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

Cymraeg

# Welsh Language Annual Report 2023-2024



Shaping Our Future  
**Wellbeing**

**Meddwl Think** **Cymraeg Welsh**



**Tegwch a Chynhwysiant**  
**Equity & Inclusion**



Shaping Our Future  
**Workforce**

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 8<sup>th</sup> highest with 28% of residence speaking the language. The Vale of Glamorgan was ranked 19<sup>th</sup>, 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 18<sup>th</sup> 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 UHB's receives assurances that its services are complying to the Welsh Language Standards through the People and Culture 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>

# Building a bilingual culture

## Strategic Equality Plan and the Welsh Language

The Strategic Equality Plan of Cardiff and Vale University Health Board (UHB) plays a significant role in supporting the Welsh language agenda.



It does this by promoting bilingual services, offering staff training, and ensuring compliance with Welsh Language Standards. The Health Board has recognised that there are cross-cutting themes between the Welsh language and equity and inclusion. It is recognised that there is a link between Welsh Language and age or mental health, for example patients or service users who have been diagnosed with dementia.

By integrating the Welsh Language into the overall plan, it fosters an inclusive

environment that respects linguistic diversity and promotes equality.

## Awareness Days

The Health Board has continued to use national awareness days to champion the importance of the Welsh language within healthcare settings. By marking days such as St. Dwynwen's Day, Welsh Language Music Day, and Diwrnod Shw'mae Day, the Health Board has actively promoted Welsh language use and its positive impact on patient care.



On St. Dwynwen's Day, the Health Board highlighted the passion and commitment of its staff towards the Welsh language. The emphasis on Welsh language serves as a vital tool for fostering community connections and enhancing healthcare services through the medium of Welsh.

Diwrnod Shw'mae, celebrated on 15<sup>th</sup> October, was a dedicated day for encouraging the use of Welsh, particularly in healthcare environments. The Health Board emphasised the significance of addressing patients in their preferred language, which can contribute to their overall well-being and recovery. Initiatives included promoting Welsh language skills development sessions and providing materials to encourage staff members to greet patients in Welsh.

Welsh Language Music Day was celebrated by curating a Spotify playlist that aimed to evoke nostalgia and positive memories in individuals living with dementia. The playlist featured a diverse range of Welsh language music, from traditional folk tunes to contemporary artists.

St. David's Day provided an opportunity for the Health Board to showcase the staff's dedication to the Welsh language and their commitment to preserving cultural heritage and promoting language inclusivity in healthcare.

## Welsh Language Career Days

In June 2023, the Equity, Inclusion, and Welsh Language Team participated in the Welsh Language in Careers Day event hosted by Cardiff and Vale College. This event, aimed at secondary school students, provided a platform to highlight the benefits of using Welsh in the workplace and encourage students to further develop their Welsh language skills.



The Health Board was joined by other local organisations to discuss the advantages of Welsh language proficiency in various career fields. To provide firsthand insights, members of staff, including those participating in the NHS Graduate Placement program, were invited to speak with the students. The event was well-received by the attending schools, demonstrating the students' keen interest in understanding the importance of Welsh language skills in a healthcare setting.

## Prompt Cards

In 2022-2023, the Health Board developed the Welsh phrases prompt card to assist staff in greeting all calls from patients and the public in Welsh. They included some simple Welsh phrases for staff to use when answering the telephone. The cards proved to be popular with staff, with over one thousand copies were printed were 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.



After the success of last year, with over 1,000 having been distributed across the Health Board, a further 2,500 copies were ordered for 2023/2024. The prompt cards are available for staff via the Welsh Language SharePoint site.

## Developing Welsh Language skills of the workforce

During 2023-2024, the Health Board developed closer collaborative relationships with the National Centre for Learning Welsh and Dysgu Cymraeg Caerdydd. Through working closer with these organisations, the Health Board will improve its ability to provide Welsh language services through developing our staff's Welsh language skills. In turn, this will support the Health Board in delivering the More than just words national strategy which aims to improve the availability and quality of Welsh language healthcare throughout Wales.

Some of the opportunities on offer includes Cymraeg Gwaith courses, a building confidence course, and residential programmes which take place in Nant Gwrtheyrn in North Wales. These opportunities are all designed to foster confidence in using Welsh professionally and to support the Health Board in delivering our vision to be an organisation where the Welsh language thrives.

