

Welsh Language Standards

Annual Report
2021-2022

Cymraeg



GIG
CYMRU
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WALES

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

Cardiff and Vale University Health Board

Annual Welsh Language Standards Report

2021-2022

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Introduction

On 30th May 2019, the Welsh Language Measure (2011) came into force placing legislative duties on Cardiff and Vale University Health Board (CAVUHB) 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 whose preferred language is Welsh. Additionally, CAVUHB is required to deliver a range of services for its staff through the medium of Welsh.

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

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

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 CAVUHB's Equity and Inclusion Team, is responsible for the Standards on a day-to-day basis and acts as a point of contact for the Standards and other matters relating to the Welsh language.

The Equality Strategy and Welsh Language Standards Group is responsible for assessing and ensuring organisational compliance and provide assurances to the UHB's Strategy and Delivery Committee. Complaints received by Cardiff and Vale University Health Board are dealt with and responded to through one of two processes. All concerns regarding patient care and patient experience are dealt with through the Putting Things Right process, administered by the CAVUHB'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 CAVUHB's website.

People and Culture Plan

In 2021-2022, CAVUHB launched its People and Culture Plan. The aim of the plan is to improve the experience of staff, to ensure the improvements CAVUHB have made over recent years continue, and to confront the challenges which have arisen as a result of the pandemic and subsequent recovery period. It has a clear focus on improving the wellbeing, inclusion, capability and engagement of our workforce. Equity and inclusion, including that for the Welsh language, underpins the plan, and staff are encouraged to develop their Welsh language skills for use with patients, service users, colleagues, and the general public.



Welsh Language Officer, Jessica Sharp presents prize to one of the category winners of the CAV Eisteddfod.

‘Meddwl Cymraeg - Think Welsh’ Campaign

The ‘Meddwl Cymraeg - Think Welsh’ campaign was developed to support the embedding of the Welsh language into organisational culture. The following events and promotional days were organised as part of the campaign during 2021-2022.

CAV Eisteddfod - Supported by the Cardiff and Vale NHS Health Charity, CAVUHB held its inaugural organisational Eisteddfod in 2021. All staff were welcomed to participate in four categories: photography, written word, sculpture, and painting.

The winner in each category received a glass trophy and a £50 gift voucher.

20 entries were received in total and the winner was announced on Diwrnod Shw’mae Day, 15th October 2021.

Diwrnod Shw’mae Day

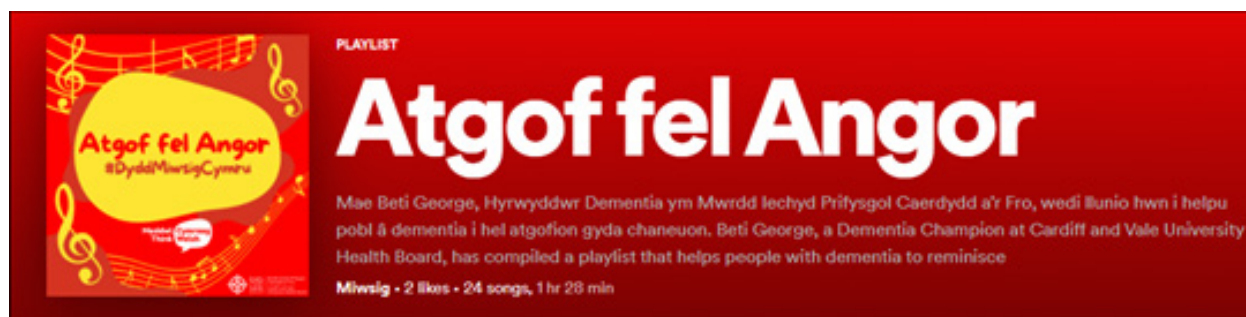
CAVUHB promoted the importance on using the Welsh language with colleagues and patients. The winners of the CAV Eisteddfod were announced and were awarded their prizes.

