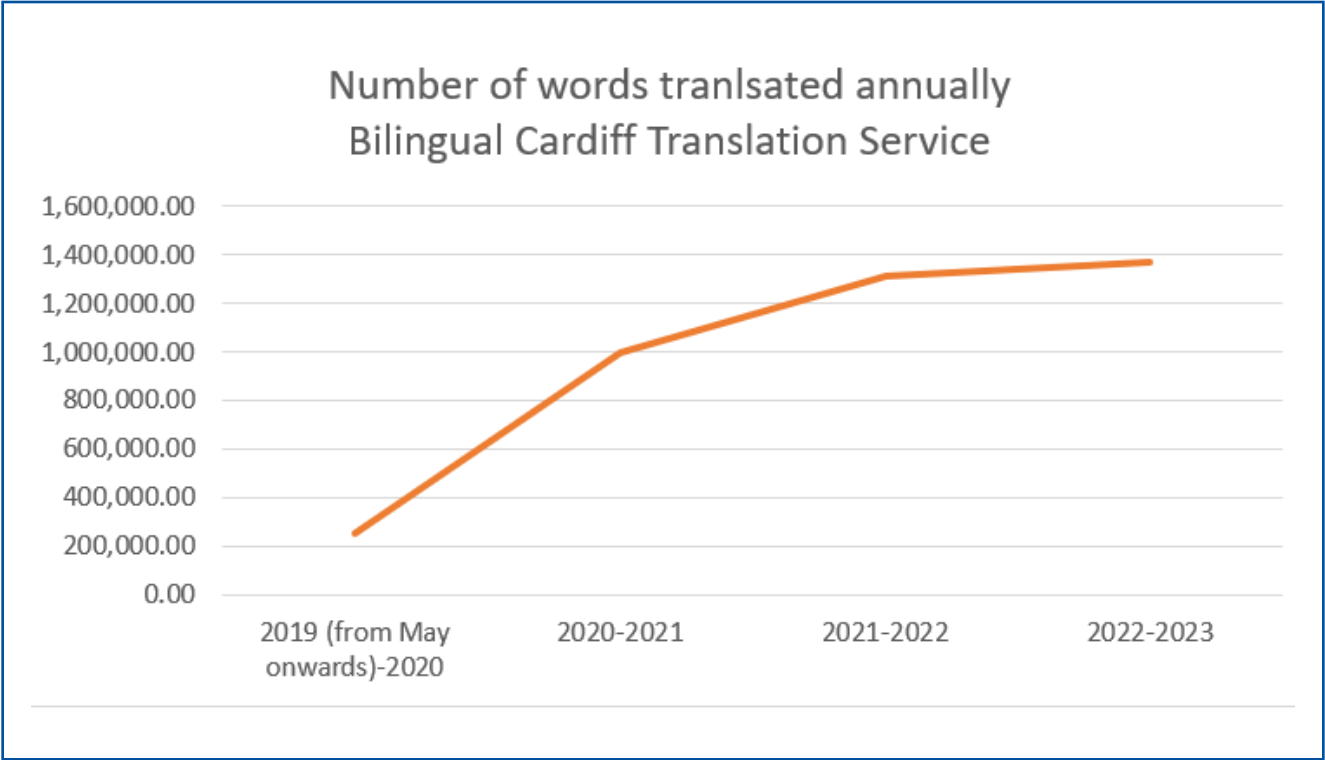
The Unit has had a hugely positive impact on the Health Board, with many colleagues contacting to praise the team for the service offered:

- *“I would like to personally thank you for all the hard work you are currently doing especially recently around the DHI. It has been noted by many and I would like to say well done and thank you.”*
- *“Thank you so much. We appreciate you doing that so quickly. We have now been able to update our website and are updating socials to let people know!”*
- *“I know how busy you are ... so I really appreciate everything that you’ve done for me this week and the speed with which you’ve turned it all around”*
- *“I was talking to the Assistant Director of Organisational*

*Development, Wellbeing and Culture yesterday and made sure she knew what a fantastic service you both have always provided from my point of view.”*

### Service Level Agreement with Bilingual Cardiff Translation Unit

The Health Board continued to work with Bilingual Cardiff, the Welsh Language translation service managed by Cardiff City Council, in line with the service level agreement in place, to increase organisational translation capacity. During the 2022-2023 Bilingual Cardiff translated over 1,400,000 words for the Health Board; having translated a just over 3,000,000 words since 2019 for the organisation.





