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Welsh Language Scheme Monitoring Report 2015-16

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Purpose and Summary of Document:

This report has been produced in accordance with Public Health Wales' statutory Welsh Language Scheme. It provides details of our performance against the Scheme's commitments.

The report is being sent to the Welsh Language Commissioner, in line with her directives.

The report has been agreed by the Public Health Wales Welsh Language Committee and Executive Team.

Work Plan reference: Welsh Language Scheme

1 Introduction

- 1.1** Public Health Wales is committed to placing users at the centre of our services. We want to ensure that they receive services that are appropriate to their needs, and are effective.

We consider communication and language to be core components of a public health service and, it follows, therefore, that an appropriate and efficient service is one that meets the language and communication needs of the service user. We acknowledge that some people can only communicate and participate in their services as equal partners effectively through the medium of Welsh. We are committed to meeting the Welsh language needs of our service users.

In 2010 we published our Welsh Language Scheme in which we expressed our commitment to see sensitivity to Welsh language needs reflected throughout the organisation, and to increase the availability and quality of our Welsh language services. Our Scheme contains a commitment to monitor the implementation of the Scheme, and to report to the Public Health Wales Board and the Welsh Language Commissioner on our progress.

The report that follows has been produced in accordance with the Welsh Language Commissioner's reporting requirements for the 2015-16 monitoring period.

2 Policy impact assessment

2.1 Number and percentage of policies developed by your organisation (including those that were reviewed or revised) where consideration was given to the effects the policy would have on the use of the Welsh language.

Directorate	Policy / Initiative	Effects on the use of the Welsh language considered? Yes / No	Number and % of policies where the effects on the use of the Welsh language considered
Health and Wellbeing	Knowledge Mobilisation Strategy	Yes	1 (100%)
Public Health Services	Standard operating procedure 4 SE.70: Man Requesting to Undertake Screening Appointment through the Medium of Welsh	Yes	1 (100%)
Policy, Research and International Development	Public Health Wales Research Strategy	Yes	1 (100%)
Quality, Nursing and Allied Health Professionals	Uniform Policy	Yes	2 (50%)
	Transmission Based Precautions (Infection prevention Control)	Yes	
	Public Health Wales Safeguarding Policy & Procedure (2016)	No	
	Prevent Policy and Referral Process (2015)	No	

Operations and Finance	Integrated Medium Term Plan 2016-2019	Yes	2 (100%)
	Directorate Planning Guidance	Yes	
Quality Improvement and Patient Safety / 1000 Lives	None	N/A	N/A
Workforce and Organisational Development	Procedures for Pay and Leave - Maternity, Adoption, Paternity/Maternity Support, Shared Parental Leave and IVF Treatment	Yes	1 (50%)
	My Contribution Policy	No	
TOTAL	12	Yes x 8 No x 4	8 (67%)

2.2 Example of an assessment deemed to have an impact on the use of the Welsh language and details of how the policy was amended as a result.

2.2.1 An Equality Impact Assessment was undertaken prior to developing the Standard Operating Procedures (SOP) for the Wales Abdominal Aortic Aneurysm Screening Programme, which included assessing Welsh language impact. This resulted in the development of Standard Operating Procedure 4 SE.70: Man Requesting to Undertake the Screening Appointment through the Medium of Welsh. The Welsh language was considered at the outset. The SOP is as follows:

4SE.70.1 Quality Standard

All reasonable efforts are made to ensure that Men requesting to undertake the screening appointment through the medium of Welsh have their appointment with a Screener that speaks Welsh.

4SE.70.2 Method

The Screener documents on Daybook the Man's request and also on the hard copy clinic list.

If a Welsh speaking Screener is available at the clinic the Man will be informed and can be screened at that appointment.

If a Welsh speaking Screener is not available at the clinic the Man can be offered an alternative appointment.

The Man will be informed that the clinic appointment may be in a different location.

An appointment will be arranged by the RAD and an appointment letter will be sent to the Man.

4SE.70.3 Quality Measures

Number of Men requesting the screening clinic through the medium of Welsh

4SE.70.4 Quality Control/Audit

*Customer satisfaction survey
Complaints and compliments correspondence
ASIMS language choice audit*

4SE.70.5 Further Guidance

Strategic Framework for Welsh Language Services in Health, Social Services and Social Care

2.2.2 Our Strategic Plan describes how Public Health Wales will contribute to the delivery of the Wellbeing of Future Generations Act goal in ensuring that the Welsh language thrives in Public Health Wales and that we optimize our active offer to those members of the public who wish to receive our services through the Welsh Language.