Welsh Language Rights Day

CAVUHB promoted Welsh Language Rights Day through working with the Communications and Engagement Team to record an interview with a Paediatric Anaesthetist discussing the importance of offering a Welsh language service to their young patients. The video was uploaded onto CAVUHB's social media platforms including YouTube, Facebook and Twitter.

Welsh Language Miwsig Day

To celebrate Welsh Language Miwsig Day, CAVUHB worked with Beti George, a member of the Dementia Champions, to create a playlist of Welsh language music to promote the use of the arts in healthcare. This enables people who suffer from dementia to reminisce through music.



Santes Dwynwen Day

On Diwrnod Santes Dwynwen, CAVUHB promoted the tag 'Cariad at yr Iaith / Love for the Language'. The Communication and Engagement Team interviewed members of staff who spoke of their love for the Welsh language.

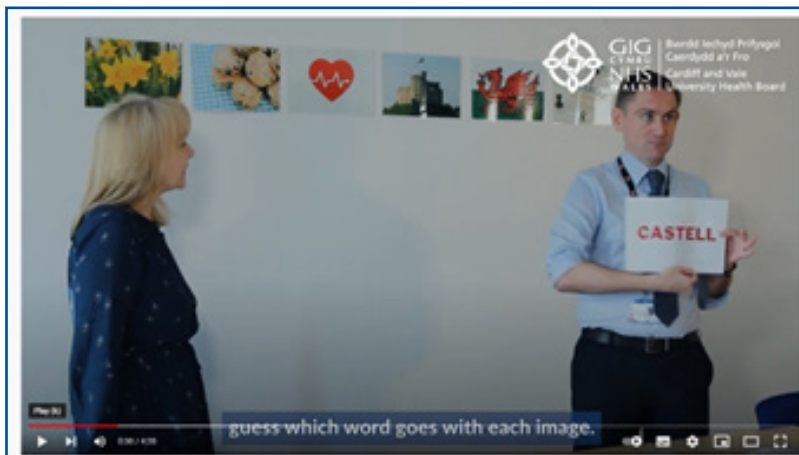


St David's Day

On 1st March, CAVUHB took the opportunity to celebrate the Patron Saint of Wales by promoting the importance of learning Welsh.

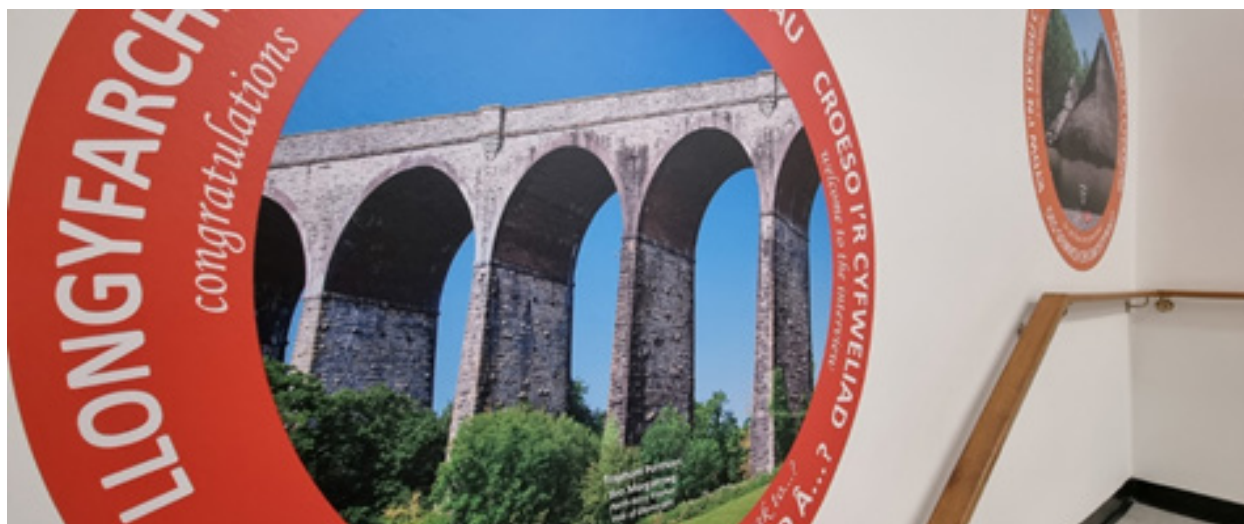
The Communication and Engagement Team launched a video of the new Chief Executive, Suzanne Rankin, participating in a promotional video where she learnt simple Welsh phrases alongside the Welsh Language Officer.