### 'Building Confidence' Courses

The development of the Building Confidence course has been a huge step for the Health Board in improving our ability to deliver Welsh language services. There are staff within our workforce who have good Welsh language skills but often lack the confidence to use them in a workplace setting. The Building Confidence course provides individuals with tailored one-to-one sessions with a tutor from Dysgu Cymraeg Caerdydd in Cardiff University. The sessions consider individual experiences and challenges, and aims to remove the barriers that may exist to people using their Welsh in the work. The course encourages people to use whatever Welsh language skills they have when speaking with patients, service users or colleagues. The one-to-one sessions are complemented by group sessions where speakers throughout the Health Board of all levels are invited to join in and use the Welsh they have.



The first cohort for 'Building Confidence' began in February 2024 and has been well-received by all those participating. The Health Board will continue to promote the course and monitor progress and outcomes of those taking part.

Mat Thomas, one of the participants has reflected on their experience of the course:

*"The sessions have helped me reconnect with the Welsh language that I had gained as a child but lost as an adult to the point I am now able with confidence to use the Welsh language within the workplace. It has enabled me to step back and look at some of the barriers I had been experiencing previously when learning Welsh. Flexibility to rearrange sessions within a busy department has been invaluable."*

*I feel a lot more confident in speaking Welsh and spend less time worrying about the little things like changing between Welsh and English when I forget someone can speak Welsh.*

*The last few weeks I have found a part of my Welsh language that I forgotten about, with the help of Nia Percy, my amazing tutor, I have found my inner Welsh I lost years ago. This course means so much to me for allowing me to reconnect with my heritage and the Welsh Language.*

*Being neurodiverse, I found Nia a perfect match for me and I have to say that Nia has been a massive part of the positive outcome that I have experienced, it is so important that when tutors are matched they are well equipped to be able to support in a way that meets the needs of the learner, so I have to say Diloch yn Fawr Nia for making this one of the best things that I have added to my life in a long time and will always be grateful for your support.*

## **Cymraeg Gwaith Courses**

The Health Board promoted the availability of online Welsh Language lessons for staff offered by the National Centre for Learning Welsh. The course teaches simple Welsh phrases to welcome patients and service users. Staff have made the most of the opportunity, with 35 people registering to undertake the Cymraeg Gwaith courses during 2023-2024.

## **Residential Courses in Nant Gwrtheyrn**

The Health Board had also been promoting the availability of fully funded residential courses in Nant Gwrtheyrn. The course is a one-week intensive course where people learn Welsh alongside speakers of a similar level.

Sarah James from Medical Illustration spoke about her time at the Nant Gwrtheyrn residential courses

*“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.”*

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

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

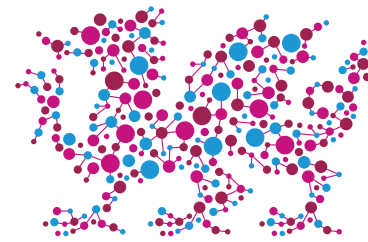
## Fforwm Caerdydd

The Health Board has maintained its active involvement in the Welsh Language Forum for Cardiff and the Vale of Glamorgan. Through the forum, the Health Board has fostered collaborative relationships with other key organisations and institutions in the region, including Menter Iaith Caerdydd and Menter Y Fro (the Welsh Language Enterprise in the Vale of Glamorgan). These partnerships have enabled the Health Board to collaborate on significant projects, such as the Welsh Language in Careers conference for students.

## Rhwyd-iaith

Since its inception over a year ago, Rhwyd-iaith has experienced significant growth, now boasting 73 members with a steady increase each week. Our lively Teams channel serves as a hub for sharing information and updates related to Welsh language events within the Health Board and the wider Cardiff and Vale region. This includes announcements about chat clubs, prompt cards for assisting staff with Welsh language phone conversations, and awareness days such as “Diwrnod Shw’mae.”

The Teams channel also facilitates volunteer recruitment, participation in external events, and opportunities for Welsh speakers to contribute to trials, such as the new ESR system. Rhwyd-iaith members were offered the opportunity to participate in the first cohort of the ‘Building Confidence’



## Rhwyd-iaith

course provided by Cardiff University. Additionally, information about Welsh language courses at Nant Gwrtheyrn has been shared with members, leading to several taking advantage of this valuable resource.

The Rhwyd-iaith Committee is currently in formation, with two roles already filled. A recent meeting focused on discussing future directions and priorities for the network over the coming year. The goal is to complete the establishment of the Committee by the end of the year, ensuring a smooth transition of leadership to members.

