

Cardiff and Vale University Health Board

Annual Report on the compliance to the Welsh Language Standards 2019-2020

Executive Summary

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on the organisation, among other public institutions, to comply with the standards relating to the Welsh language. The organisation has responded positively to the Welsh Language Standards as it provides an opportunity to reinforce the requirements and to improve the quality and availability of services through the medium of services.

During 2018/19, the organisation continued with its efforts to implement the requirements of the Welsh Language Standards, working closely with services to ensure they all conform. We have been working hard to raise awareness of the requirements of the Standards through corporate induction of all new staff, mandatory training for current staff as well as other events taking place across the organisation. It also has been promoting its commitment towards the Welsh Language by attending the National Urdd Eisteddfod at Cardiff Bay in May 2019.

Since May 2019:

- the organisation has been collaborating with the National Centre for Welsh Language Learning to offer a range of fully-funded Welsh Language courses for staff.
- guidance to assist staff on complying with the standards is now widely available on the intranet and internet sites.
- the organisation has been promoting NHS careers and the need for Welsh Language skills at careers fairs in local schools and colleges.
- the organisation has established a service level agreement with Cardiff City Council to use their Welsh Language unit for translations.

However, it is essential to note the impact of COVID19 on progressing of the Welsh Language Standards. It paused on establishing a strategic group, chaired by the Deputy Chief Executive, to oversee and seek assurances that the organisation is complying with the standards. Frontline areas had to focus on dealing on the direct and indirect impact of this significant public health incident. However, the organisation intends to establish the strategic group, as mentioned above, by March 2021

This report sets out our compliance with the Standards and submits the necessary data for the 2019-2020 financial year. We recognise that we have made progress but that improvements are still required in order to improve the provision of our Welsh language healthcare services.

Background

On 30th May 2019, Cardiff and Vale University Health Board came under the Welsh Language Measure (2011). The specific requirements that Board would have to comply with, set by the Welsh Language Commissioner, are available [here](#).

As set out in the compliance notice, the CAV UHB is required to provide a service for patients, service users and the general public who prefer to speak Welsh. Additionally, in a marked change from the Welsh Language Scheme, the Board has to set out 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 Welsh Governments' statistics, 22% of the Cardiff population speaks Welsh (11th highest in Wales) and 20% of the people in Vale of Glamorgan (15th in Wales). However, Cardiff has the third-highest number of Welsh speakers living in the capital with nearly 80,000 Welsh speakers, with an additional 25,600 residing in the Vale of Glamorgan.

As part of the public commitment towards providing an effective service for these Welsh speaker, the [organisation has set out the arrangements on the website](#).

Accountability

The Chief Executive is corporately responsible for the Welsh Language Standards with the Executive Director for Workforce and Organisational Development responsible on the board level. The Assistant Director for the Organisation Development provides the strategic leadership level. The Welsh Language Officer, working within the organisations' equality unit, is responsible for the standards from day to day and acts as a point of contact for areas to discuss the report. The Equality Strategy and Welsh Language Standards Group will be responsible for assessing and ensuring compliance by the organisation, whilst providing assurances to the Board's Strategy and Delivery Committee.

Complaints received by the Cardiff and Vale University Health Board are dealt with and responded to by two processes. All concerns regarding patient care and patient experience are dealt with by the Putting Things Right process, which is administered by the organisations' concerns team. Concerns about the corporate areas not complying with the Welsh Language Standards are dealt with directly by the Welsh Language Officer. The corporate concerns process is available on the [organisation website](#).

Organisational Wide Compliance progress

The organisation has been undertaking numerous activities to raise the awareness of the Welsh Language amongst the staff. The aim of these is remind staff of the organisations' requirements to comply with the Welsh Language Standards and what steps staff can take locally to ensure compliance. For example, promoting the availability of fully funded Welsh Language lessons for staff who wish to develop their Welsh Language skills.

Additionally, it has been promoting its commitment towards the Welsh Language in the Cardiff and Vale area. Its aim was to provide assurance to the local Welsh speaking communities that they are welcome to use their preferred language of Welsh when receiving healthcare.

Events

CAVUHB at the National Urdd Eisteddfod in Cardiff 2019

Following the success of the NHS Wales stand at the National Eisteddfod in Cardiff 2018, it was decided to have a stall at the Urdd Eisteddfod. The organisation's booth aimed to promote careers, apprenticeships and services focused for children and young people. It intended to improve the recruitment of potential new generation of staff with Welsh language skills. The stall was staffed throughout the week with staff members who could talk about their role and work in Welsh with attendees. Additionally, the Communication Team sent out messages and pictures bilingually on their social media to promote their messages during the Eisteddfod week.

St David's Day

The organisation annually organises a number of events on 1st March to celebrate the patron Saint of Wales. As part of the events, it promoted Welsh language lessons available online for all staff to enrol. The organisation has also made staff aware of the requirement to use their range of Welsh language skills with patients and service users. As part of the wider cultural change of increasing the use of the Welsh language across the board, Y Gegin Restaurant promoted its choices for St David's Day with a bilingual menu.

Diwrnod Shw'mae Day

The organisation also promotes the Diwrnod Shw'mae Day to support staff to use their Welsh language skills, whatever their range, with each other and patients. The day was promoted through the organisation's social media accounts.