Additionally, CAVUHB's catering team created a lunchtime menu at the UHW and UHL restaurants celebrating traditional Welsh recipes.



Welsh Language Welcoming Wall

As part of the 'Meddwl Cymraeg – Think Welsh' campaign, CAVUHB placed murals in Woodland House containing simple Welsh phrases to promote use of the language. The mural was funded by Cardiff & Vale Health Charity and features artwork of Welsh landmarks encircled by popular Welsh words and phrases. Through placing the murals in one of the main staircases, the aim is that staff will learn these simple greetings and phrases to use with colleagues and patients.



Welsh Language Awareness Training

The Equity and Inclusion Team provided Welsh Language awareness to staff as part of mandatory training. It includes an explanation of the Welsh Language Standards, the importance of providing Welsh language care, and what steps staff can take to support CAVUHB in providing effective healthcare in Welsh.

Bilingual Greeting Cards

To encourage and support staff to answer the phone bilingually, a prompt card has been designed providing simple phrases that staff can use when answering calls, which include the “*Meddwl Cymraeg – Think Welsh*” campaign logo. The cards are available to all staff to help in their use of the Welsh language.



Welsh Language Translation Unit

The Unit continues to provide an effective translation service for CAVUHB. Over the 2021-2022 period, the unit have translated over one million words, which includes a wide range of documents for CAVUHB's front-line areas.

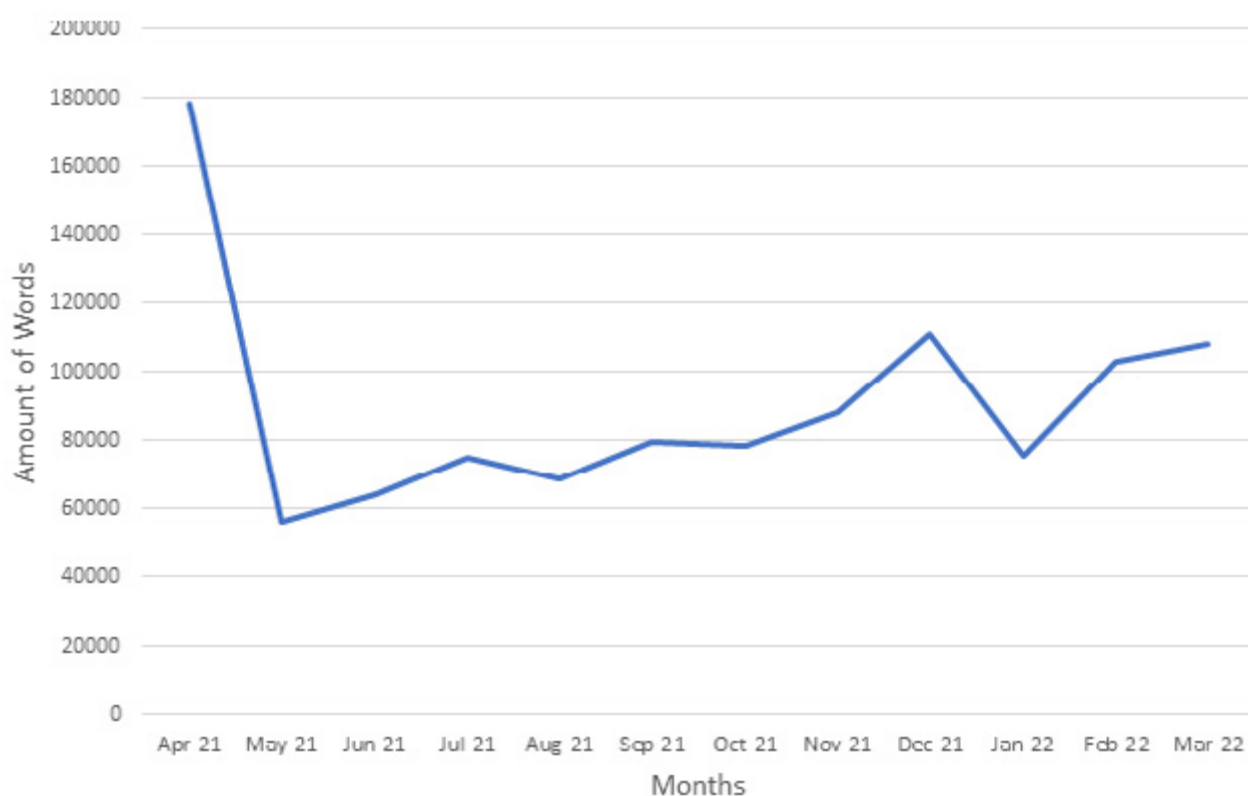
Over the course of 2021-2022, the team have regularly increased their monthly translating rate, improving the service provided to CAVUHB.