The Health Board were recognised for their work in establishing Rhwyd-iaith being presented with the Welsh Language Award at the HPMA Cymru Awards 2024. This is the second consecutive year that the Health Board has won this award.





# Welsh Language Translation

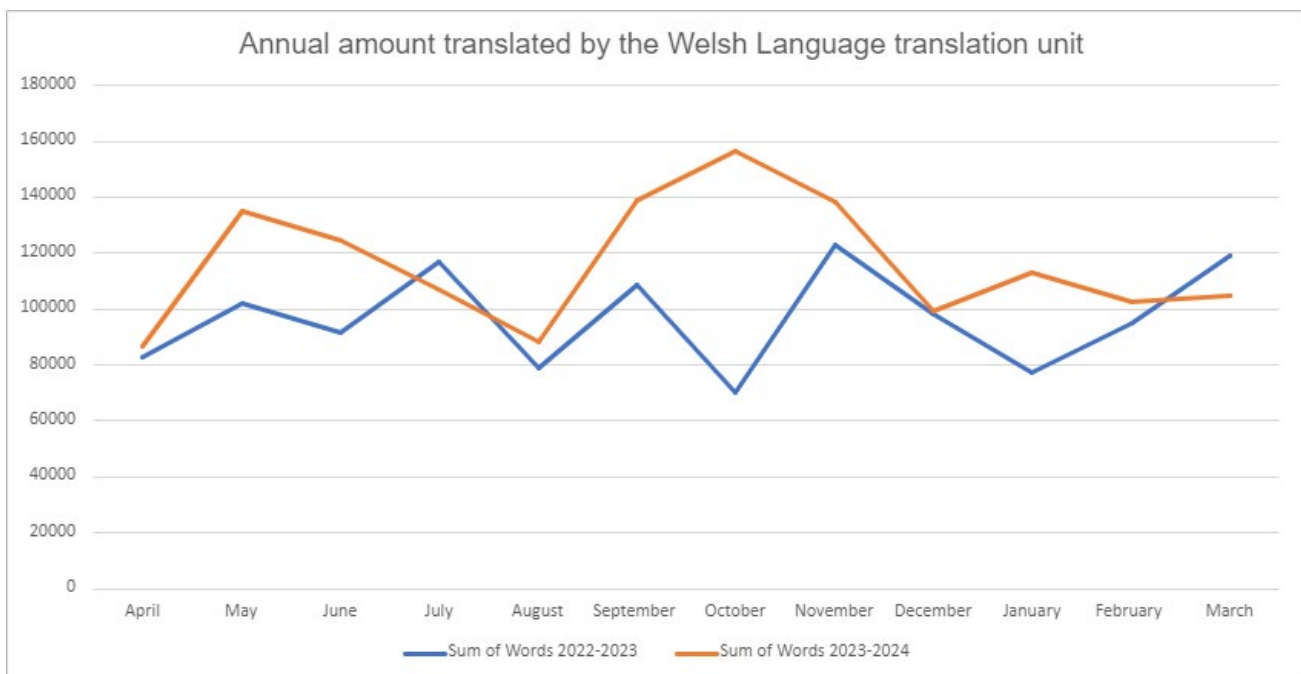
## Cardiff and Vale University Health Board

The Health Board's Senior Welsh Language Translators continue to provide an effective translation service for the Health Board.

Over 2023-2024, the team translated nearly 1.4 million words, including a wide range of documents such as the Annual Welsh Language Report and the Strategic Equality Objectives and Plan 2024-2028.

As demonstrated below, the team have increased the amount of words translated during the 2023-2024 period in comparison with 2022-2023.