Training Available

Awareness Available

There is a range of guidance is now available for staff on how to comply with the Welsh Language Standards:

- The Welsh Language section of the intranet provides a wide range of guidance

How to create a bilingual out of office message, have a bilingual signatures (including bilingual contact details) or include the 'iaith gwaith' emblem on your email signature.

How to receive and deal with calls through the medium of Welsh including some simple phrases to use with the caller.

Guidance to assist staff to decide which documents should be available bilingually.

How to consider the Welsh Language requirements during meetings with external persons.

The organisation continues to provide awareness sessions for all staff on the importance of healthcare through the medium of Welsh. It also has produced a bilingual awareness video that has been publish on its social media accounts. ([Link for English](#) – [Link for Welsh](#))

Corporate Induction

The organisation continues to provide Welsh Language awareness sessions for new staff to the organisation. They form part of the corporate induction training that all staff are expected to complete. The awareness informs the attendees of the importance of the Welsh Language in healthcare and what steps each member of staff can take to provide the best level of service for patients/service users can who prefer to speak Welsh.

Mandatory Training

Welsh Language awareness is also a part of the mandatory training which all staff are required to complete. The awareness session challenges preconceptions of the language in the Cardiff and Vale area, the legal and Welsh Government policy measures which are in place and what all staff can do in their local level to help the organisation provide the best level of services for patients/service users who prefer to speak Welsh.

Staff development and training sessions

The organisation also offers awareness training for other educational and development programmes for staff. The clinical leadership programme provides a session on Welsh Language awareness as part of its plan to develop staff as leaders in their field. Ad-hoc sessions were also available for the teams who wanted to expand their knowledge around the Welsh language.

Service Delivery Standards

Clinical Board and other areas compliance

Medicine Clinical Board		
Standards Group	Action taken during the year in question	Action to be taken in the coming year
Standards 1 – 8 relating to the correspondence made and received	All our procedure consent forms and procedure information sheets include Welsh translation; We are aware that EIDO provides all of its Patient Information Leaflets in the Welsh Language.	If we were to develop correspondence we would ensure it was bilingual
Standards 8 - 21 relating to telephone calls made and received by a body	All staff are Gwaith aware of the requirement to answer the phones with a Welsh greeting - the patient / service user may wish to undertake the phone call through the medium of Welsh we are able to make the necessary arrangements. We have at least two members of staff (clinical) in each Directorate who are Welsh speakers and wear a badge to communicate this	We believe we are able to meet these standards, however it may be useful to undertake a review of Welsh speakers within each department in MCB
Standards 22 – 25 relating to meetings and dealing face-to-face with the patients	Patient appointment letters can be requested in Welsh by ticking a box on our CWM system; The Clinical Board have at least 2 Welsh speakers within each directorate (clinical)	We will continue to ask patients/service users if they wish to communicate through the medium of Welsh.
Standards 26 – 32 relating to public meetings	Yes, we carried our public engagement events in relation to the potential closure of a ward in one of our community hospital sites. We failed to ensure that attendees were asked about their language preferences.	Not at present, however were we to do this we would ensure we engaged with the public regarding their language preferences and would ensure all documentation relating to the event was produced bilingually.

Standards 33 -38 relating to public/patient information, pamphlets and posters.	Not all patient documentation sent out from MCB is available bilingually. However, we are aware that Cardiff Council provides written translation work for the UHB and have used this service.	We would need to review all other documentation within the Clinical Board to ensure adherence to the Act. We will inform all departments of the capacity of Cardiff Council to provide translations.
Standards 50 -53 relating to reception services.	No but this is available via ESR and we do have Welsh speakers within the department available.	This can be done in conjunction with our workforce colleagues via ESR

Women and Children Clinical Board		
Standards Group	Action taken during the year in question	Action to be taken in the coming year
Standards 1 – 8 relating to the correspondence made and received	Nearly all correspondence that is sent out to patients and service users is available in Welsh or English. Process has been developed to ensure that any correspondence received in Welsh. This includes identifying staff who can deal with such correspondence.	The clinical board will work to ensure that all correspondence sent out is available bilingually.
Standards 8 -21 relating to telephone calls made and received by a body	Welsh speakers in the board have been identified to deal with phone calls. Callers who prefer to speak Welsh are continued to welcome to use their preferred language. Their calls in Welsh will be facilitated.	The clinical board will continue to actively recruit Welsh speaking staff to assist the Board in providing a Welsh language service. The Clinical Board will ensure that staff will follow the answering phone calls procedure based on the standards.
Standards 22 – 25 relating to meetings and dealing face-to-face with the patients	Forms include patients preferred language of either Welsh or English. For example, they can state their preference for a Welsh speaking midwife	The clinical board will continue to actively recruit Welsh speaking staff to assist the Board in providing a Welsh language service.