Some high-profile documents translated by the team include:

- Cardiff and Vale University Health Board's People and Culture Plan
- Pharmaceutical Needs Assessments
- Welsh Language Report 2021-2022

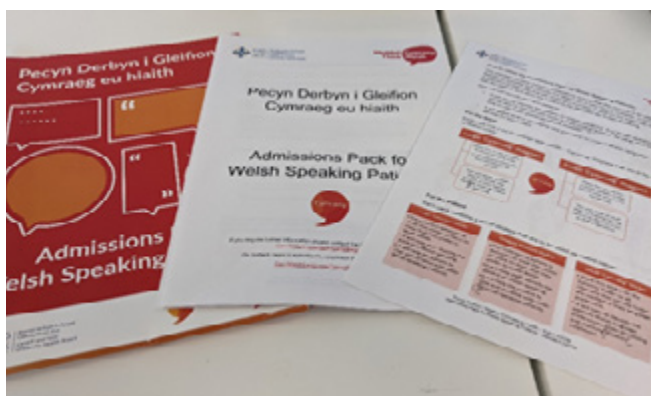
CAVUHB has also utilised the service level agreement with Bilingual Cardiff, the Welsh Language translation service managed by Cardiff City Council. During the 2021-2022, Bilingual Cardiff have translated over 1 million words for CAVUHB.

Amount of words translated by the Welsh Language Translation Unit



Welsh Language Patient Welcoming Pack

A Welsh Language Patient Welcoming Pack has been developed to support with the admission of Welsh speaking patients. Over the past year, CAVUHB has piloted the pack in three clinical areas to assess its impact and effectiveness with Welsh language patients and staff. The innovative pack has been praised by the Welsh Language Commissioner's Office.



Service Delivery Standards

Progress from the Clinical Boards

The Clinical Boards are responsible for providing the healthcare services on behalf of CAVUHB to patient and service users across Cardiff and Vale of Glamorgan. During 2021-2022, the Clinical Boards have been working to improve compliance with the Welsh Language Standards, ensuring they provide effective services through the medium of Welsh.

A number of Clinical Boards have Welsh Language Ambassadors in place who aim to promote and improve their Welsh language services. This includes sharing guidelines on how to comply with the Standards and information for staff interested in learning and developing their Welsh language skills. The intention is to continue to grow the role of Welsh Language Ambassadors within Clinical Boards.

The Clinical Boards regularly check and update any signage across the offices and patient and service-user areas. They also review and assess patient information to ensure documentation complies with the Welsh Language Standards.

