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## Welsh Language Corporate Policy

### Policy Statement

To ensure the Health Board delivers its aims and responsibility on the Welsh Language Policy, we are committed that patients, service users and the public will be able to use their preferred language of Welsh with us. Staff will also be able to use their preferred language of Welsh when applicable according to the Standards.

Providing first-rate health services to the population of Cardiff and the Vale is the primary function of this organisation, but as is the same for every organisation providing healthcare, there are a range of regulations under which we must operate, and not only those regulations that deal directly with health matters.

Whilst our individual departments may specialise in aspects of clinical care for example, and operate under strict guidance in those specialist areas, corporately the organisation must also comply with matters such as Health and Safety, Equalities or Employment Regulations.

Compliance with the Welsh Language Standards is no different, and non-compliance carries the same organisational risk as does failing to comply with any other duties placed on our University Health Board.

Cardiff and Vale University Health Board supports our patients and services users who require a Welsh language provision when discussing their healthcare. We also recognise the importance for staff to use their preferred language of Welsh when applicable, and developing their Welsh skills.

The Board is committed to providing the best experience to our patients in their preferred language. Evidence from research on patient language choice has shown the positive outcomes for the patients when they are able to use their preferred language, including improved communication between patient and staff and decrease in anxieties and concerns.

We recognise the importance for staff to use their preferred language of Welsh when applicable and developing their Welsh skills. We also recognise the duty the UHB in ensuring that it complies with the Welsh Language Measure (2011) and progress and support on the Welsh Government's Welsh Language in Healthcare Strategic Framework (the More than Just Words Strategy).

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*(Note: Write the policy statement in the first person and explain exactly what the Health Board is committed to doing.)*

### **Policy Commitment**

The policy will enable each service/team within CAVUHB to provide a bilingual service, and ensure compliance with legislation set out in the Welsh Language Standards, as applied health boards under the Welsh Language Standards (No. 7) Regulations 2018

### **Supporting Procedures and Written Control Documents**

This Policy describe the following with regards to ensuring care through the preferred language of Welsh.

#### **Other supporting documents are:**

- [Welsh Language Standards Compliance Notice for Cardiff and Vale UHB](#)
- [More than Just Words Strategic Framework](#)

### **Scope**

This policy applies to all of our staff in all locations including those with honorary contracts and has links to partnership working and third-party contractors.

### **Equality and Health Impact Assessment**

An Equality and Health Impact Assessment (EHIA) has been completed and this found there to be a positive.

<b>Policy Approved by</b>	Strategy and Delivery Committee
<b>Group with authority to approve procedures written to explain how this policy will be implemented</b>	Equality Strategy and Welsh Language Standards Group
<b>Accountable Executive or Clinical Board Director</b>	Executive Director for People and Culture

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**Disclaimer**

**If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the [Governance Directorate](#).**

**Summary of reviews/amendments**

<b>Version Number</b>	<b>Date Review Approved</b>	<b>Date Published</b>	<b>Summary of Amendments</b>
1	Date approved by Board/Committee/Sub Committee dd/mm/yyyy	TBA  <i>[To be inserted by the Gov. Dept]</i>	<i>New Policy</i>
2			

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## 1. Scope

### 1.1 Employees

The Strategy will apply to all employees and Bank Workers of CAVUHB.

### 1.2 Primary Care Contractors

Primary Care Contractors (i.e. General Practitioners, Dentists, Pharmacists and Opticians) are independent, self-employed contactors and are not normally employees of CAVUHB; however, Primary Care Contractors have a requirement to follow the principles and requirements of legislation and policies under the Welsh Language Act 2011 to provide services bilingually. In relation to this Strategy, CAVUHB will provide support, advice and guidance to Primary Care Contractors.

### 1.3 Others

Contracted third parties (including agency staff), students, volunteers, trainees, work placements, staff from other organisations who work from all sites, individuals contracted directly by CAVUHB will need to comply with the requirements stated within this strategy whilst working on CAVUHB premises.

Assurance will need to be provided to relevant managers by the Welsh Language Team that this group of individuals are adequately trained to a satisfactory standard, depending on role and risk assessment.

## 2. Legislative and NHS Requirements

### 2.1 Welsh Language (Wales) Measure 2011

The Measure placed duties on organisations in Wales to deliver services through the medium of Welsh, consider the language when making policies, encourage more Welsh Language use in the workplace, promote the language and keep records of how they are performing their duties.