# Service Delivery Standards

## Welsh Language Ambassadors

The Health Board continues to successfully use Welsh Language Ambassadors as part of the Inclusion Ambassadors programme for Executive and Board Members, as well as Clinical Boards, including Mental Health, Primary and Community Care and Clinical Diagnostics and Therapies. The Ambassadors take on a role where they promote the importance of the Welsh language in their local areas, support with the implementation of the Standards, celebrate success and report any challenges encountered.

## Progress by the Clinical Boards

The Clinical and Service Boards have worked to ensure compliance with the Welsh Language Standards through regularly linking in with the Equity, Inclusion and Welsh Language Team for guidance and support. This includes the provision of bilingual information to patients and service users such as leaflets, forms, and signage in public areas.

The Clinical and Service Boards are able to offer a language choice when organising external meetings, such as with members

of the public. As an example, the All Wales Medicines Strategy Group asks for language preference for those who attend their meetings. The Clinical and Service Boards have also been responsible for ensuring staff greet people bilingually over the telephone and that email signatures and out-of-office messages are in Welsh and English.

The Clinical Boards are also further utilising their Welsh speaking staff members to provide services for patients and service users who prefer to speak Welsh.

Most Clinical Boards have established a Welsh Language Ambassador within their teams. The roles help to promote the importance of the Welsh Language in healthcare in local areas, providing advice, and signposting people appropriately to access the information they need.

Some positive feedback received from Clinical Boards regarding the delivery of a Welsh language service includes:

- *“One patient in particular expressed they felt more at ease, being able to communicate in their first language (Welsh).”*
- *“We have received positive feedback from service users for our patient information leaflets. We have also had positive feedback from a pharmaceutical company representative who was able to communicate with us in Welsh and thanked AWTTTC for promoting the use of Welsh language in the workplace.”*

# Organisational Standards

## SharePoint


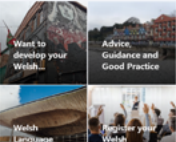

The Health Board has built a comprehensive intranet site which provides advice, guidelines and resources to enable all staff, including those delivering patient care, to understand the importance of the Welsh language in healthcare, the implementation of the Standards, and how to provide effective services for Welsh Language users.



During 2022-2023, the Welsh language intranet site has been improved and regularly updated to include further examples of good practice, including on compliance with the Standards. Examples of additions to the site include:

- Guidelines on how to run a bilingual meeting via Microsoft Teams
- Registering your skills via the Electronic Staff record
- Guidelines on requesting Welsh Language translation.

The section on learning and developing Welsh language skills is regularly updated to provide staff with the latest opportunities for those who want to learn Welsh.

### Welsh Language in Healthcare

# Recruitment

(Information required as per the Standards).

The table below provides information on the number of vacancies advertised during 2022-2023 and the type of Welsh language skills that were requested:

Total number of vacancies advertised as:	
Welsh language skills are essential	2
Welsh language skills are desirable	3409
Welsh language skills need to be learnt when appointed to the post	0
Welsh language skills are not necessary	118
Total Number of vacancies advertised	3529



# Welsh Language Concerns

(Information required as per the Standards)

Cardiff and Vale University Health Board has two formal complaints systems to handle complaints and concerns in relation to the Welsh Language.

The 'Putting Things Right' concern system handles concerns around patient and service user care. The Concerns Team liaises closely with the Equity and Inclusion Team to ensure that any concerns in relation to the Welsh language are managed appropriately. The Patient Experience Team did not receive any complaints around the compliance of the Welsh Language Standards from members of the public during the 2022-2023 reporting period.

A separate corporate concerns process is available for non-clinical and corporate concerns. A copy of the process is available on [the Health Board's website](#). The organisation received two concerns through this route during 2022-2023.

