## Welsh Language Update

**Author:** Sarah Morgan  
**Date:** 4 July 2017  
**Version:** 1  
**Sponsoring Executive Director:** Phil Bushby, Director of People and Organisational Development  
**Who will present:** Phil Bushby and Sarah Morgan, Diversity and Inclusion Manager  
**Date of Board / Committee meeting:** 20 July 2017  
**Committee/Groups that have received or considered this paper:**  
Audit Committee – Internal Audit report  
Welsh Language Committee – Statutory Investigation under Section 17 of the Welsh Language Act

**The Board / Committee are asked to:** (please select one only)  
- **Approve** the recommendation(s) proposed in the paper  
- **Discuss** and scrutinise the paper and provide feedback and comments  
- **Receive** the paper for information only  

**Link to Public Health Wales commitment and priorities for action:** (please tick which commitment(s) is/are relevant)  
- [ ] Love  
- [x] Medical  
- [ ] Safety  
- [x] Environment  

**Priorities for action**  
include relevant priority for action(s)
1. Introduction

The purpose of this paper is to give an update on the Public Health Wales Welsh Language Action Plan, following the Statutory Investigation under Section 17 of the Welsh Language Act 1993, and the Internal Audit Report, which was issued in May 2017.

2. Background

An Internal Audit Report was issued on the 23 May 2017, and is attached at Annex A. There were five findings; three were classed as high priority, one at medium and one low priority. The report contained some issues which are currently being progressed:

These were:

- Reporting arrangements
- Welsh language resource provision
- Consistent approach to compliance with Welsh language guidance
- Stop Smoking Wales investigation follow up
- Welsh Language Champion

The Report was received by the Audit and Corporate Governance Committee on 4 June 2017. As the report received limited assurance, the Audit and Corporate Governance Committee has a role to play in monitoring the progress against the actions. It is intended that the monitoring role will be handed over to the People and Organisational Development Committee at the next Audit and Corporate Governance Committee in September 2017.

A Progress Report following the Statutory Investigation that took place following a service user complaint to the Welsh Language Commissioner that face to face smoking cessation sessions were not available in Welsh is also attached at Annex B.

Progress against the actions in both of these papers is summarised below in Section 3.

3. Description

The actions listed in the two papers at Annex A and B have previously been discussed by the Public Health Wales Board, and responsibility delegated to the Director of People and Organisational Development, who is now held accountable for these actions.

The People and Organisational Development Committee are asked to note the following progress:
• An initial budget of £3500 has been agreed to cover Welsh Language training for beginners. More funding could be made available once we have assessed the demand from other levels of Welsh learning and also from other parts of Wales. There is also some free provision from the Centre for Welsh Learning which is being investigated.

• A News Story inviting expressions of Interest in learning Welsh was run in June, and a total of 39 staff responded. Welsh Language training is now being negotiated with Cardiff University to meet the demand. The training is expected to start in September 2017, and will run for 16 weeks.

• Currently constructing a team to work on developing our Welsh Language arrangements. Budget has been secured and recruitment for a second Welsh Language Officer is currently in progress.

There has been some slippage in progressing the actions outlined in the plan due to the Welsh Language Officer’s absence from work. The actions are currently being covered by the Director of People and Organisational Development and the Diversity and Inclusion Manager. We are currently recruiting some interim support to ensure we are able to meet our commitments.

4. Financial Implications

There are no additional financial implications at this time, other than the initial £3500 that has been set aside for beginner’s Welsh Language training.

5. Recommendation(s)

It is recommended that:

• The Committee note the progress made against the Welsh Language Action Plan so far

• The action plan for the Statutory Investigation under Section 17 of the Welsh Language Act 1993 (Annex B) is monitored by the People and Organisational Development Committee

• The Committee note that the Audit and Corporate Governance Committee will consider handing over the monitoring of the action plan for the Internal Audit report to the People and Organisational Development Committee at its meeting in September 2017
Regulatory Compliance - Welsh Language

Internal Audit Report

2016/17

Public Health Wales

Private and Confidential

NHS Wales Shared Services Partnership

Audit and Assurance Service
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Conclusion and Recommendations
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Appendix A  Management Action Plan
Appendix B  Assurance opinion and action plan risk rating