This was enacted for Health Boards via the Welsh Language Standards (No. 7) Regulations 2018, and those that are relevant to CAVUHB can be found in our Compliance Notice, which is on our Welsh Language in Healthcare web page [here](#).

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## 2.2 The Active Offer

An Active Offer means that a service is provided in Welsh without someone having to ask for it. It is the responsibility of everyone who provides care services for people and their families across Wales to deliver the Active Offer. This includes health services, social care services and social services.

## 2.3 The Well-Being of Future Generations (Wales) Act 2015

The Act states that the Welsh Language should be given due consideration as part of setting and delivering well-being objectives reflecting its official status in Wales and the national well-being goal of “a thriving Welsh Language”.

Where specific outcomes are identified as priorities e.g. promoting or protecting the language, or ensuring the adequate bilingual provision of services that meets local need, these should be considered in the setting of well-being objectives.

The seven Well-being Goals also includes A Healthier Wales, and the Welsh language forms a part of this aim also, and each of the other. The Welsh Language Commissioner’s 2018 guidance document on Promotion Strategies for example contained an adapted wheel infographic showing how the Welsh language is a part of each of the seven Goals.

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### 3 Implementation

Reflecting the identified areas within the Welsh Language Standards, CAVUHB will focus on five main areas:

- Service Delivery (Standards 1-68).
- Policy Making (Standards 69-78).
- Operational Standards (Standards 79-114).
- Record Keeping (Standards 115-117).
- Supplementary Standards (Standards 118-121).

#### 3.1 Written Communication

The public are entitled to communicate with CAVUHB in Welsh and English. Should CAVUHB receive written correspondence in Welsh from a member of the public, CAVUHB will respond in Welsh, unless the correspondent has stated otherwise.

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Should a person contact CAVUHB for the first time, via email, staff will include an email signature requesting the language preference of the person, and use the information received to communicate from that point on in the preferred language of that person.

Letterheads, email signatures and any corporate identity will be bilingual in accordance with the relevant Standards.

### 3.2 Telephone Communication

Staff answering the telephone on a main line e.g. the telephone line advertised externally, will answer the telephone bilingually at all times.

Should a caller request a Welsh Language Service, staff will make every effort to transfer that call to a Welsh speaking member of staff.

If they are not able to communicate in Welsh, they will inform the caller that they may use a translation service to continue the call (at the out of hours call centre) or continue the call in English if a discussion on a specific subject matter is required.

When CAVUHB advertise telephone numbers, they will advertise the Welsh and English lines available and provide this information as part of its publicity.

For calls made to direct lines at CAVUHB, again, staff will answer the telephone bilingually making a greeting to the caller and follow the same protocol as stated for main telephone lines.

Staff will be encouraged to use their Welsh Language skills, whatever their level or ability, in order to support the caller's language preference.

If staff have a telephone answer machine service, then the message will be bilingual and staff will be informed of the process in order to record a bilingual message using an internal guidance document.

Staff who communicate with a person for the first time will ask whether they wish to use the Welsh Language in future calls/ correspondence. A record of that wish will be kept and used to inform the language of future calls/correspondence with that person.



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### 3.3 Reception Areas

Welsh speaking staff will identify themselves as such by wearing a Welsh lanyard or pin badge. Staff members learning Welsh will also identify themselves, in order to support patients requiring a Welsh language service.

Staff able to communicate in Welsh will support patients requiring a Welsh Language service, and should a Welsh speaking member of staff be unavailable staff will be aware that they can access language support via “Language Line”, a translation support service.

Information on “Language Line” is available to staff via an all staff guidance document.

Every reception area will display a sign stating that patients or visitors, their families/carers and staff are welcome to use the Welsh Language at the reception.

### 3.4 Face-to-Face Meetings Organised by CAVUHB

When inviting more than one person to a meeting, staff will ask every person whether they wish to use Welsh Language to communicate at the meeting. If at least 10% (but less than 100%) of the invited persons inform the meeting organizer that they wish to use Welsh Language, they will arrange for translation services to be provided.

CAVUHB will advertise public events bilingually, and all materials for the event will be available bilingually.

Attendees will be asked prior to public events to identify their language preference and communication needs, and simultaneous translation services will be arranged if required.

The Welsh language will not be treated less favourably than English language communication at public events.

Should CAVUHB fund at least 50% of a public event, it will ensure that the Welsh Language is not treated less favourably than the English Language.

Speakers at the public event will be asked if they wish to present in Welsh, and if so, staff will ensure that this is possible, and translation services for attendees is organised.