Clinical Boards have been helping patients and service users access and enjoy a Welsh language service by distributing the 'iaith gwaith' badges to staff who are happy and able to deliver a Welsh language service to patients and service-users. The Clinical Boards have also improved opportunities for staff to use Welsh in the workplace, through work such as the development of a video in Welsh regarding raising awareness of mental health matters as part of the Values into Action work. The Clinical Boards have also been promoting the availability of fully funded Welsh language courses, with many of our front-line staff taking up the opportunities to learn Welsh language skills.

Main Switchboard Services

CAVUHB has been able to extend and improve the level of Welsh language services on the main switchboard by employing two Welsh speaking Switchboard Operators.

Patient Reported Outcome Measures

The Equity and Inclusion Team has been working with the Cedar Team in the all-Wales service 'NHS Value in Health' organisation to establish a Welsh Language Co-ordinator role to assist with ensuring that their PROMS (Patient -Reported Outcome Measures) process complies with the Welsh Language Standards.

Website and Social Media

Over the winter period, the Communication and Engagement Team appointed an external translator contractor to ensure that the entire website is available bilingually. The team have also worked to ensure that all messages on CAVUHB's social media platforms comply with the Welsh Language Standards.

Below is a breakdown of the engagement on CAVUHB social media accounts have enjoyed during 2021-2022:

Twitter	
Followers for the Welsh Language account	178
Messages	1806
Views	178,448
'Retweets'	389
'Likes'	400
Responses	88

Facebook	
Followers 'liked' the Welsh Language account	60
Messages	1721
Views	20,690
'Shares'	59
'Likes'	105
Responses	1

Public Consultation Meetings

The Strategy and Planning Team ensured that the Welsh language was integrated into the public consultation process for their 'Shaping their Future Strategy'. The online public meetings offered simultaneous Welsh translation.

Additional Learning Network

The Cwm Taf and Cardiff Additional Learning Network has been established to assist the Cwm Taf and Cardiff and Vale University Health Boards to ensure that the organisational compliance with the Additional Learning Needs Measure. The Equity and Inclusion Team are actively involved to ensure that due consideration is given to the Welsh language when providing additional learning services for children through the medium of Welsh.



Dementia Champions

CAVUHB has a network of Dementia Champions who promote and support on the organisational Dementia Strategy. The Champions remind colleagues of the needs of people living with dementia, and encourage staff to think of simple steps and small changes that can be made to better meet their needs. Having Welsh language as an ongoing item on the agenda when the Champions meet has helped to continually remind the Champions of the importance of the Welsh language for many patients who have dementia. The Champions have also invited speakers, who specialise in the Welsh language and dementia to attend meetings to raise awareness.

Welsh Language Ambassadors

CAVUHB recruited a number of Welsh Language Ambassadors for the Clinical Boards, including Surgery and Clinical Diagnostics and Therapies. The Ambassadors will be responsible for promoting the Welsh Language in their local areas, to celebrate success, and report any challenges encountered.

Collaboration with other organisations

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

The Health Visiting Team distributed 'Bilingual from Birth' packs developed by Menter 'Twf' which encourages new parents to use Welsh with their new born babies.

The UHB attended a number of career days in local comprehensive schools to discuss the importance of Welsh language skills when working within the NHS, speaking with the pupils about the advantages of a career in healthcare.

Policy Standards

CAVUHB continues to assess the impact on the Welsh language when drafting policies through the use of an Equality Health Impact Assessment (EHIA). During 2021-2022, the UHB has approved a total of 24 policies. All policies have a completed EHIA form including an assessment on their impact on the Welsh Language.