The Strategic Plan also states that during 2016/17 we will broaden our single corporate Welsh language action plan approach to include comprehensive Welsh language planning – including bilingual workforce planning – at division level across our organisation.

3 Services provided by others

3.1 Number and percentage of third party agreements monitored to ensure they comply with the relevant requirements of the Welsh language scheme.

Provision for the Welsh Language Act 1993 is made in all contracts in accordance with standard NHS Terms and Conditions, Clause 51:

'The Contractor warrants and undertakes that it will not perform this Contract in such a way as to render the Authority or any Beneficiary in breach of its obligations in respect of the Welsh language including but not limited to its obligations under the Government of Wales Act 2006, the Welsh Language Act 1993 or the Welsh Language (Wales) Measure 2011.'

Directorate	Number of contracts where Welsh language requirements specified	Number monitored for Welsh language compliance
Quality Improvement and Patient Safety / 1000 Lives	12	12 100%
Policy, Research and International Development	2	2 100%
Operations and Finance	3	3 (100%)
Health and Wellbeing	1	1 (100%)
TOTAL	18	18 (100%)

3.2 Examples of monitoring work undertaken to assess whether or not a third party agreement complied with the relevant requirements of the Welsh language scheme and details of any action taken as a result of the monitoring work.

3.2.1 The Policy, Research and International Development Directorate awards contracts to academia. Progress updates are submitted biannually and 1-2 meetings are held annually with each academic lead. Progress against the deliverables is discussed, which includes the production of bilingual reports. Any requested deviation against the deliverables by the academics is considered. The academic leads have not request a change from submitting a bilingual report.

3.2.2 The North Wales Public Health Team has a contract with a third party for the production of bilingual public facing literature, web pages, reports, and social media relating to the *Girls with Dreams* and *Quit for Them* initiatives. There is regular quality monitoring with the contractor to ensure that the Welsh language materials meet the team's high standards. All Stakeholder updates are also presented bilingually.

4 Workforce Planning

4.1 An update on progress made to adopt / implement the organisation's Welsh language / bilingual skills strategy

The strategy is currently under development and should be completed and approved by the Board by September 2016.

4.2 Number and percentage of the organisation's employees whose Welsh language skills have been assessed

1377 (93.5%)

Public Health Wales does not assess the Welsh language skills of its employees. We are endeavouring to capture information about the current Welsh language skills of our staff by encouraging them to self-assess and record their skills via the NHS Electronic Staff Record (ESR). However, not all staff have access to ESR so the data is currently incomplete. 95 (6.5%) members of staff have not yet recorded their language skills on ESR. We hope to rectify this by December 2016.

4.3 Number and percentage of employees whose Welsh language skills have been assessed per priority group:

- **Children and young people**
- **Older people**
- **People with learning disabilities**
- **Mental health service users**
- **Dementia services**
- **Stroke services**
- **Speech and language therapy services**

Please see response provided in section 4.2. ESR does not currently enable us to disaggregate language skills information by 'priority group'. We will consider this as we develop our Welsh Language Skills Strategy. We will also consider how this might be achieved as part of our broader workforce planning arrangements.

4.4 Number and percentage of employees who have Welsh language skills (per skill level)

		No.	Percentage %
Public Health Wales Headcount as at 31/03/2016		1472	
Welsh Language Proficient as at 31/03/2016		470	31.93%
Number of Staff with Level 1 Proficient	Listening/Speaking Welsh	74	5%
	Reading Welsh	46	3%
	Writing Welsh	42	2.9%
Number of Staff with Level 2 Proficient	Listening/Speaking Welsh	14	1%
	Reading Welsh	11	0.7%
	Writing Welsh	17	1.2%
Number of Staff with Level 3 Proficient	Listening/Speaking Welsh	26	1.8%
	Reading Welsh	10	0.7%
	Writing Welsh	14	1%
Number of Staff with Level 4 Proficient	Listening/Speaking Welsh	18	1.2%
	Reading Welsh	18	1.2%
	Writing Welsh	13	0.9%
Number of Staff with Level 5 Proficient	Listening/Speaking Welsh	51	3.5%
	Reading Welsh	36	2.4%
	Writing Welsh	36	2.4%

5 Training to improve Welsh language skills

5.1 Number and percentage of the organisation's workforce that received training to improve their Welsh skills to a specific qualification level.