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### 3.5 Clinical Consultations

CAVUHB will publish a plan for each 5 year period setting out the extent to which we are able to carry out clinical consultations in Welsh.

The plan will detail the actions CAVUHB intends to take in order to increase the ability to offer this service and a timetable for its actions.

An assessment of the success of this plan will be published, three years after its development and the assessment will be published.

### 3.6 Documents, Publications and Forms

All public-facing CAVUHB documents and publications, and all forms that are to be completed by an individual (e.g. a consent form for treatment) or available to one or more individual will be available in Welsh and English.

The Welsh Language will not be treated less favourably in terms of clarity or size, and CAVUHB will not differentiate between the Welsh and English version in relation to any requirements that are relevant to the document or form e.g. a deadline for submitting a form or a time scale for response.

All notices in public areas will be produced bilingually, or where necessary a separate Welsh and English Language version may be created, but in such cases both versions will be displayed with equal prominence and at the same time.

### 3.7 Websites, Social Media Accounts and Apps

CAVUHB's website will be available in English and Welsh and will be equally accessible to the user in both languages. CAVUHB's website will not treat the Welsh Language less favourably than the English Language.

Corporate Social Media accounts will be available in English and Welsh, and should a question be raised in Welsh, a response will be given in Welsh.

All Apps that CAVUHB publishes will be fully functional in Welsh as well as English (other than clinical apps intended for staff only).

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### 3.8 Signage

All newly erected signs (as of May 2019) including temporary signs or display notices, will convey the same information in Welsh and English. Welsh Language text on signs and notices will be accurate in terms of meaning and expression and placed above, or to the left, of the English text, as required by the relevant Standard.

### 3.9 Third Party Contracts and Tendering

When an invitation for a tender is published, CAVUHB will state that tenders may be submitted in Welsh. If such a tender is submitted then it will not be treated less favourably than a tender in the English language e.g. timescales for receiving tenders and for informing tenderers of decisions.

Tenders for third party contracts must include a section informing the bidders of the requirements to comply with the Welsh Language Standards, where that is a relevant consideration in the services to be provided (this could range from signage as part of works at a hospital location to bilingual services in the provision of healthcare services).

### 3.10 Policy Development

Any new policy formulated, reviewed or revised by CAVUHB will consider the effects that policy has on:

Opportunities for persons to use the Welsh Language and;  
Treating the Welsh Language no less favourably than the English Language.

When CAVUHB publishes a consultation document relating to a policy decision, CAVUHB will consider and seek views on a) and b) above and how the policy can be formulated or revised so that it would not have an adverse effect on the use of the Welsh Language. This will be part of the Equality Impact assessment process.

When research is commissioned or undertaken in order to assist the development of a policy decision CAVUHB will ensure that it considers how it would have positive effects on a) and b) above.

The impact assessment will accompany any decision and approval reports to the Board.

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### 3.11 Recruitment and Staffing

All CAVUHB documents relating to recruitment and staffing matters (health board policies, application forms, workplace guidance etc) will be available in Welsh and in English.

CAVUHB will state on its internal correspondence with staff, that should staff wish to receive any paper correspondence that relates to their employment in Welsh, then CAVUHB will make this available.

E-Mail signature and out of office messages wording for staff is provided as part of a guidance written to support staff in providing a bilingual service.

Staff are encouraged to identify themselves as Welsh speakers or Welsh Learners and given a method of identification, either using a lanyard or a badge, in order to support patients and delegates.

All posts will be assessed for their Welsh language skills requirements and advertised accordingly. Where any post is offered to an individual, CAVUHB will ask whether a Welsh Language contract of employment is required and if that is the individual's preference, then CAVUHB will supply that contract in Welsh.

Using CAVUHB's Bilingual Skills Strategy staff will assess the language requirements of new posts and categorise posts as follows:

- Welsh Speaking Essential.
- Welsh Speaking Desirable.
- Welsh Skills are not necessary.

Where posts are identified as essential or desirable CAVUHB will specify that as part of the advertisement. Posts will be advertised in Welsh and English and a response will be given in Welsh should an application be submitted in Welsh. Applications for posts will be clear that an applicant may conduct their interview in Welsh should they require to do so.

Application forms for posts and subsequent materials, will not be treated less favourably than the English Language versions of those documents.

Staff wishing to make a complaint may do so in Welsh and should a complaint be made in Welsh, a response will be given in Welsh.