Standards 26 – 32 relating to public meetings	The clinical board has organised public meetings over the past year, with invitations and publicity sent out bilingually.	The Clinical Board will continue to ensure that Welsh is a considered part of any public meetings the board organises.
Standards 33 -38 relating to public/patient information, pamphlets and posters.	While most of the leaflets are available in a bilingual format, there are a minority amount which are still available in English only. A number of these leaflets are provided by third party organisation such as charities, these are available in English only.	The Children and Women Clinical Board will work to ensure that leaflets are available in Welsh.
Standards 50 -53 relating to reception services.	We have a number of Welsh speaking reception staff who are able to provide a Welsh language services for our patients, service users and the public.	Children and Women Clinical Board will assess the language of reception staff

CD&T Clinical Board		
Standards Group	Action taken during the year in question	Action to be taken in the coming year
Standards 1 – 8 relating to the correspondence made and received	<p>All appointment/ follow up letters/ leaflets are offered in Welsh and English.</p> <p>There are Welsh speaking staff within CD&T Clinical Board who are able to assist when correspondence in Welsh is received. Should a suitable member of staff not be able to assist we can contact the translation service.</p>	The Clinical Board will continue to extend the offer of Welsh and English appointment letters. They will also extend the use of Welsh and English text messaging for appointment reminders.
Standards 8 -21 relating to telephone calls made and received by a body	The Clinical Board ensures when possible in patient are to be greeted bilingually. The Board promotes and supports staff to greet bilingually in non-clinical areas.	The Clinical Board, when setting up virtual clinics, will ask patients the language of their choice for the session to be conducted in.

Standards 22 – 25 relating to meetings and dealing face-to-face with the patients	The Clinical Boards consent forms are available in Welsh and English. Staff can also use language line if necessary if patients/service users prefer to speak Welsh.	The Clinical Board will continue to review the practice for the following year.
Standards 26 – 32 relating to public meetings	The Clinical Board has not organised any public meetings this financial year.	The Clinical Board is not planning to organise any public meetings next financial year.
Standards 33 -38 relating to public/patient information, pamphlets and posters.	All public/patient/service users' information is available bilingually.	Will continue to provide bilingual information.
Standards 50 -53 relating to reception services.	The language abilities of reception staff have been assessed.	The Clinical Board will continue to assess the Welsh language abilities of reception staff.

PCIC Clinical Board		
Standards Group	Action taken during the year in question	Action to be taken in the coming year
Standards 1 – 8 relating to the correspondence made and received	Department of Sexual Health (DOSH) - Correspondence has been received and a response was submitted within a timely manner	<p>Palliative Care - Develop correspondence we would ensure it was bilingual</p> <p>Community Dental - As we are having a service review we have identified that patient information i.e. apt letters, post op instruction will be required to be translated</p> <p>Medicine Management - We could consider an offer to provide generic patient letters in Welsh if desired. If language preference was noted on GP computers we could send letters that are generic in content in Welsh.</p> <p>Community Resource Team – We are developing a bilingual patient information</p>

		<p>leaflet and we are producing bilingual lanyards for all staff to wear.</p>
<p>Standards 8 -21 relating to telephone calls made and received by a body</p>	<p>Medicine Management - Some members of the prescribing team speak Welsh. A member of the team could get them to call them back if necessary (and they are in work that day).</p> <p>Palliative Care - All staff are aware of the requirement to answer the phones with a Welsh greeting however if the service user wants to continue the call in Welsh they would be offered to do so when a Welsh speaking member of staff was available</p> <p>Community Dental - Staff have been provided information on answering calls</p> <p>HMP/ Nursing / CHAP/ DOSH - Following an audit of Welsh language skills, there are Welsh language speakers within the team and if a member of staff is unavailable, a call back service.</p>	<p>Her Majesty's Prison (HMP)/ CHAP (Cardiff Access Health Practice) /DOSH /Nursing / - A review of the procedure for dealing with all patient telephone lines will be carried out to ensure calls are answered with a bilingual greeting and will be embedded in staff training. This will include putting calls through to Welsh speakers if available or a call back service is offered.</p> <p>Nursing - Staff are aware of the requirement to answer the phone with a Welsh greeting.</p> <p>Community Resource Team (CRT) only – we plan to discuss the option of carrying out the online Welsh language courses to all staff who may be interested, in order to improve our basic communication with our patients.</p>
<p>Standards 22 – 25 relating to meetings and dealing face-to-face with the patients</p>	<p>CHAP/Nursing/DOSH – Forms filled out by service user/patients include language choice. Patient records system also logs preferred language.</p> <p>CHAP/Nursing/DOSH/HMP: The language line translation system is available for patients to conduct their consultation in their chosen language.</p>	<p>Palliative Care - To ask patients if they want to speak Welsh if it's their preferred language.</p> <p>CHAP/Nursing/DOSH/HMP: - An action plan will be developed to ensure Welsh language provision will be considered. This will involve matching up the language skills of staff against the preferred language of a patient. However no</p>

	<p>North & West Locality: Clinical Staff who are Welsh Speakers have the logo embroidered onto their uniform or they wear a badge so this is visible to the patient.</p>	<p>requests for a Welsh service have been received which largely caters for non-English speaking newly arrived asylum seekers preferred language.</p> <p>North West locality: Encouraging Locality staff to apply for Welsh Learner courses.</p> <p>Keeping a register of Welsh speaking staff – this will need to be recorded on ESR by each staff member in the Locality.</p> <p>Vale Community Resource Service: with new telephone flat form in June we will be able to offer the message bilingually, the caller will also have the option to transfer to a call handler to continue the conversation in Welsh, this would depend on the day as struggling to recruit Welsh speakers we have tried.</p>
<p>Standards 26 – 32 relating to public meetings</p>	<p>Medicines Management - Public facing engagement events by the prescribing team focused on messaging about appropriate use of medicines, specifically antibacterial. Ask about Medicines Week and Antimicrobial Awareness Week. All the promotional material available was bilingual. Some pharmacists wore lanyards to identify them as Welsh speakers. There was variation in the confidence to conduct a clinical conversation in Welsh -</p>	<p>North and West: Locality: the patient information leaflets and staff lanyards will be bilingual.</p> <p>Public information from other organisations is sometimes already in Welsh but if not then we would request they organise the translation for their documents.</p>