Organisational Standards

Staff Tribunal process

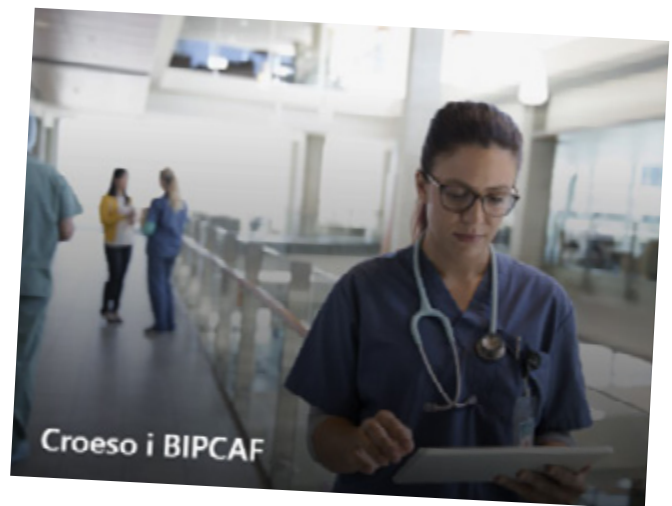
The Welsh language has been integrated into the staff tribunal system where people are asked whether their preferred language is Welsh or English at the outset. Those involved are then able to use their preferred language throughout the process, including during tribunal meetings.

CAVUHB's intranet site

During 2021-2022, CAVUHB has been developing its new intranet site. The Welsh language page provides information bilingually on the following areas:

- Welsh Language Standards: Provides an overview of the Welsh Language Standards
- Advice, Guidance and Good Practice: A range of guidelines and good practice to assist staff and areas to comply with the Welsh Language Standards.
- Developing Welsh Language Skills: Information on available Welsh language courses to support staff in developing their Welsh Language skills.
- Internal Welsh Language Translation services: Provides information on the Welsh Language translation services for all areas in CAVUHB.

The home page is also available bilingually.



Recruitment

(Information required as per the Standards)

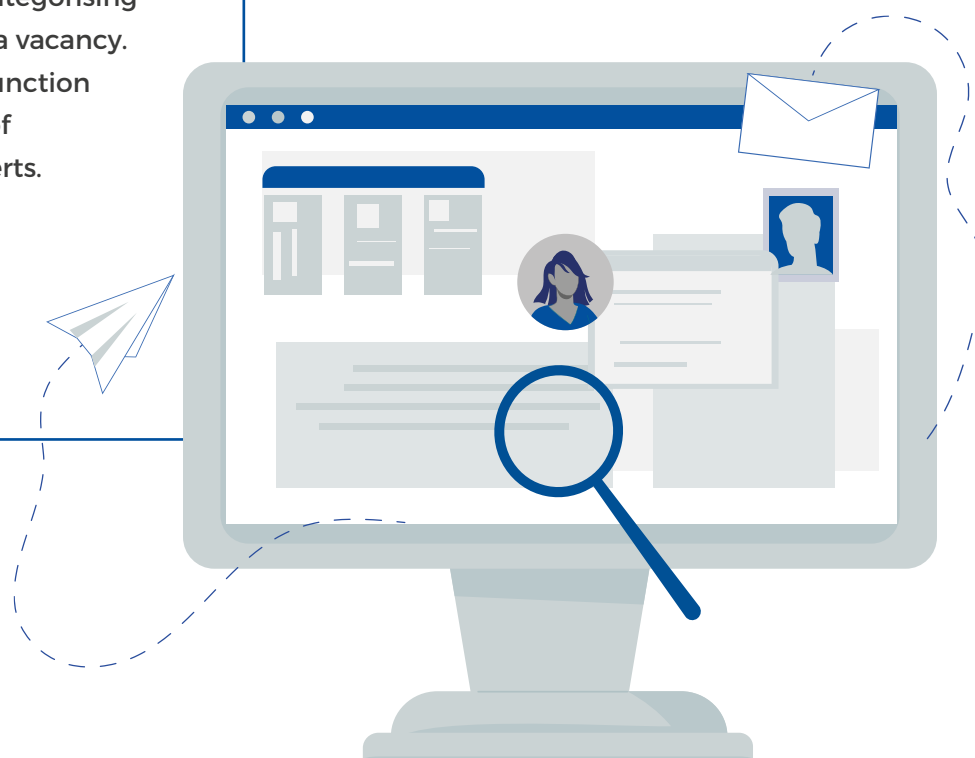
Total number of vacancies advertised as:	
Welsh language skills are essential	4
Welsh language skills are desirable	2597
Welsh language skills need to be learnt when appointed to the post	0
Welsh language skills are not necessary	139
Total Number of vacancies advertised 01/04/2021 to 31/03/2022	2740