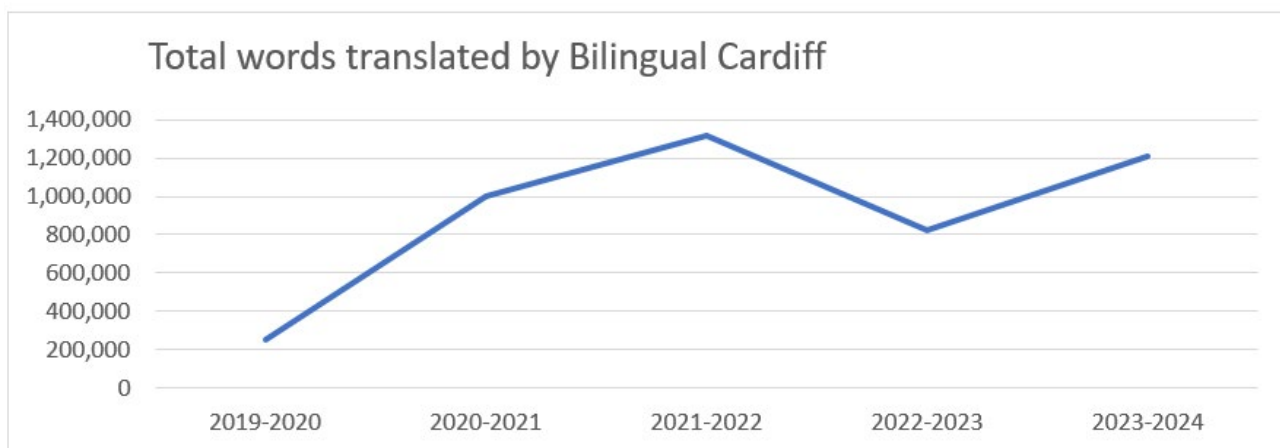
The team has significantly enhanced the Health Board's services by providing invaluable support to staff. Their efforts in ensuring bilingual information is readily available for patients and service users have been widely appreciated by colleagues.



## Service Level Agreement with Cardiff City Council

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 deliver Welsh language translation for the Health Board.

During the 2023-2024, Bilingual Cardiff also translated over 1.4 million words for the Health Board; having translated a just over 3 million words since 2019.



# 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 Children and Women, 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 Equity and Inclusion Team has been collaborating with Clinical Boards to improve Welsh language usage while maintaining effective patient and public services. A key focus has been on encouraging staff to register their Welsh language skills. To streamline this process,

the Clinical Boards have developed a user-friendly form that simplifies skill registration and seamlessly integrates information into the Electronic Staff Record.

Frontline areas have implemented several strategies to enhance Welsh language services:

- Ensuring all patient and service user information is available in both English and Welsh.
- Distributing and promoting the use of “Iaith Gwaith” and “Dysgwr” badges to signify staff proficiency and learning in Welsh.
- Encouraging staff to use Welsh language signatures and out-of-office messages.
- Employing Welsh language phrases when answering calls and greeting visitors.
- Collaborating with other health boards across Wales through network groups to exchange best practices and ideas.

## The All-Wales Therapeutics and Toxicology Centre

The All Wales Therapeutics and Toxicology Centre (AWTTC) has been actively promoting health and safety through various bilingual resources. In collaboration with Learning Disability Wales, they’ve produced a tramadol information leaflet and a comprehensive guide on unlicensed medicines in both English and Welsh. Their efforts also include an educational animation on lung health, a bereavement card for grieving parents, and the ‘Stepping Stones’ booklet for physiotherapy patients, ensuring accessibility for Welsh speakers.

Additionally, CEDAR is enhancing patient involvement by translating outcome measures into Welsh with community feedback, while the Speech and Language Therapy team has created a video to encourage Welsh usage in the workplace.

## CEDAR – Centre for Healthcare Education, Device Assessment and Research

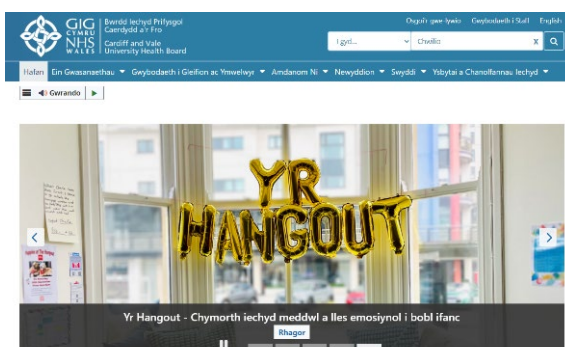
During the past financial year, CEDAR has continued with the translation of PROMs (Patient-Reported Outcome Measures) questionnaires, as part of our work with [NHS Wales Centre for Value in Health](#) to provide Value-Based Healthcare across the country. Ten PROM's were thoroughly translated using [ISPOR principles](#), which includes forward translation, reconciliation, post-translation and validation with patients. Interviews were conducted with over 50 patients as part of this work. To continue this work, we developed a new [volunteers database](#) to conduct future interviews, and work has continued to advertise the database online, in newspapers and in posters. In addition, CEDAR has translated a [new update of the national PREM \(Patient-Reported Experience Measures\) questionnaire](#), a piece of work requested by the Welsh Government. ISPOR principles were again followed for this work, interviewing 10 patients in order to complete it.