Review reference: PHW 17.03
Report status: Final
Fieldwork commencement: 16 January 2017
Fieldwork completion: 3 March 2017
Clearance meeting: 4 April 2017
Draft report issued: 10 April 2017
Management response received: 16 May 2017
Final report issued: 23 May 2017

Auditors: Jayne Gibbon – Audit Manager
Sharon Edwards – Principal Auditor

Executive sign off: Phil Bushby - Director of
People and Organisational Development

Distribution: Caryn Prys Jones - Welsh Language Officer

Committee: Audit and Corporate Governance Committee
ACKNOWLEDGEMENT

NHS Wales Audit & Assurance Services would like to acknowledge the time and co-operation given by management and staff during the course of this review.

Please note:

This audit report has been prepared for internal use only. Audit & Assurance Services reports are prepared, in accordance with the Service Strategy and Terms of Reference, approved by the Audit Committee.

Audit reports are prepared by the staff of the NHS Wales Shared Services Partnership – Audit and Assurance Services, and addressed to Independent Members or officers including those designated as Accountable Officer. They are prepared for the sole use of the Public Health Wales NHS Trust and no responsibility is taken by the Audit and Assurance Services Internal Auditors to any director or officer in their individual capacity, or to any third party.
1. **Introduction and background**

Our review of Regulatory Compliance – Welsh Language arrangements was completed in line with Public Health Wales NHS Trust’s (the ‘Trust’s’ or the ‘organisation’s’) 2016/17 Internal Audit Plan.

The relevant lead for the review is the Executive Director of People and Organisational Development.

2. **Scope and objectives**

The overall objective of our review was to assess the adequacy of arrangements for regulatory compliance with regards to the Welsh language, in order to provide assurance to the Trust’s Audit and Corporate Governance Committee that risks material to the achievement of the system’s objectives are managed appropriately.

The objective of our review was to provide assurance that:

- Adequate processes are in place for establishing the Trust’s regulatory compliance requirements in respect of the Welsh language.
- There is appropriate ownership within Directorates and Divisions of the Trust with regards to Welsh language regulations compliance.
- Appropriate monitoring and recording is carried out by directorates and divisions to ensure that they are able to report on actions required to achieve Welsh language scheme compliance in order for the Welsh Language Officer to provide appropriate reports at a corporate level.
- Outcomes from internal / external reviews are regularly reported to an appropriate Trust committee and actions are taken to ensure that any issues are addressed in good time.
- Risks relating to Welsh language regulations compliance are appropriately assessed, recorded, and monitored on risk registers.

In agreement with management we considered the awareness of Welsh language compliance in the following areas:

- Screening Services;
- Stop Smoking Wales;
- Health Protection;
- Health & Well Being Directorate;
- Abertawe Bro Morgannwg University Health Board Public Health Team; and
- Corporate Governance.
3. **Associated risks**

- The Trust’s reputation is damaged due to its failure to comply with the regulatory requirements for Welsh language.
- A civil penalty or sanction is imposed by the Welsh Language Commissioner due to non-compliance with regulatory requirements.

**OPINION AND KEY FINDINGS**

4. **Overall Assurance Opinion**

We are required to provide an opinion as to the adequacy and effectiveness of the system of internal control under review. The opinion is based on the work performed as set out in the scope and objectives within this report. An overall assurance rating is provided describing the effectiveness of the system of internal control in place to manage the identified risks associated with the objectives covered in this review.

The overall level of assurance that can be assigned to a review is dependent on the severity of the findings as applied against the specific review objectives and should therefore be considered in that context.

The level of assurance given as to the effectiveness of the system of internal control in place to manage the risks associated with regulatory compliance – Welsh Language is **Limited Assurance**.

<table>
<thead>
<tr>
<th>RATING</th>
<th>INDICATOR</th>
<th>DEFINITION</th>
</tr>
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<tbody>
<tr>
<td>Limited assurance</td>
<td><img src="image" alt="Green-Yellow-Red Scale" /></td>
<td>The Board can take <strong>limited assurance</strong> that arrangements to secure governance, risk management and internal control, within those areas under review, are suitably designed and applied effectively. More significant matters require management attention with <strong>moderate impact on residual risk</strong> exposure until resolved.</td>
</tr>
</tbody>
</table>

The monitoring and reporting arrangements for ensuring compliance with current Welsh guidance such as the Trust’s Welsh Language scheme or Welsh Government’s ‘More than just words’ strategic framework do not appear to be operating appropriately.