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CAVUHB documentation setting out the complaints and disciplinary procedures will state that a Welsh speaking member of staff may make a complaint or hold a disciplinary in Welsh. Should a meeting be required with a member of staff in relation to a complaint, CAVUHB will make it known that a Welsh speaker has the right to conduct that meeting in Welsh. CAVUHB will provide this by using a simultaneous translator if a Welsh speaking member of staff is not available or specifically skilled to deal with that complaint.

### 3.12 Training and Development

Staff member's Welsh Language skills are assessed via the competency levels within ESR and these skills can be updated according to staff training and development.

Opportunities for staff to receive Welsh Language training during working hours will be given either via on-line training or dedicated classroom attendance courses.

Staff are provided with opportunities to receive Welsh Language awareness sessions as part of the Corporate Induction programme, which includes Welsh Language awareness and information about the Welsh Language Standards.

This training is also available to primary care contractors and internal staff and can be arranged through the Equality and Welsh Language Team.

### 3.13 The Intranet

CAVUHB will provide a dedicated Intranet page for staff in order to promote and facilitate the use of the Welsh Language. This will include access to training opportunities, guidance on how to arrange both written and simultaneous translation, and how to obtain resources such as Welsh language software or lanyards and badges to identify staff members as Welsh speakers.

The Home Page of CAVUHB's intranet will be available in Welsh and dedicated pages relating to Workforce and OD provision will also be available in Welsh.

Should a Welsh speaking member of staff require the spell checking and grammar facility, this will be available to download on the Intranet site or via a service point call.

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### 3.14 Complaints

Any complaint made in Welsh by a patient or member of the public will be dealt with in the exact same way and within the same timescales as any that are made in English.

Any complaint brought against CAVUHB via the Welsh Language Commissioner's investigations process will be dealt with within the set timescales, and it will be the responsibility of all relevant officers to provide the necessary information at the time, and act upon any action points after a decision has been made.

### 3.15 Partnership Working

Wherever possible and feasible, CAVUHB will work with its partners, both locally and regionally, on joint-projects that are designed to deliver on aspects of Welsh-language service delivery. These could include staff training sessions, promotional campaigns, guidance documents and other similar issues. Partners would include Public Service Board members such as Cardiff City Council and the Vale of Glamorgan Council alongside partner-organisations in the Welsh Language Forum of both local authority areas.

### 3.16 Promoting the Welsh Language

The promotion of the Welsh Language will be visual as part of CAVUHB's identity and any service that we provide.

Publicity materials relating to the promotion of the Welsh Language will be made available in Welsh.

Should CAVUHB publicise an English Language service that corresponds to a Welsh Language service we will state on the English Language promotional materials that a Welsh Language Service is available.

CAVUHB will continue to promote events such as Dydd Gwyl Dewi/ St David's Day, Dydd Santes Dwynwen, Shwmae and I Have a Right Day etc.

### 3.17 Record Keeping

CAVUHB will keep a record of:

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The number of complaints we receive in relation to our compliance with the standards.

The number of employees who have Welsh Language skills and their skills levels.

The number of new and vacant posts where Welsh Language skills are essential, desirable or need to be learnt.

This information will be published as part of the annual report.

### 3.18 Annual Reporting

CAVUHB will produce and publish an annual report in accordance with standard 120 of the Compliance Notice – Section 44 Welsh Language (Wales) Measure.

## 4. Reviewing and Monitoring

This policy will be reviewed every 3 years, additional reviews may be required if any changes are made to legislation.

### 4.1 Managerial Responsibilities

Managers must take overall responsibility for ensuring that this policy is implemented and monitored effectively, they must ensure that all of their employees are aware of their responsibilities.

This policy will be presented to the Equality and Welsh Language Forum and Welsh Language Standards Working Group for consultation and will then follow the recognised approval route to Quality, Safety and Risk Committee, monitoring of compliance and review.

The Director of Workforce and Organisational Development is ultimately responsible for the Welsh Language in the Health Board. All non-compliance will be reported and acted upon in accordance with disciplinary procedures and escalated to the Quality, Safety and Risk Committee and Executive Board.

### 4.2 Retention/Archiving

The relevant Director will ensure that copies of this policy are archived and stored in line with CAVUHB records management policy, and are made

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available for reference purposes should any situation arise where they are required.

### 4.3 Non-compliance

All employees are expected to comply with this policy, failure to comply with the policy is a serious offence and could result in disciplinary action.