During the year CEDAR has also provided Welsh services to Welsh speaking participants across a number of local and national evaluation and research projects. This has included providing Welsh

documents, including questionnaires, and conducting Welsh interviews.

With the hiring of a new Welsh Language Coordinator in early 2023, CEDAR has also begun to develop an internal Welsh policy to ensure we comply with the Health Board and Welsh Language Commissioner policy requirements. This has included gap analysis to determine which documents need to be translated and when, what other services such as interviews and focus groups are needed as part of research projects, and the general promotion of Welsh in the CEDAR department.

## Communications and Engagement Team



The Cardiff and Vale University Health Board (CAVUHB) website currently has over 11,000 webpages. In August 2023, the Communications team enabled an approvals process for colleagues across the Health Board who have access to the website CMS Mura, where new webpages or page amends undergo approval by the Communications and Engagement Team before going live on the public facing website.

This change has meant all new pages since August 2023 have been compliant with Welsh Language Standards. If colleagues submit a new webpage or

page amends that do not have a Welsh equivalent, the Communication and Engagement Team contact the individual to inform them of the Welsh language requirements and amendments that are needed before this page can be approved and go live, or offer additional website training support to the individual. This approach also helps to inform colleagues across the Health Board about the Welsh Language Standards and requirements.

The team have a weekly rota for Welsh language approvals and amends on the website, and regular meetings to discuss the progress, any issues, and to identify colleagues who may need additional support in updating their webpages to be compliant.

Due to a large number of webpages being added to the website before the approvals process was in place, the team have a log of previous non-compliant pages to amend. The team use an evidence-based approach to amending these, using Google Analytics to reference the views a page has received to help prioritise which webpages to amend first.

The Communications team have also developed training resources including video tutorials of adding content to the website and training guides, which also highlight the Welsh Language requirements for colleagues' awareness.

The Communications team have also added 'We welcome phone calls in Welsh and in English' as a footer that appears on every page across the website.

The team are responsible for all content to social media and ensure all social media posts are bilingual do not post content

without a Welsh equivalent.

For internal communications with colleagues across the Health Board, the team have also promoted various Welsh Language courses with staff and work closely with the Equity and Inclusion and Corporate Management teams to find out about new initiatives that we can support and provide visibility to.

## **Auditing of services via Tendable**

The Health Board has implemented Tendable, a mobile inspection and auditing system designed to educate and empower frontline staff in improving quality within healthcare settings. The system has successfully conducted two audits to assess frontline areas' compliance with the Welsh Language Standards.

The audits revealed that areas are generally compliant with the standards by providing bilingual signage, inquiring about patients' preferred language, and delivering services in Welsh when requested. Positive feedback from the audits included praise for "excellent communication" among Welsh-speaking staff and the practice of recording patient language preferences in Theatre Care Plans.

However, the audits also identified areas for improvement in ensuring consistent compliance with Welsh Language Standards. Tendable will be instrumental in providing the Health Board with a comprehensive overview of compliance across the organisation. This will enable the Health Board to conduct further investigations and implement strategies to strengthen frontline compliance with the standards.

# Organisational Standards

## Welsh Language Skills Campaign

The Health Board has been actively working to ensure that staff members register their Welsh language skills. In collaboration with the People Analytics Team, the Equity and Inclusion Team has developed an efficient system for staff to record their language abilities.

A user-friendly Microsoft Form was created, allowing all staff to easily input their Welsh language skills. This data is then seamlessly transferred into the NHS Electronic Staff Record.

Although the process was still in its early stages as of April 2024, with 37% of staff having registered their skills, it is expected that this figure will significantly increase throughout 2024-2025.

## SharePoint

The Equity and Inclusion Team has been diligently updating the SharePoint website with comprehensive Welsh language information. Throughout 2023-2024, the team has significantly expanded the resources available on the site, covering guidelines and the importance of providing healthcare services through the medium of Welsh.

One notable addition is a dedicated page featuring patient and family stories

highlighting the significance of the Welsh language in delivering effective healthcare. The SharePoint site now serves as a central hub for the latest news, events, and developments related to the Welsh language within the Health Board.