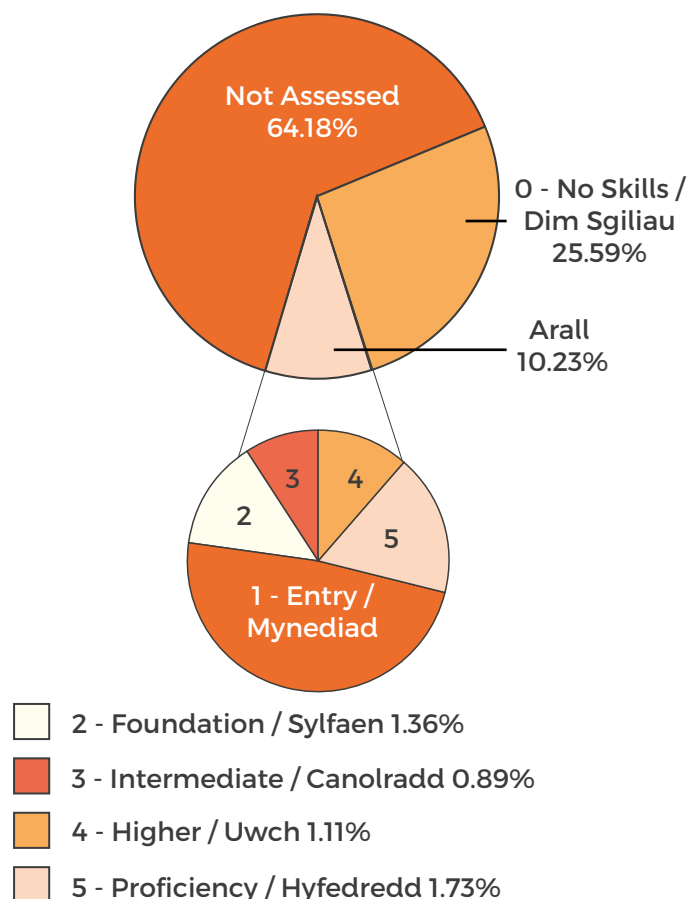
The Welsh Language Commissioner raised three concerns during the 2022-2023 period, which the Health Board has supported the Commissioner in investigating. Two of the matters were resolved during the reporting period with one ongoing. The concerns raised included the recruitment of Welsh language skills, registration of Welsh language skills amongst staff, and the Covid Vaccination Service.

# Welsh Language skills of Staff

(Information required as per the Standards)

The table below provides information on the registration of Welsh language skills of staff as at 31<sup>st</sup> March 2022:

Listening/Speaking Welsh	Headcount
0 - No Skills / Dim Sgiliau	4407
1 - Entry/ Mynediad	883
2 - Foundation / Sylfaen	235
3 - Intermediate / Canolradd	154
4 - Higher / Uwch	192
5 - Proficiency / Hyfedredd	298
Not Assessed	11052
Grand Total	17221



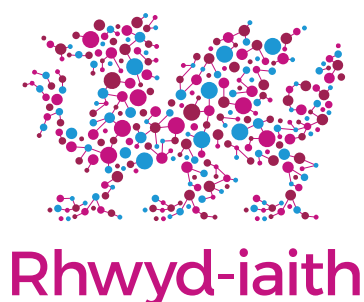
# Conclusion and Vision 2022 - 2023

In conclusion, there has been progress in compliance with the Standards and some excellent work in celebrating Welsh language culture, including the inaugural NHS Wales Eisteddfod.



The 'Meddwl Cymraeg – Think Welsh' campaign supported the Health Board in establishing a cultural change through highlighting the importance of the Welsh language. The campaign has enjoyed positive feedback and helps to promote and encourage staff to use Welsh in the workplace.

The Health Board has ensured that the Welsh language agenda is mainstreamed and incorporated into organisational strategy, such as the People and Culture Plan.



However, the Health Board recognises that there is much work to be done in improving our compliance with the Welsh Language Standards and in building a bilingual culture within Cardiff and Vale UHB. As an organisation, we need to improve the registration our staffs' Welsh language skills in order to better understand our capability to deliver and improve access to Welsh language services. The Health Board will continue to work with key stakeholders, including the Welsh Language Commissioner, Learn Welsh, and our Welsh speaking communities, to improve our Welsh language services and embed Welsh Government's *More than just words* strategy into our day-to-day business.

Our vision is to be an organisation where the Welsh language thrives.

Cardiff and Vale UHB look forward to the year ahead and taking forward our vision for 2023-2024:

- Improve the registration of Welsh Language skills for our staff onto our Electronic Staff Record system.
- Embed a new process for advertising Welsh language skills into the recruitment our recruitment processes.
- Improve the availability of Welsh language reception services throughout the Health Board.
- Continue to work with Clinical Boards to improve the level of Welsh Language services for patients and services users.
- Ensure that staff complete the Welsh Language Awareness Session on our Electronic Staff Record system.
- Develop a Welsh Language Staff Network called *Rhwydiaith*.