While the Trust has a Welsh Language Officer dedicated to the promotion of the Welsh language our fieldwork identified that there appears to be few clearly identified staff across the organisation with a clear Welsh language role to promote the language at a localised level.
Furthermore, our audit identified a number of issues relating to consistent approach to the Welsh language across services and the organisation as some areas are engaged in the process while others are making little progress.

Without effective monitoring and reporting arrangements the Trust may not meet it legislative obligations in relation to the Welsh Language Act which could result in further action by the Welsh Language Commissioner.

The details of our findings are set out in the Management Action Plan attached (Appendix A).

5. Assurance Summary

The summary of assurance given against the identified risks is described in the table below:

<table>
<thead>
<tr>
<th>Assurance Summary</th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>The Trust’s reputation is damaged due to its failure to comply with the regulatory requirements for Welsh language.</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>A civil penalty or sanction is imposed by the Welsh Language Commissioner due to non-compliance with regulatory requirements.</td>
<td>✓</td>
<td></td>
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</table>

**Design of Systems/Controls**

The findings from our review have highlighted one issue that is classified as a weakness in the system control/design for policy and procedure management.

**Operation of System/Controls**

The findings from our review have highlighted four issues that are classified as weaknesses in the operation of the designed system/control for policy and procedure management.
6. **Summary of Audit Findings**

The key findings set out below with full details in the management action plan at Appendix A.

i. **Risk: The Trust’s reputation is damaged due to its failure to comply with the regulatory requirements for Welsh language**

We note the following areas of good practice:

- The Trust has a Welsh Language Committee.
- There is a Welsh Language Officer in place who endeavours to ensure that the Trust implement Welsh language requirements by working directly with managers and is available for staff to seek advice.
- There is information on the Trust’s intranet and it is mandatory for public facing staff to undertake a Welsh language awareness e-learning module.
- Corporate Governance and Screening have processes in place to help ensure compliance with current Welsh language guidance.
- Within the Screening division, a consultant leads on Welsh language and is supported by a special projects manager.
- The Health Improvement division is currently recruiting to a new role of Head of Behaviour Change and Public Information. The job description includes the ensuring compliance with the Welsh language standards and to act as a champion for the promotion of the language throughout the programmes of work.

The following high priority findings were identified:

- The terms of reference of the Trust’s People and Organisational Development Committee (Pad) identifies the committee as having responsibility for obtaining assurance over the Trust’s compliance with Welsh language guidance. However, welsh language is not a standing agenda item on the committee’s agenda.
  
  In addition, the Trust’s Welsh Language committee is not a formal sub-group of the Pad committee, and the last two meetings have been cancelled.

  In addition, there are no formal regular reporting arrangements in place to ensure compliance with current welsh language guidance such as the Trust’s Welsh language scheme.

- The Trust has one member of staff dedicated to the promotion of the welsh language (the Welsh Language Officer). However, it appears that there are not enough identified lead staff within areas of the Trust with clearly defined roles and responsibilities to ensure the appropriate promotion of the Welsh language, compliance with the
current Welsh language guidance, and the new Welsh language standards when they are introduced.

- We liaised with six areas of the Trust to determine their awareness of compliance with the current Welsh language guidance and received a mixed response. While we acknowledge that the Trust is waiting for the new Welsh Health Standards to be finalised in order to put in place arrangements to meet the standards this appears to have resulted in an inconsistent approach to the Welsh language across the organisation.

ii. Risk: A civil penalty or sanction is imposed by the Welsh Language Commissioner due to non-compliance with regulatory requirements

We note the following areas of good practice:

- The Trust’s annual Welsh language scheme monitoring report is produced and reported to the Board.
- Bi-annually a report is produced on ‘More than Just Words’ and is presented to the Welsh Language Committee and the Trust’s Executive Team.
- The Board received a statutory investigation report by the Welsh Language Commissioner into Stop Smoking Wales in June 2016. The Trust has developed an action plan to implement the recommendations from the investigation. Leads have been identified along with deadlines.