9 members of staff (0.6% of the total workforce of 1472) received Welsh language training with Public Health Wales support during 2015-16.

Directorate	Number of staff learning Welsh to a specific qualification level
Quality Improvement and Patient Safety / 1000 Lives	0
Policy, Research and International Development	4 x Entry Level
Workforce and Organisational Development	0
Operations and Finance	1 x Entry Level
Health and Wellbeing	4 3 x Entry Level 1 x Intermediate
Public Health Services	0
Quality, Nursing and Allied Health Professionals	0
TOTAL	9 (0.6%)

6 Recruitment

6.1 Number and percentage of new and vacant posts advertised with the requirement that:

- Welsh language skills are essential
- Welsh language skills are desirable
- Welsh language skills not required

Number of posts advertised	Number and percentage 'Welsh Essential' posts	Number and percentage 'Welsh Desirable' posts	Number and percentage of posts 'Welsh language skills not required'
236	5 (2%)	230 (97.5%)	1 (0.5%)

6.2 Of those posts advertised with an essential requirement, the number and percentage of posts filled by individuals who met the requirement.

Directorate	No. Of Welsh Essential posts advertised	No. and % of posts filled by individuals who met the language requirement
Health and Wellbeing	4	4 (100%)
Operations and Finance	1	1 (100%)

6.3 Example of an assessment which shows how a decision was taken to advertise the post:

6.3.1 Welsh Language skills are essential

Stop Smoking Wales advertised two Smoking Cessation Advisor posts in 2015-16. Senior Management looked at the number of Welsh speaking advisors currently in post across Wales and whether this would be enough to support requests to deliver 1:1

support within a certain mile radius. Gaps in provision were identified and therefore to ensure adequate resource, the decision was made to appoint an Advisor in South East Wales as a Welsh essential post and another in Gwynedd, North Wales.

6.3.2 Welsh language skills are desirable

With the exception of 'Welsh Essential' posts, all other Public Health Wales posts stipulate that Welsh language skills are 'desirable'. Currently, no formal assessment is undertaken. This is being addressed as part of the development of a new recruitment policy and procedures.

6.3.3 Welsh language skills not required

With the exception of 'Welsh Essential' posts, all other Public Health Wales posts stipulate that Welsh language skills are 'desirable'. However, in 2015-16, one post was advertised which did not specify any Welsh language requirements. This was an oversight. Currently, no formal assessment is undertaken. This is being addressed as part of the development of a new recruitment policy and procedures.

7 Language awareness training

7.1 Number and percentage of the organisation's new staff (i.e. new since 1 April 2015) that received Welsh language awareness training

Prior to October 2014 Public Health Wales' language awareness training for new recruits consisted of e-learning that was available on the NHS Shared Services Learning Administration System. In October 2014 this system was decommissioned and all e-learning was transferred to the Learning@NHSWales site. The Welsh Language Awareness e-learning that was available on the old site was not transferred to the new site. This means that Public Health Wales has had no access to Welsh Language Awareness e-learning since October 2014.

However, Shared Services has been developing an all-Wales Welsh Language Awareness e-learning package which is due to be launched Spring 2016. New recruits will have access to this training when it becomes available.

7.2 Number and percentage of the organisation's entire workforce that has received Welsh language awareness training since the training was introduced

No data available as all data was lost when the NHS Shared Services Learning Administration System was decommissioned.

7.3 The Welsh Language Officer continues to deliver awareness sessions to teams across the organisation. During 2015-16, approximately 180 staff attended these sessions.

8 Website

8.1 Percentage of the organisation's website(s) that is available in Welsh

8.1.1 The following websites are fully bilingual:

Website and URL	
Welsh Cancer Information and Surveillance Unit (WCISU)	www.wcisu.wales.nhs.uk
Antenatal Screening Wales	www.antenatalscreening.wales.nhs.uk www.screeningservices.org/asw/
Bowel Screening Wales	www.bowelscreeningwales.org.uk www.screeningservices.org
Breast Test Wales	www.breasttestwales.wales.nhs.uk www.screeningservices.org
Cervical Screening Wales	www.cervicalscreeningwales.wales.nhs.uk www.screeningservices.org/csw
Newborn Hearing Screening Wales	www.newbornhearingscreening.wales.nhs.uk www.screeningservices.org
AAA Screening Wales	www.aascreening.wales.nhs.uk www.screeningservices.org
Newborn Bloodspot Screening	www.newbornbloodspotscreening.wales.nhs.uk www.screeningservices.org
All Wales HIV Network	www.hivnetworkwales.org.uk
Health in Wales	www.wales.nhs.uk
Health Challenge Wales	www.healthchallengewales.org www.heriechydymru.org
Improving Quality Together	www.iqt.wales.nhs.uk
Ask About Clots	www.askaboutclots.co.uk
NHS Wales Centre for Equality and Human Rights	www.equalityhumanrightswales.wales.nhs.uk
Frisky Wales	www.friskywales.org www.cymruchwareus.org