	<p>some were happy to complete the conversation, some only preliminary conversational parts due to clinical risk of getting it wrong.</p> <p>North & West Locality: carried out the CRT Staying Steady falls clinics in the last year which had bilingual patient information. However, no staff who work in those clinics currently speak Welsh.</p>	
Standards 33 -38 relating to public/patient information, pamphlets and posters.	<p>Medicines Management - Public engagement events held under the banner of Your Medicines Your Health provided bilingual leaflets regarding antibiotic use and other medicines topics.</p> <p>CHAP/Nursing/DOSH/HMP: - Bilingual signage is visible in most patient areas to reinforce a positive Welsh language environment. The information leaflets in CHAP are offered in many languages as indicated as their chosen language</p>	<p>Palliative Care - Plan to update information and ensure its bilingual</p> <p>Secondary sector palliative care services provide bilingual documentation</p>
Standards 50 -53 relating to reception services.	<p>CHAP/Nursing/DOSH/HMP -The team aim to conduct an annual audit of language skills of all staff is conducted annually. All Welsh speaking staff and Welsh learner staff are aware of the requirement to wear the working Welsh badge or have the badge embroidered in to clinical uniform or wear a lanyard indicating Welsh speaker and to display their Welsh speaking status on their CAVUHB ID badge. The</p>	<p>CHAP/Nursing/DOSH/HMP - The Welsh language abilities of all new reception staff is captured in the job application and features as a question at interview. Welsh language is considered an additional skill at interview. Training is offered for non-Welsh speakers.</p> <p>North & West Locality: the plan will be to assess the Welsh language ability of all staff and it will be recorded</p>

	badges are kept by the Assistant Locality Manager who promotes their visibility and usage.	on ESR. They will also be offered an opportunity to carry out a Welsh language course if willing.
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Mental Health Clinical Board		
Standards Group	Action taken during the year in question	Action to be taken in the coming year
Standards 1 – 8 relating to the correspondence made and received	<p>Adult Mental Health – Appointment letters which are sent out to patient are available in Welsh or English.</p> <p>Mental Health for Older People – Appointment letters which are sent out to patient are available in Welsh or English. Procedures are in place to deal with any Welsh language correspondence.</p> <p>Psychology: The service sends out the appointment letters in Welsh and English.</p>	<p>Adult Mental Health – Will continue provide and English or Welsh letters for the patients</p> <p>Mental Health for Older People – The service will continue to develop leaflets in a bilingual version.</p> <p>Psychology: The service is continuing with creating bilingual standard letters.</p>
Standards 8 -21 relating to telephone calls made and received by a body	<p>Adult Mental Health – All staff are aware of the requirement to greet bilingually over the phone.</p> <p>Mental Health for Older People: The directorate has made staff aware of the requirement to greet all calls bilingually. Welsh speaking staff are used to deal with any phone calls in Welsh.</p>	Adult Mental Health – Will continue to support staff to greet bilingually.
Standards 22 – 25 relating to meetings and dealing face-to-face with the patients	<p>Adult Mental Health – Ensured that areas ask and respect the patient language choice</p> <p>Mental Health for Older People: Staff members are aware of the requirement to use their Welsh language skills with patients.</p>	<p>Adult Mental Health – Continue to ask and respect patient language choice.</p> <p>Mental Health for Older People: The service offers all letters, leaflets and other forms of communication in</p>

		<p>alternative languages if required.</p> <p>Psychology: The service will continue to use translators who may require services through the medium of Welsh.</p>
Standards 26 – 32 relating to public meetings		
Standards 33 -38 relating to public/patient information, pamphlets and posters.	<p>Mental Health for Older People: The services uses UHB forms and leaflets, which are available bilingually, however we will continue to review all documentation to ensure we are also providing them in Welsh</p>	<p>Mental Health for Older People: We will review all of our documentation on a regular basis to ensure we are providing them in Welsh if not already doing so</p>
Standards 50 -53 relating to reception services.	<p>Adult Mental Health Staff with Welsh language skills are wearing the 'iaith gwaith' badge</p> <p>Mental Health for Older People: The service is assessing the Welsh language skills for ward clerks, personal assistants and secretaries.</p>	<p>Adult Mental Health Will continue to roll out 'iaith gwaith' lanyards</p>

Specialist Clinical Board		
Standards Group	Action taken during the year in question	Action to be taken in the coming year
Standards 1 – 8 relating to the correspondence made and received	<p>Neurosciences:</p> <p>We do not routinely send information out from the neurosciences team in Welsh. Some of our information leaflets are sent in bilingual format.</p> <p>If we did receive correspondence in Welsh we would access the translation</p>	