The following medium priority finding was identified:

- The Welsh Language Commissioner sent the final Investigation Report into Stop Smoking Wales to the Trust in June 2016 but, due to an oversight it was not circulated to relevant colleagues or shared with Board members at the time. Implementation of the recommendations was given a deadline of November 2016 but due to the delay, the Commissioner has changed the date to May 2017.

7. Summary of Recommendations

Our audit findings and recommendations are detailed in Appendix A together with the management action plan and implementation timetable.

A summary of these recommendations by priority is outlined below.

<table>
<thead>
<tr>
<th>Priority</th>
<th>H</th>
<th>M</th>
<th>L</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of recommendations</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>5</td>
</tr>
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</table>
Finding 1 – Reporting arrangements (Operational)

The terms of reference of the Trust’s People and Organisational Development Committee (Pad) identifies the committee as having responsibility for obtaining assurance over the Trust’s compliance with Welsh language guidance. However, we note that Welsh language is not a standing agenda item on the committee’s agenda.

In addition, the Trust has a Welsh Language committee to oversee the development of bilingual services and to monitor implementation of the Trust’s Welsh language activities. However, the Welsh Language committee is not a formal sub-group of the Pad committee. Furthermore, we note that the terms of reference for the Welsh Language committee have not been updated since they were implemented in 2010.

While we understand that the Welsh Language committee has historically met each quarter, the last two meetings have been cancelled. We read the minutes of the most recent meeting but it was unclear if officers attending the meeting were appropriate to meet the needs of the current guidance.

In addition, there are no formal reporting arrangements in place to ensure compliance with current Welsh language guidance such as the Trust’s Welsh language scheme.

Furthermore, detailed progress reporting against the agreed actions in relation to the scheme has ceased to be reported to the Welsh Language committee. We understand that this was due to the perceived implementation of the new standards. As such the progress that the directorates have made against the

<table>
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<tr>
<th>Risk</th>
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<tr>
<td>The Trust’s reputation is damaged due to its failure to comply with the regulatory requirements for Welsh language.</td>
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</table>
Welsh language scheme is not clearly monitored and reported.

**Recommendation 1**

<table>
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<tr>
<th>Priority level</th>
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While we note that the release of the new standards by Welsh Government will provide an opportunity to review and update the application of the Welsh language across the Trust, given the continued delay to the release, the Trust should look to review and move forward with its internal monitoring and reporting mechanisms as soon as practically possible.

The Trust should review the terms of reference of the Welsh Language committee to ensure that it is still appropriate.

The Trust should ensure that it is following current Welsh language requirements. For example, where appropriate Welsh language should be included on the divisional risk registers.

The Welsh language scheme action plan should be re-implemented, and be regularly monitored and reported to SMT and the People and Organisational Development Committee as appropriate.

**Management Response 1**

<table>
<thead>
<tr>
<th>Responsible Officer/Deadline</th>
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Recommendation accepted. Actions will be taken in line with those mentioned above:

1. Review undertaken of the terms of reference of the committee.
2. Review that the Trust is carrying out its current Welsh Language

Caren Prys Jones
30 September 2017
requirements.

3. The action plan will be re-implemented and monitored and reported in to the P&OD committee.
**Finding 2 – Welsh language resource provision (Design)**

The Trust has one member of staff dedicated to the promotion of the Welsh language (the Welsh Language Officer). The Trust’s Welsh language scheme identified that ‘the Welsh Language Officer will work alongside the organisation’s nominated welsh language leads’.

As part of our audit fieldwork we contacted relevant staff within the six areas sampled to understand the level of engagement, and processes in place, with the Welsh language within the areas. We received full responses from Screening Services and the Corporate area but no response from Stop Smoking Wales or Health Protection.

While we note that Bowel Screening Wales and Wales Abdominal Aortic Aneurysm Screening have Welsh Language leads, and the General Manager of the Health and Wellbeing directorate has attended the Welsh Language committee meetings, the picture across other areas of the Trust is less clear.