The Recruitment Team has been working to set up the future structures and processes to ensure that Welsh language skills are assessed during the recruitment process. The team have produced a guide on assessing and categorising Welsh language skills for a vacancy. The People and Culture function have piloted the roll out of mandatory bilingual adverts. The team have created generic job descriptions to reduce the need to translate individual job descriptions.

Finally, the Recruitment Team have incorporated a requirement for job descriptions to be translated and published bilingually into the New and Changed Jobs Procedure.

Clinical Boards have been working to improve the mainstreaming of the Welsh language into CAVUHB's recruitment process. The Clinical Boards are developing the process of creating bilingual job descriptions when advertising new roles.

CAVUHB has also been working to develop material for local recruitment events in the Cardiff and the Vale area. All material for recruitment events are available bilingually, including bilingual role adverts, bilingual media posts, bilingual pop-up banners and contact cards.



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.

A separate corporate concerns process is available for non-clinical and corporate concerns. A copy of the process is available on CAVUHB's website:

The Concerns Team received one concern by a patient/service user in relation to the Welsh language provision. CAVUHB has been working with the Welsh Language Commissioner on a total of 8 concerns received by the health board during 2021/2022. The concerns covered a range of issues, including CAVUHB's website, social media and Covid Vaccination Service.

CAVUHB worked with the Commissioner to respond to the Welsh Language concern and the subsequent inquiry to ensure that the issues raised were dealt with appropriately. For example, the COVID Vaccination appointment line now provides a Welsh Language Service on the its automated section of the telephone line with the availability of Welsh Language booking agents.

Welsh Language Skills of Staff Profile

(Information required as per the Standards)

As a consequence of the COVID pandemic, CAVUHB saw an unprecedented increase in the recruitment of staff to support the service during this challenging time. Currently, CAVUHB employs 17,000 members of staff.