	services who would be able to translate it.	
Standards 8 -21 relating to telephone calls made and received by a body	<p>Cardiothoracic: All staff are aware of the requirement to answer the phones with a Welsh greeting however if the caller wishes to continue the call in Welsh, they would be offered a call back when a Welsh speaking member of staff was available.</p> <p>Neurosciences: If the service user wanted to hold a call in Welsh we would be able to support this when a Welsh speaking member of staff was available.</p>	Cardiothoracic: to provide and extend Welsh Language choice for patients.
Standards 22 – 25 relating to meetings and dealing face-to-face with the patients	Cardiothoracic: We do not currently ask whether the caller wishes to carry out a consultation in Welsh unless we are aware it is their first or preferred language.	Cardiothoracic: Patients who would like to communicate in Welsh will be clearly identified and recorded with appropriately skilled staff available to action
Standards 26 – 32 relating to public meetings		
Standards 33 -38 relating to public/patient information, pamphlets and posters.	<p>Cardiothoracic: We are not currently using any written information bilingually as it needs updating</p> <p>Neurosciences: Some information is available bilingually, but not all.</p>	<p>Cardiothoracic: Plans to update information and ensure its bilingual</p> <p>Secondary sector palliative care services provide bilingual documentation</p> <p>Neurosciences: Yes, we set dates to review documents and plan to translate information leaflets etc on review and update.</p>
Standards 50 -53 relating to reception services.		Neurosciences: All new employees let us know at the point of application if they speak Welsh. If receptionists are Welsh speaker and are happy to converse in Welsh we ensure that this is known to staff and patients.

Surgery Clinical Board		
Standards Group	Action taken during the year in question	Action to be taken in the coming year
Standards 1 – 8 relating to the correspondence made and received	No correspondence was sent out. A concern was received and responded to in Welsh within the government time limit	To ensure that all posters and information leaflets are available in Welsh
Standards 8 -21 relating to telephone calls made and received by a body	If the service user wanted to continue the call in Welsh they would be offered to do so when a Welsh speaking member of staff was available. Staff are aware of the requirement to answer the phones with a Welsh greeting.	The language choice of either Welsh or English asked during the pre-assessment stage. Notices on reception to offer the appointment to be undertaken in Welsh medium
Standards 22 – 25 relating to meetings and dealing face-to-face with the patients	All in patients are asked about their preferred language We can use language line if patients wish to, although not sure we use it regularly	We will try to get staff that speak Welsh in each clinical area identifiable, posters perhaps so that patients are aware of Welsh speakers. Also perhaps consider Welsh greetings to be printed out on phones so that staff could greet people in Welsh when answering the phone
Standards 26 – 32 relating to public meetings	No public meetings were organised in the last year.	
Standards 33 -38 relating to public/patient information, pamphlets and posters.	All Macmillan leaflets, we seek to obtain Welsh language versions	The Board will continue to provide further information in a bilingual format. If practicable, however we aim to source translation for your service users in the first instance
Standards 50 -53 relating to reception services.	The Board has assessed all reception staff for their Welsh language skills. All staff who have registered with Welsh language skills	We will continue to assess their Welsh language abilities

	have the working Welsh badge.	
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Corporate		
Standards Group	Action taken during the year in question	Action to be taken in the coming year
Standards 1 – 8 relating to the correspondence made and received	All corporate areas are made aware of their requirement to comply with the Welsh Language Standards. All corporate areas (such as concerns team and communications team) ensure that all responses and correspondences complies with the Welsh Language Standards.	All corporate areas will continually review their practices and ensure that standards are complied with.
Standards 8 -21 relating to telephone calls made and received by a body	<p>Operations and facilities:</p> <p>The main switchboard appointed two Welsh speaking telephone operators to provide a Welsh language service for those calling on the switchboard. Other members of the switchboard team did Welsh Language lessons to improve their Welsh language services.</p> <p>Staff are i.e. aware of the requirement to greet bilingually over the phone</p>	
Standards 22 – 25 relating to meetings and dealing face-to-face with the patients	Guidance has been prepared for all staff and has been published on the intranet	Guidelines will be promoted across the corporate areas of the organisation. Areas will be expected to comply with them.
Standards 26 – 32 relating to public meetings		
Standards 33 -38 relating to public/patient		All corporate areas will constantly review their public information and

information, pamphlets and posters.		ensure they comply with the standards.
Standards 47-49 relating to signs	<p>Capital and Estates</p> <p>All new signs under the control of CEF are ensured to be bilingual in accordance with UHB wayfinding practice.</p> <p>The organisation has established a library of bilingual temporary signs for staff to print off and use.</p>	<p>Capital and Estates</p> <p>This will continue to be monitored. CEF will also keep reminding other departments of their responsibilities, including temporary signage.</p>

Policy Making Standards

All policies drafted by the organisation follow the procedure that they are assessed under the Equality Health Impact Assessment before approval. This includes on whether and how it impacts on the Welsh Language. To follow the new Welsh Language Standards, the organisation has amended the EHIA to reflect the new requirements of assessing the impact of the Welsh language, promoting its use and mitigating any negative impact.

During 2019/2020, a total of 37 policies were passed by the organisation. 34 of them have been assessed under the EHIA and Welsh Language impact. 92% of all policies have been assessed.

Policy title	Welsh Language Impact	Changes or improvements
Consent to examination or treatment policy	Recognised that the importance of the Welsh Language. Recognised the legal importance on the language of consent Welsh/English. Importance of language when discussing consent.	Policy recognises in point 4.9 the importance of the Welsh Language and ensures that staff get consent in the patient preferred language.
Management of Cytotoxic Chemotherapy Policy	The policy recognises that discussing the treatment with the patient in their preferred language of Welsh can lead to a positive outcome	The team will have a list of Welsh speakers who could be available to discuss matters in Welsh. Information will be available in a bilingual group. The UHB cytotoxic group will monitor the work.
Optimising Outcomes policy	The policy recognises the importance on running	Information in Welsh is available.

	programme on smoking cessations and weight management in Welsh.	Consultations can also be made through the medium of Welsh.
Operational policy - department of liaison psychiatry	<p>Bilingual patient information leaflets are available for patients.</p> <p>The aim of the 'active offer' is that staff should ask for the language choice (of either Welsh or English) of the patient. The language choice should then be integrated into the patient's treatment. In other words the patient could request their treatment be in Welsh.</p> <p>If we are unable to provide a fully Welsh language service for the patient, we should then aim to maximise the coverage of treatment and care in Welsh for them using the staff and resources we already have.</p>	We will adhere to the Welsh Language Standards as applicable to this UHB.