Website and URL	
Healthy Working Wales	www.healthyworkingwales.com www.cymruiacharwaith.com
Screening for Life	www.screeningforlife.wales.nhs.uk
Add to Your Life / Ychwanegu at Fywyd	www.addtoyourlife.co.uk www.ychwaneguatfywyd.co.uk
NHS Wales Awards	http://www.nhswalesawards.wales.nhs.uk/home http://www.nhswalesawards.wales.nhs.uk/hafan
Congenital Anomaly Register and Information Service (CARIS)	www.caris.wales.nhs.uk
NHS Wales Awards	http://www.nhswalesawards.wales.nhs.uk/home http://www.nhswalesawards.wales.nhs.uk/hafan
GP 1	www.gpun.cymru.nhs.uk www.gpone.wales.nhs.uk

8.1.2 The table that follows provides details of Public Health Wales websites that are partially bilingual. It also provides an update on progress made to improve/ increase the Welsh language provision of the website, and information relating to the process used to ensure that existing content, updates and new content, complies with the relevant requirements of the Welsh language scheme (if the process has changed since the 2014-15 report).

Website	% Welsh: March 2015	% Welsh: March 2016	Content Management Process / Comments
Public Health Wales www.publichealthwales.org www.iechydcyhoeddus.cymru.wales.nhs.uk	85%	85%	<p>Changes to the English and Welsh sites are usually made simultaneously but occasionally the Welsh site is updated a short time after changes have been made to the English site.</p> <p>Public Health Wales is planning a re-development project of the main corporate website, which aims to host a new fully bilingual Public Health Wales website, incorporating some existing satellite accounts and will replace the existing corporate Public Health Wales website. Part of this work is looking at new processes to make Welsh language provision more streamlined across our websites.</p>
Public Health Wales Health Protection http://www.wales.nhs.uk/healthprotection	0%	0%	This satellite site is under development and will be part of the main corporate website in due course. The existing website will be closed when appropriate.
Welsh Healthcare Associated Infections Programme (WHAIP) http://www.wales.nhs.uk/whaip	20%	20%	This satellite site will be part of the main corporate website in due course. The existing website will be closed when appropriate.
Public Health Wales Observatory http://www.publichealthwalesobservatory.org/ and	96%	99%	New web page content is routinely translated as part of the process for adding analytical content onto the site. Any review of webpage

Website	% Welsh: March 2015	% Welsh: March 2016	Content Management Process / Comments
http://www.arsyllfaiec.hydycyhoedduscymru.org/			<p>content would usually also take into account the need also make corresponding changes to the welsh site.</p> <p>Changes to the English and Welsh sites are usually made simultaneously, but occasionally the Welsh site is updated a short time after changes have been made to the English site</p>
Stop Smoking Wales www.stopsmokingwales.com www.dimsmygucymru.com	50%	70%	<p>All pages intended for the public are bilingual. The online quit tool which was referenced in the previous monitoring report is now available to the public in Welsh.</p> <p>Changes to the Welsh and English sites are made simultaneously.</p>
Welsh Health Impact Assessment Support Unit http://www.wales.nhs.uk/sites3/home.cfm?OrgID=522	80%	80%	<p>The Welsh site is updated a week or so after changes have been made to the English site. This website will be incorporated in the Public Health Network Cymru website in June 2016.</p>
1000 Lives Improvement corporate site www.1000livesplus.wales.nhs.uk www.1000amwyofywdau.wales.nhs.uk	40%	50%	<p>Work continues to make this a fully bilingual site – this is a priority for 2016/17. All landing pages/1st/2nd level pages are now bilingual as well as news items, key publications and blog posts.</p>