As such, it appears that there are not enough identified lead staff within areas of the Trust with clearly defined roles and responsibilities to ensure the appropriate promotion of the Welsh language, compliance with the current Welsh language guidance, and the new Welsh language standards when they are introduced.

| Risk | The Trust’s reputation is damaged due to its failure to comply with the regulatory requirements for Welsh language |

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**Risk**

The Trust’s reputation is damaged due to its failure to comply with the regulatory requirements for Welsh language.
**Recommendation 2**

<table>
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<tr>
<th>Priority level</th>
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<tr>
<td>High</td>
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The Trust should review the Welsh language resource provision and take action to ensure that the Welsh Language Officer has an appropriate level of support within areas of the organisation.

**Management Response 2**

<table>
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<tr>
<th>Responsible Officer/Deadline</th>
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<tr>
<td>Phil Bushby 31 July 2017</td>
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</table>

Recommendation accepted. Actions to date have been taken:

1. Welsh Language Officer reporting direct to Director of People & OD.
2. Budget secured for additional dedicated resource.

In addition, the Director of People and OD will review how Welsh is led and promoted within directorates.
| Finding 3 – Consistent approach to compliance with Welsh language guidance (Operational) |
| Risk |
| We liaised with six areas of the Trust to determine their awareness of compliance with the current Welsh language guidance. |
| The Trust’s reputation is damaged due to its failure to comply with the regulatory requirements for Welsh language |
| We received detailed responses from the Corporate and Screening areas which identified that there is some good practice in these areas. For example, the Corporate team ensure that the approved Board minutes are translated into Welsh and are available on the Trust’s website. In addition, Cervical Screening Wales correspondence, letters and leaflets are bi-lingual. |
| We received brief responses from the Health & Well Being and ABMU Public Health Team areas, which reported that ‘more work needs to be done’ in relation to the Welsh language. |
| However, we did not receive a response from Stop Smoking Wales or Health Protection during our audit fieldwork. |
| While we acknowledge that the Trust is waiting for the new Welsh Health Standards to be finalised in order to put in place arrangements to meet the standards this appears to have resulted in an inconsistent approach to the Welsh language across the organisation. |
**Recommendation 3**

Management should review the current process within directorates in order to identify key issues and challenges, the pressure around resources and gaps in compliance in order to provide timely updates to the SMT and the Welsh language officer who can advise the Executive Team on the progress.

<table>
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<tr>
<th>Priority level</th>
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<tr>
<td>High</td>
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**Management Response 3**

This issue is recognized. A ‘gap analysis’ of this issue will be completed which will then help identify a good method / frequency in terms of reporting.

<table>
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<tr>
<th>Responsible Officer/ Deadline</th>
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<tbody>
<tr>
<td>Phil Bushby / Caren Prys Jones</td>
</tr>
<tr>
<td>30 September 2017</td>
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</table>
Stop Smoking Wales became the subject of an investigation as a result of a complaint made to the Welsh Language Commissioner by a service user. The complaint related to the fact that Stop Smoking Wales could not provide face to face smoking sessions in Welsh. The Commissioner issued an investigation report to the Trust on 1 June 2016 with recommendations that should have been addressed by November 2016. However, due to an oversight the report was not circulated to the relevant officers or shared with Board members. However, an action plan was taken to the Board in January 2017 with revised implementation dates for the recommendations.

**Recommendation 4**

Given that the Welsh Language committee has not met for the previous two quarters the Trust should ensure that there is an appropriate group monitoring the progress of the implementation of the recommendations.

**Management Response 4**

Accepted. As mentioned in response to the first recommendation. The committee will be reviewed and made fit for purpose to enable it to fulfill this role going forward.

<table>
<thead>
<tr>
<th>Finding 4 – Stop Smoking Wales investigation follow up (Operational)</th>
<th>Risk</th>
</tr>
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<tbody>
<tr>
<td>Stop Smoking Wales became the subject of an investigation as a result of a complaint made to the Welsh Language Commissioner by a service user. The complaint related to the fact that Stop Smoking Wales could not provide face to face smoking sessions in Welsh. The Commissioner issued an investigation report to the Trust on 1 June 2016 with recommendations that should have been addressed by November 2016. However, due to an oversight the report was not circulated to the relevant officers or shared with Board members. However, an action plan was taken to the Board in January 2017 with revised implementation dates for the recommendations.</td>
<td>A civil penalty or sanction is imposed by the Welsh Language Commissioner due to non-compliance with regulatory requirements.</td>
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</table>