Operational Standards

Standards	Action taken this year	Action to be taken next year
Standards 83-88	Workforce has now included language choice of Welsh or English in all forms and documents. It explains that all participants in disciplinary processes are allowed can use either language with arrangements would be put into place with simultaneous translation.	Workforce will monitor the use of language choice of staff participating in disciplinary processes.
Standard 89		

Standard 90-95	A page focusing on providing information on developing Welsh language skills is available.	As part of the online revamping of the organisations servicing.
Standard 96	<p>All new staff who apply for vacancies have their skills assessed through the NHS Jobs and Trac systems.</p> <p>All current staff are aware of the requirement to register their Welsh language skills. Staff also must register their fluent Welsh language skills before handed the 'iaith gwaith' lanyard</p>	
Standard 97 - 101	<p>LED have now included Welsh/English language choice for development courses that fall under the standards. All registration forms include staff member encouraging to provide their language choice.</p> <p>If requests are received for training to be delivered in Welsh, funding has been ring-fenced within the Learning Education and Development Budget if a translator is required.</p> <p>The organisation has been promoting the online Welsh Language courses available for staff. It promoted their availability during events such as St David's Day and Diwrnod Shw'mae Day. Links to the courses are available on the Welsh language section of the intranet and the internet. Local areas</p>	<p>The organisation will continue to promote the courses available for staff, including for specific areas to support their staff to participate in the Welsh language learning courses.</p> <p>This funding will continue to be set-aside year-on-year for any requests for training to be delivered in Welsh plus it will accommodate requests for training documentation to be translated.</p> <p>It will also continue to increase the offer the range of Welsh Language courses available for staff as set out in the standards.</p>

	have also promoted these courses directly to staff.	
Standard 102 - 103	<p>The Corporate Induction and Mandatory Training programme includes a Welsh language section where new and current staff are given the opportunity to learn about the importance of the Welsh Language in healthcare.</p> <p>A leaflet is now available for staff including information on Welsh language learning.</p>	<p>Welsh Language Awareness will continue to be a core part of the Corporate Induction and the Mandatory Training, ensuring that the staff will continue to understand the importance of the Welsh language in healthcare.</p> <p>Information will continue to be distributed to staff about the Welsh language, including promoting of the Welsh Language section on the intranet and internet.</p>
Standard 104 - 105	<p>On the Welsh Language intranet and internet page , there are now logos and wording that staff can place on their email to show :</p> <ul style="list-style-type: none"> • that they can speak Welsh and would welcome correspondence in Welsh. • how to put a bilingual Out of office on their email account. • how to create a bilingual signature. 	<p>The organisation will continue to promote and support staff to ensure they have bilingual out-of-office message and signatures on their emails.</p>
Standard 106 - 109	<p>Both recruitment systems that are run by NHS Wales, NHS Job and Job Trac system can allow new recruits to apply for roles bilingually.</p> <p>The organisation is now currently embarking on developing a bilingual.</p> <p>The organisation has been working with local areas to improve the availability of bilingual job</p>	<p>Organisational leads for other allied health professional and scientific groups will ensure that their library of job description will be available bilingually.</p> <p>The organisation will focus to ensure that bilingual advertisements will be available.</p>

	<p>descriptions including Nursing.</p> <p>Managers who will be recruiting for new posts will be advised that their job description</p> <p>Further details on this work is available below.</p>	
Standard 110 – 110A	The policy has been drafted for consultation and approval. However, due to the COVID19 period has meant that the process for approval has been put on hold.	The organisation intends to approve the policy in 2020-2021
Standard 111 - 114	<p>The organisation has established a temporary bilingual depository on the organisations' website. This will assist the local areas to comply with the standards requirements around temporary signage.</p> <p>On a wider issue, the organisation continues to provide bilingual signage across the organisation, including ensuring that recorded announcements are available bilingually.</p>	The organisation will continue to ensure
Standard 115	Data on the amount of concerns received directly by patients/service users and the public below.	
Standard 116	The Employment Staff Record (ESR) includes the Welsh Language data of staff working at the organisation.	<p>The organisation continues to promote the requirement for staff to register their Welsh language skills through the ESR self-service system.</p> <p>For example, the organisation follows a policy of providing 'iaith gwaith/working Welsh'</p>

		lanyards for staff who have filled their language skills on ESR.
Standard 117		
Standard 118	A copy of the Welsh Language Standards for the Cardiff and Vale University Health Board are available on the Board's website in a bilingual format in Welsh and English.	The organisation will ensure that a copy of the standards will be available bilingually during the transition to the new website system.
Standard 119	<p>Concerns by patients and services users around the Welsh Language are dealt through the Putting Things Right process managed by the Concerns team.</p> <p>The Welsh Language Officer and the Organisational Development Team are responsible for the corporate concerns process.</p>	<p>The organisation will continue to monitor and respond to any concerns raised through these two systems.</p> <p>The organisation will continue to ensure that engaging with the concerns to improve the clinical and non-clinical services.</p>

Details of the complaints received

Corporate Concern Process

Concern	Details	Action taken
Lack of bilingual information on the website	The correspondent was concerned about the lack of content in Welsh on the organisation website. This contravened standards 39 of the organisation's Welsh Language Standards.	Communication Team will be updating the website and ensure that it is available bilingually.
Lack of bilingual information on the organisation's social media accounts.	The correspondent was concerned about the lack of Welsh language social media posts. The lack of social media posts in a bilingual format contravened standard 45 of the organisation's	Communication team and the wider organisation will be appointing Welsh Language Translator to ensure the organisation's social media account are bilingual.