Website	% Welsh: March 2015	% Welsh: March 2016	Content Management Process / Comments
EppCymru http://www.wales.nhs.uk/sites3/home.cfm?orgid=537 http://www.wales.nhs.uk/sites3/w-home.cfm?orgid=537	85%	85%	A fully bilingual site is a priority for 2016/17
Complex Care www.complexcarewales.org	0%	0%	The future of this site is under review
Champions for Health http://www.championsforhealth.wales.nhs.uk/home http://www.pencampwryiechyd.wales.nhs.uk/hafan	95%	95%	Changes to the English and Welsh sites are made simultaneously.
International Health Coordination Centre www.iechydrhyngwladol.wales.nhs.uk www.internationalhealth.wales.nhs.uk	95%	95%	This website will be incorporated in the Public Health Network Cymru website in June 2016.
Cancer National Specialist Advisory Group http://www.wales.nhs.uk/sites3/home.cfm?orgid=322	0%	0%	This service transferred from Public Health Wales to the NHS Wales Health Collaborative on 1 April 2016 so the future of the site was under review during 2015-16.
Public Health Network Cymru www.publichealthnetwork.cymru.cy and www.publichealthnetwork.cymru/en	Did not exist (replaced other websites)	New 95%	Remainder of content is signposted to Non-Welsh websites or provided by non-Welsh sources (e.g. WHO, EU documents)

9 Welsh language services provided

9.1 Information about methods used to promote the organisation's Welsh language services and evidence of any subsequent increase in the public's use of the services

- 9.1.1** Public Health Wales held three service user events in north, mid and south Wales in January / February 2016. The invitations stipulated that delegates would be welcome to participate in Welsh. At the beginning of each event, delegates were reminded that they were welcome to participate in Welsh and their attention was drawn to the simultaneous translation service which was present at all three events. At the mid and north Wales events, several delegates participated in Welsh so the simultaneous translation service was provided for the benefit of other delegates.
- 9.1.2** Calls to the Stop Smoking Wales call centre receive an automated bilingual greeting and callers are asked to select whether they wish to continue with the call in Welsh or English. If Welsh is selected, the caller is put through to a Welsh speaking call handler. There is a *Gofyn am Alwad* ('request a call back') function on the Stop Smoking Wales website. Clients submitting a call back request from the Welsh site will receive a call from a Welsh speaking member of staff.
- 9.1.3** Breast Test Wales displays the 'Working Welsh' posters in screening clinics when a Welsh speaking screener is on duty. On arrival at assessment clinics, women are asked to complete questionnaires which include questions about their language preference.
- 9.1.4** All public materials such fact sheets, promotional resources, questionnaires, and surveys developed by the Screening Engagement Team are produced bilingually as standard. When training events are organised, delegates are asked to identify their language needs in advance of attending.
- 9.1.5** Screening staff who are fluent Welsh speakers wear a 'Cymraeg' lanyard and the 'Cymraeg' pin badge.
- 9.1.6** Calls to the Bowel Screening Wales call centre receive a bilingual greeting and callers are asked to select to continue with the call in Welsh or English. If Welsh is selected, the caller is put through to a Welsh speaking call handler.

9.2 Information about methods used to assess the quality of the organisation's Welsh language services by assessing the experience of service users (such as surveys, mystery shopper etc.)

9.2.1 Delegates who attended our service user events in north, mid and south Wales in January / February 2016 completed feedback forms and their responses were extremely positive.

9.2.2 Stop Smoking Wales monitors the quality of the services delivered in a number of ways which include monthly performance reports outlining outcomes, and client satisfaction questionnaires. Clients are asked a number of questions relating to the quality of support they received and when negative comments are received there is a process to address this. Within the call centre, our bilingual centre supervisor monitors responses to calls by listening in to calls received in both Welsh and English and provides feedback to the call handlers.

9.2.3 The Breast Test Wales and Wales Abdominal Aortic Aneurysm Programme service user experience questionnaires ask screening participants: 'Were you able to speak Welsh to staff if you needed to?'

9.2.4 Our main corporate website is under review. Part of the website project work moving forwards will be looking at user groups and testing both English and Welsh language user functionality to ensure it meets the need of Welsh and English speaking users alike.

10 Complaints

10.1 Number of complaints received about the implementation of the Welsh language scheme

Public Health Wales received 3 complaints during 2015-16, one (25%) less than that received in 2014-15. However, only two of these complaints related to Public Health Wales' activities.

10.2 Public Health Wales' Breast Test Wales screening programme received one letter of thanks relating to the provision of a service in Welsh.