<table>
<thead>
<tr>
<th>Recommendation 4</th>
<th>Priority level</th>
<th>Responsible Officer/Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Given that the Welsh Language committee has not met for the previous two quarters the Trust should ensure that there is an appropriate group monitoring the progress of the implementation of the recommendations.</td>
<td>Medium</td>
<td>Phil Bushby 30 September 2017</td>
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</tbody>
</table>
### Finding 5 – Welsh Language Champion (Operational)

Over recent years one of the Trust’s independent members has acted as an informal Welsh Language Champion.

While Doctor Carl Clowes has championed the use of Welsh language across the Trust he completed his tenure as an independent member of the Trust Board in March 2017. At the time of the audit fieldwork it is unclear if another member of the Trust Board will be asked to take on the role of Welsh Language Champion.

### Recommendation 5

The Trust should consider formalising the role of Welsh Language Champion on its Board.

### Priority level

**Low**

### Management Response 5

Accepted. Completed

**Responsible Officer/Deadline**

Phil Bushby

Complete
Audit Assurance Ratings

Substantial assurance - The Board can take **substantial assurance** that arrangements to secure governance, risk management and internal control, within those areas under review, are suitably designed and applied effectively. Few matters require attention and are compliance or advisory in nature with **low impact on residual risk** exposure.

Reasonable assurance - The Board can take **reasonable assurance** that arrangements to secure governance, risk management and internal control, within those areas under review, are suitably designed and applied effectively. Some matters require management attention in control design or compliance with low to **moderate impact on residual risk** exposure until resolved.

Limited assurance - The Board can take **limited assurance** that arrangements to secure governance, risk management and internal control, within those areas under review, are suitably designed and applied effectively. More significant matters require management attention with **moderate impact on residual risk** exposure until resolved.

No Assurance - The Board has **no assurance** that arrangements to secure governance, risk management and internal control, within those areas under review, are suitably designed and applied effectively. Action is required to address the whole control framework in this area with **high impact on residual risk** exposure until resolved.

Prioritisation of Recommendations

In order to assist management in using our reports, we categorise our recommendations according to their level of priority as follows.

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Explanation</th>
<th>Management action</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>Poor key control design OR widespread non-compliance with key controls. PLUS Significant risk to achievement of a system objective OR evidence present of material loss, error or misstatement.</td>
<td>Immediate*</td>
</tr>
<tr>
<td>Medium</td>
<td>Minor weakness in control design OR limited non-compliance with established controls. PLUS Some risk to achievement of a system objective.</td>
<td>Within One Month*</td>
</tr>
<tr>
<td>Low</td>
<td>Potential to enhance system design to improve efficiency or effectiveness of controls. These are generally issues of good practice for management consideration.</td>
<td>Within Three Months*</td>
</tr>
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</table>

* Unless a more appropriate timescale is identified/agreed at the assignment.
Welsh Language Scheme

Statutory Investigation under section 17 of the Welsh Language Act 1993: Stop Smoking Wales