## Recruitment

*(Information required as per the Standards)*

The table below provides information on the number of vacancies advertised during 2023-2024 and the type of Welsh language skills that were requested:

Cardiff and Vale UHB 2023-2024	
Total number of vacancies advertised as:	
Welsh language skills are essential	3
Welsh language skills are desirable	2487
Welsh language skills need to be learnt when appointed to the post	0
Welsh language skills are not necessary	49
Total Number of vacancies advertised	2539



# 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 received one complaint around the compliance of the Welsh Language Standards from members of the public during the 2023-2024 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 Health Board received three concerns through this route during 2023-2024.

The Health Board actively supported the Welsh Language Commissioner in investigating four Standards Enforcement Investigations initiated during the 2023-2024 period. While one of these matters was resolved, three remain ongoing.

One of the key concerns, and an area of focus for the Health Board over the coming year, centred on ensuring bilingual services were provided over the phone and in reception areas. In response, the Health Board has reviewed its recruitment processes around Welsh language skills and has worked with teams to develop their Welsh language skills, raising awareness of the Welsh language learning opportunities that are available to staff. These steps aim to empower service managers in delivering effective healthcare services in Welsh.

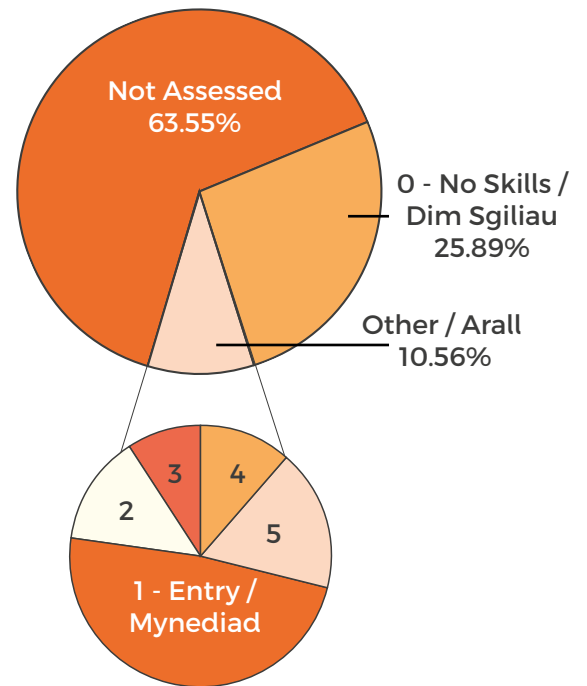


# Welsh Language Skills of Staff

*(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 2024:

Listening/Speaking Welsh	Headcount
0 - No Skills / Dim Sgiliau	4624
1 - Entry / Mynediad	997
2 - Foundation / Sylfaen	242
3 - Intermediate / Canolradd	153
4 - Higher / Uwch	192
5 - Proficiency / Hyfedredd	303
Not Assessed	11351
<b>Grand Total</b>	<b>17862</b>



- 2 - Foundation / Sylfaen 1.36%
- 3 - Intermediate / Canolradd 0.89%
- 4 - Higher / Uwch 1.11%
- 5 - Proficiency / Hyfedredd 1.73%





# Conclusion and Vision for 2023-2024

The Health Board is committed to its vision of being a place where the Welsh language thrives. This vision is essential for fostering inclusive and culturally sensitive communication with patients and the wider community. By prioritising bilingualism, the Health Board aims to deliver exceptional care, respect Wales' linguistic heritage, and create a sense of belonging for all it serves.

While progress has been made in Welsh language compliance and cultural celebration, the Health Board recognises the need for further advancements. The "Meddwl Cymraeg - Think Welsh" campaign has played a vital role in fostering a cultural shift by emphasising the importance of Welsh language use. The campaign's success has encouraged staff to integrate Welsh into their workplace interactions.

The Health Board has strategically integrated the Welsh language agenda into its organisational strategy, such as the People and Culture Plan and the Strategic Equality Objectives and Plan.

Looking ahead, the Health Board aims to strengthen its bilingual culture and services. In collaboration with the Welsh Language Commissioner and Welsh Government, the Health Board will focus on the following objectives for 2024-2025:

- Improve the registration of Welsh language skills in the Electronic Staff Record system.
- Integrate Welsh language skills assessment into recruitment procedures to ensure effective bilingual communication.
- Enhance the availability of Welsh language reception services.
- Continue working with Clinical Boards to improve Welsh language services for patients and service users.
- Develop and deliver further Welsh language learning opportunities for staff.
- Continue to develop Rhwyd-iaith.