	Welsh Language Standards.	
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No concerns were received through the 'Putting Things Right' process from patients and service users for the 2019-2020 period.

Employees' Welsh language skills

The Welsh Language skill of the organisations' employees below reflects the skills base within Cardiff and Vale University Health Board.

The organisation is continuing to drive to ensure that all members of staff have registered their Welsh Language skills onto the Electronic service records. For example, all staff who wish to wear the Welsh 'iaith gwaith' lanyard must register their Welsh language skills.

Whilst recruiting new staff with Welsh Language skills as essential is still in its infancy, these steps have been positive and it has generated some good practice. For example, the organisation found that advertising roles on a Welsh Language recruitment site lleol.net has been effective in encouraging Welsh speakers to apply for roles at Cardiff and Vale University Health Board.

Alongside promoting careers in the Urdd Eisteddfod, it has been working with local primary and secondary schools to promote careers in the NHS and the importance of the Welsh language skills. It has been co-operating closely with the Careers Service of Wales by attending their careers day they've organised in local schools.

Welsh Language training continues to be promoted and supported across all staff area. Links to the accessible online courses are available on the staff pages of the organisations' website and the intranet. As previously mentioned, these courses were also promoted at internal events across the year.

Department	Number of staff with Welsh language skills	Amount	Number of staff without Welsh language skills	Percentage of staff with Welsh language skills	%
Whole organisation	Total: #	7172	10059	Total: #	
	Level 5: #	421		Level 5: #	3%
	Level 4: #	284		Level 4: #	2%
	Level 3: #	476		Level 3: #	3%
	Level 2: #	1123		Level 2: #	7%
	Level 1: #	4868		Level 1: #	39%
Medicine Clinical Board	Total: #	840	1303		
	Level 5: #	61		Level 5: #	3%
	Level 4: #	22		Level 4: #	1%

	Level 3: #	35		Level 3: #	2%
	Level 2: #	139		Level 2: #	7%
	Level 1: #	583		Level 1: #	37%
CD&T Clinical Board	Total: #	1483	1894	Total: #	
	Level 5: #	102		Level 5: #	3%
	Level 4: #	71		Level 4: #	2%
	Level 3: #	102		Level 3: #	3%
	Level 2: #	221		Level 2: #	7%
	Level 1: #	987		Level 1: #	41%
PCIC Clinical Board	Total: #	573	1114	Total: #	
	Level 5: #	56		Level 5: #	3%
	Level 4: #	23		Level 4: #	1%
	Level 3: #	42		Level 3: #	3%
	Level 2: #	95		Level 2: #	6%
	Level 1: #	357		Level 1: #	27%
Mental Health Clinical Board	Total: #	816	1139	Total: #	
	Level 5: #	42		Level 5: #	2%
	Level 4: #	35		Level 4: #	3%
	Level 3: #	50		Level 3: #	3%
	Level 2: #	112		Level 2: #	6%
	Level 1: #	577		Level 1: #	42%
Specialist Clinical Board	Total: #	1014	1377	Total: #	
	Level 5: #	53		Level 5: #	2%
	Level 4: #	44		Level 4: #	2%
	Level 3: #	83		Level 3: #	3%
	Level 2: #	173		Level 2: #	8%
	Level 1: #	661		Level 1: #	38%
Surgery Clinical Board	Total: #	1250	1473	Total: #	
	Level 5: #	65		Level 5: #	2%
	Level 4: #	46		Level 4: #	2%
	Level 3: #	94		Level 3: #	4%
	Level 2: #	195		Level 2: #	8%
	Level 1: #	850		Level 1: #	45%
Corporate	Total: #	679	866	Total: #	
	Level 5: #	37		Level 5: #	2%
	Level 4: #	37		Level 4: #	2%
	Level 3: #	57		Level 3: #	4%
	Level 2: #	139		Level 2: #	10%
	Level 1: #	409		Level 1: #	36%
Capital & Estates	Total: #	517	893	Total: #	
	Level 5: #	5		Level 5: #	0%
	Level 4: #	6		Level 4: #	0%

	Level 3: #	13		Level 3: #	1%
	Level 2: #	49		Level 2: #	4%
	Level 1: #	444		Level 1: #	46%