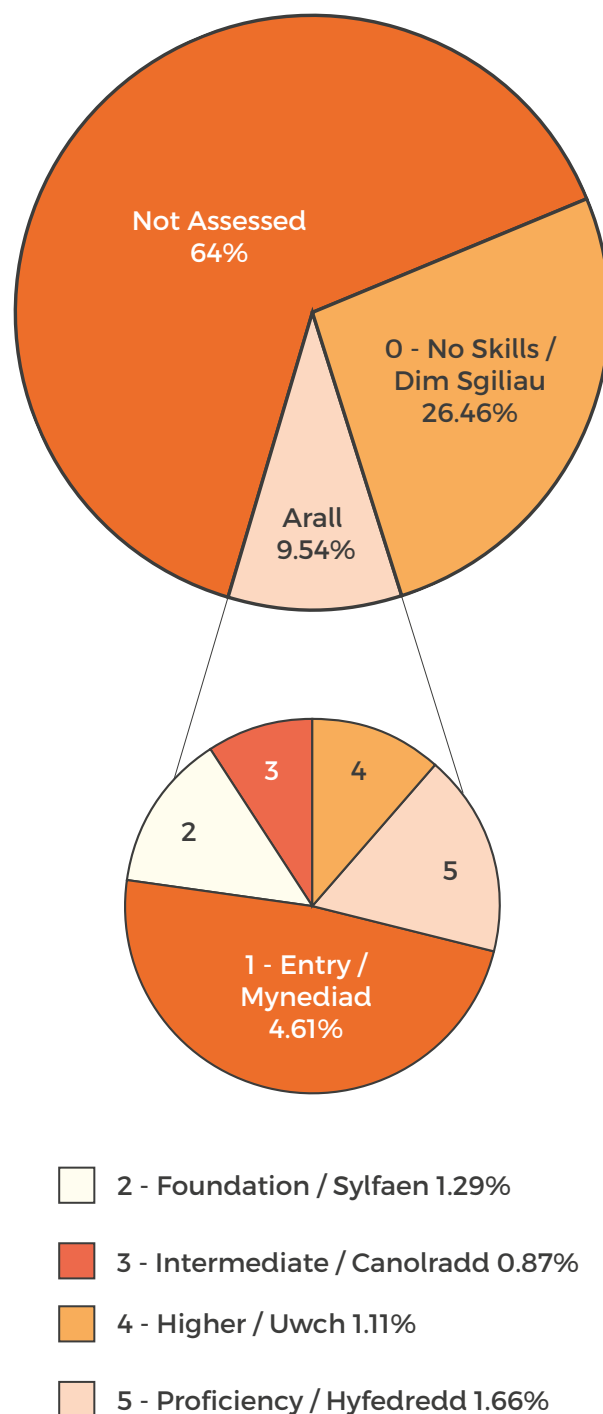
Cardiff and Vale UHB understands that more needs to be done to improve the number of staff who have registered their Welsh language Skills through ESR.



CAVUHB had planned to start the exercise for staff to register their Welsh Language skills in January 2022; However, the emergency pressures experienced during the winter period and the recovery from COVID took priority. The UHB is currently running an organisational wide campaign encouraging and supporting staff to update their Welsh Language Skills in their ESR records and will continue to work diligently to ensure we improve our understanding of the language skills of our workforce.

Listening/ Speaking Welsh	Headcount
Not Assessed	10659
0 - No Skills / Dim Sgiliau	4406
1 - Entry/ Mynediad	768
2 - Foundation / Sylfaen	215
3 - Intermediate / Canolradd	145
4 - Higher / Uwch	185
5 - Proficiency / Hyfedredd	276
Blank	33
Grand Total	16687

Listening/Speaking Welsh



Conclusion and Vision 2022 - 2023

Despite the ongoing challenges from the recovery of the pandemic, CAVUHB continues to progress in providing a Welsh language service for its patients, service users, and the wider public.

The '*Meddwl Cymraeg - Think Welsh*' campaign has helped CAVUHB to establish the cultural change through highlighting the importance of the Welsh language. The campaign has enjoyed positive feedback and helps to promote and encourage staff to use the Welsh in the workplace. Welsh language lessons were also extensively promoted amongst the staff.

Cardiff and Vale UHB has ensured that the Welsh language agenda is mainstreamed and incorporated into organisational strategy, such as the People and Culture Plan. Through the Equality Strategy and Welsh Language Standards Group, CAVUHB now has a greater understanding of the compliance with the Standards for each of the Clinical Boards.

During 2021-2022, CAVUHB has improved its compliance with the Welsh Language Standards and developed good practice to embed a Welsh language culture within the UHB.

Cardiff and Vale University Health Board intends to use the 2022-2023 period to increase the use of the language via the following objectives:

- Establish the Welsh Language Ambassador in each Clinical Board area.
- Continue to improve the level of staff who have registered their Welsh language skills on the ESR.
- Increase the number of patients and service users who have indicated their language preference on all of our patient management systems.
- Support the further integration of the Welsh language into the recruitment process.
- Further promote the '*Meddwl Cymraeg - Think Welsh*' campaign messages with further awareness raising days across CAVUHB.
- Increase the number of staff members attending or enrolling onto Welsh language lessons.
- Establish 'practice your Welsh' sessions across CAVUHB, to assist staff to re-engage staff who may have lost confidence in their Welsh language skills.