Public Health Wales Action Plan Progress Report

24 May 2017
<table>
<thead>
<tr>
<th>No.</th>
<th>Actions</th>
<th>Date</th>
<th>Lead</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Draft a Welsh Language Skills Strategy the aim of which will be to</td>
<td>31 March 2017</td>
<td>Director of People and Organisational</td>
<td>The Welsh Language Officer will submit a draft strategy to the Director of People and Organisational Development for consideration by 31 May.</td>
</tr>
<tr>
<td></td>
<td>address recruitment and training matters with a view to promoting and</td>
<td></td>
<td>Development</td>
<td></td>
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<tr>
<td></td>
<td>improving the existing Welsh language provision of the organisation.</td>
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<td></td>
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</tr>
<tr>
<td>2</td>
<td>Publish Welsh Language Skills Strategy</td>
<td>31 May 2017</td>
<td>Director of People and Organisational</td>
<td>The draft strategy will be signed-off by mid June, following which there will be an internal consultation exercise. The aim is to publish the final strategy by 1 September 2017, to coincide with the launch of revised recruitment procedures which will incorporate formal assessment of the Welsh language skills requirements of new and vacant posts.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Development</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>All directorates to apply the Welsh Language Skills Strategy to their</td>
<td>31 March 2018</td>
<td>All Directors</td>
<td>This action will be implemented following the completion of actions 1 and 2 above.</td>
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<tr>
<td></td>
<td>workforce planning arrangements and provide regular progress reports</td>
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<td></td>
<td>to the People and Organisational Development Committee.</td>
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<tr>
<td>4</td>
<td>Develop recruitment procedures which ensure that all recruitment is</td>
<td>31 May 2017</td>
<td>Director of People and Organisational</td>
<td>Standard Operating Procedures for Recruitment and Selection have been drafted. A draft tool for assessing the Welsh language skill requirements of Public Health Wales’ new and vacant posts has been developed.</td>
</tr>
<tr>
<td></td>
<td>undertaken in accordance with the Public Health Wales Recruitment</td>
<td></td>
<td>Development</td>
<td></td>
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<td></td>
<td>Policy, Welsh Language Scheme, future Welsh Language Standards</td>
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<tr>
<td>No.</td>
<td>Actions</td>
<td>Date</td>
<td>Lead</td>
<td>Progress</td>
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<tr>
<td>4</td>
<td>Regulations, and the Commissioner’s Recruitment Advice. This will include the development of a procedure to objectively assess the Welsh language skill requirements of Public Health Wales new and vacant posts.</td>
<td>31 May 2017</td>
<td>All Directors</td>
<td>All directorates to finalise action plans to address any gaps in compliance with draft Welsh Language Standards and improve availability, access and quality of their Welsh medium services. This action was proposed and agreed by the Board when it was expected that the Welsh Language Standards (Health Sector) Regulations would be laid before Ministers in February 2017. The target date would provide sufficient time for directorates to amend their action plans in the light of amendments to the standards. As the standards are not yet published, it was agreed that it would be unreasonable to ask directorates to undertake this task now and to then duplicate the task.</td>
</tr>
<tr>
<td>5</td>
<td>All directorates to finalise action plans to address any gaps in compliance with draft Welsh Language Standards and improve availability, access and quality of their Welsh medium services.</td>
<td>31 May 2017</td>
<td>All Directors</td>
<td>Our next steps are to: • pilot the tool and new Standard Operating Procedures in June on live recruitment • launch the new recruitment procedures across Public Health Wales on 1 September 2017 at the same time as the publication of the Welsh Language Skills Strategy.</td>
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in a few weeks or months.

In order to maintain momentum and ensure progress, the Executive Team agreed on 26 April 2017 to map Welsh language skills capacity as part of their workforce planning activities. Directorates are required to complete the following actions 31 May:

- Identify and record all public facing posts and positions and postholders (direct face to face and telephone contact)
- The geographical areas served by these posts and positions and postholders
- Identify and record the Welsh language skills and competence levels of postholders in these roles
- Confirm with postholders whether they are able to fulfil the public facing duties of their roles in Welsh
- Identify and record skills gaps and shortages
- Identify Welsh language training requirements to address
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<td>postholders’ skills gaps</td>
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<td>6</td>
<td>Implement the Welsh Government’s Strategic Framework for Welsh language Services in Health, Social Services and Social Care: More Than Just Words.</td>
<td>31 March 2018</td>
<td>All Directors</td>
<td>Actions to be shared with directorates in due course</td>
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</table>
| 7   | Develop and implement monitoring arrangements to ensure compliance with Welsh Language Standards (Health Sector) Regulations | 31 March 2018 | Director of People and Organisational Development | The Welsh Language Officer and Head of Planning and Performance have commenced discussions with a view to embedding Welsh language compliance within strategic and operational planning activities.  
  The Welsh Language Officer has begun mapping of standards recording and reporting requirements, which will help to inform discussions with Planning and Performance, and Chief Risk Officer. |
| 8   | Develop Welsh Language Standards governance arrangements to provide assurance to the Executive Team and Board with regard to Welsh Language Standards (Health Sector) Regulations compliance. | 31 March 2018 | Director of People and Organisational Development |                                                                                                                                           |