Training

Type of training	Number who attended the Welsh version	Number who attended the English version	Percentage that attended the Welsh version
Recruitment and interviewing	Total: 0 Values Based Recruitment (VBR) Training: 0	Total: 199 Values Based Recruitment (VBR) Training: 199	Total: 0% Values Based Recruitment (VBR) Training: 0%
Performance management	Total: 0 Values Based Appraisal Training: 0 Coaching Skills for Leaders & Managers : 0	Total: 1078 Values Based Appraisal Training: 1028 Coaching Skills for Leaders & Managers: Course 3: 50	Total: 0% Values Based Appraisal Training: 0 Coaching Skills for Leaders & Managers: 0
Complaints and disciplinary procedures	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #	Total: # Course 1: # Course 2: # Course 3: #
Induction	Total: 0 Corporate Induction: 0 Committed to Caring - HCSW Induction: 0	Total: 1065 Corporate Induction: 871 Committed to Caring - HCSW Induction: 194	Total: 0% Corporate Induction: 0% Committed to Caring - HCSW Induction: 0%
Dealing with the public	Total: 0 SIMA - Modules A - C Total: 0 Communication Programmes (various) Total: 0	Total: 1024 SIMA - Modules A - C Total: 707 Communication Programmes (various) Total: 317	Total: 0% SIMA - Modules A - C Total: 0% Communication Programmes (various) Total: 0%
Health and safety	Total: 0 Health & Safety - Risk Assessment & Working Safely : 0 Violence & Aggression : 0	Total: 574 Health & Safety - Risk Assessment & Working Safely = 212 Violence & Aggression = 362	Total: 0% Health & Safety - Risk Assessment & Working Safely = 0% Violence & Aggression = 0%

Recruitment

Category	Number of posts categorised	Percentage of posts categorised
Essential	7	0.32%
Desirable	2152	99%
Need to learn	1	0.04%
Not necessary	0	0

In line with Section 44 of the Welsh Language (Wales) Measures Act 2011, NHS Wales are required to comply with Standards 106a and 107 in relation to the supporting documentation required with the recruitment of all staff; in particular job advertisements, descriptions and person specifications.

The Health Board employs over 15,000 staff across a range of acute, primary, community, mental health and tertiary services.

Meeting the requirements of the Welsh Language Standards presents us with an opportunity going forward to standardise and simplify the job descriptions (generic versions) we use for recruitment within the organisation. Since the introduction of the NHS job evaluation system (Agenda for Change) in 2004, a practice of creating bespoke job descriptions within the service to satisfy the grading system rather than being focussed to attract new recruits.

Our operational plan developed to help support Clinical Boards to meet the legislative Welsh language recruitment standards is broken down into staff groups.



Nursing and Midwifery

In conjunction with Clinical Board Directors of Nursing, a suite of generic job descriptions have been developed and are now available on the job description library. These are available in English and Welsh.

<http://www.cardiffandvaleuhb.wales.nhs.uk/job-description-library-1>

Other Professional Groups

We have asked professional Leads of AHP and Scientific Staff Groups to do similar in order to simplify the process when it comes to recruiting, so that the library can be built. This will reduce time and expensive translation costs.

Newly Evaluated Posts

As part of the Agenda for Change Job Matching process, whenever any new job description is evaluated, the manager is advised to arrange for the job description to be translated in to Welsh to ensure that when the vacancy is advertised this can be done so in both Welsh and English.

It is recognised that this is a first stage. Bilingual advertisements will follow in the course of this year.

Conclusion

For the year 2019-2020, the organisation has been establishing the Welsh Language agenda within the organisation, including preparing guidelines and spreading awareness.

Promotional activities about our Welsh Language agenda have been organised to raise awareness amongst the organisation's staff. Support and guidance are also available for teams to utilise to assist them in complying with the standards. The underlying structure to provide healthcare services in Welsh is coming together. The distribution of the 'working Welsh/iaith gwaith' badges continues and are becoming increasingly popular with staff who can or learning Welsh. Patient management system are asking language choice of the patient and service users.

Activities that will have a longer-term positive impact are also taking place, with our recruitment system allowing candidates to use their preferred language when applying. The organisation is also being proactive in promoting careers in the NHS and the importance of the Welsh language skills in local schools and colleges.

However it's recognised from the Welsh Language Commissioner's monitoring report 2019-2020 that further work is needed. This is especially seen when it comes to ensuring that patients/services users and the public can enjoy a service as described under the Welsh Language Standards. It recognises that first point of contact for our users, namely our telephones switchboard, correspondence, social media and website needs to improve its services in Welsh. It's planned to continue with this work for the coming financial year.

It should be noted, however, that the organisation from February 2020 had to deal with COVID19. This major public health challenge meant that resources and attention were diverted with this major incident. The organisation had redesign service to deal with sudden demand for healthcare from those infected, leading for staff to be reallocate away from their normal roles. This meant that staff who were tasked with or worked on the Welsh language agenda in their areas were not available to progress. However, as the situation is improving the organisation will be able to refocus on progressing on the Welsh Language agenda.

The actions we are taking and the work of the Health Board will be framed in the context of delivering against the seven goals of the Well-being Future Generations Act.

Recommendations

Based on the report from the Welsh Language Commissioner report 2019-2020 and assessing the progress from this report, the organisation will focus the following in 2020-2021:

- Establishing the Equality Strategy and Welsh Language Group to seek assurances on behalf of the Board that the organisation is complying with the Welsh Language Standards.
- Ensure that all public information is available in Welsh or English.
- Ensure that the organisations' website is available in a bilingual format
- Ensure that the organisation's social media presence is available bilingual
- Recruitment process to be available bilingually, including all job descriptions available in English and Welsh.
- A target of 500 members of staff to register for the Welsh Language course run by the National Centre for Welsh Language Learning.
- A target of 5% of all new posts advertised will have Welsh Language as an essential skill.