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# Welsh Language Scheme Monitoring Report 2014-15

**Author:** Caren Prys Jones, Welsh Language Officer

**Date:** 15 June 2015

**Version:** 1

**Publication/ Distribution:**

- Welsh Language Commissioner
- Welsh Language Committee
- Public Health Wales Board
- Public (Internet)
- NHS Wales (Intranet)

**Review Date:** 31 March 2016

**Purpose and Summary of Document:**

This report has been produced in accordance with the annual reporting framework detailed in Public Health Wales's Welsh Language Scheme.

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 Board.

**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.

In previous years we have produced comprehensive monitoring reports in line with the Welsh Language Commissioner's requirements. This year, the Commissioner is requesting a concise report in view of the fact that we submitted a comprehensive response to the Welsh Language Standards Investigation in February this year. The report that follows has been produced in accordance with the Commissioner's revised requirements.

## 2 New policies and initiatives

- 2.1 **Number and percentage of new policies and initiatives that were subject to a language impact assessment**

Number	Percentage
9 of 13	69%

<b>Policy / Initiative</b>	<b>Equality Impact Assessment?</b>
Home working	Yes
Confidentiality	Yes
Outbreaks management	Yes
Domestic abuse	Yes
Safeguarding adults at risk	Yes
Statutory and mandatory training	No
Infection prevention & control precautions to minimise transmission of RTIs	Yes
Infection control for building development, change & adaptations policy	No
Fire Safety	Yes
Maternity, adoption, paternity leave & IVF policy & Procedure	Yes
Research misconduct and fraud procedure	No
Transporting personally identifiable information data	No
Nursing and Midwifery Strategy	Yes

## 2.2 **An example of a policy or initiative which was amended following consideration of the language impact assessment**

An Equality Impact Assessment was undertaken on the draft version of the Public Health Wales [Nursing and Midwifery Strategy](#). A number of amendments were made to the strategy concerning the Welsh language in the light of the assessment. The Welsh language now features in seven of the strategy's ten themes, namely:

- **Dignity and Respect:**

'Reviewing attitudes and behaviours, the use of Welsh

language and other forms of communication in the context of dignity and respect in working with colleagues and the public.

'Driving improvement plans which respond to 'Doing well, Doing better', Standard 10 Dignity and Respect, and the Standards relating to Welsh Language.'

- **Communication:**

'Participating in Welsh language awareness sessions.'

- **Professional Development:**

'Scoping educational and development needs of nurses and midwives in Public Health Wales to develop learning programmes, including the use of Welsh Language skills and other communication methods.'

- **Co-production:**

'Routinely listening to and engaging with people in the language of their choice.'

- **Revalidation, Appraisal and Supervision:**

'Providing a structure that supports a process for gaining feedback from the public and colleagues in the language/medium of their choice, which may also be required for revalidation purposes.'

- **Quality Improvement:**

'Undertaking audits and actively seeking the views and experiences of service user, in the language of their choice, to drive up quality, in order to deliver services that are centred on service users' and carers' needs.'

- **Research and Development:**

'Undertaking regular audits, as part of a structured work plan, to identify and demonstrate good practice and help improve the quality of services, including the use of Welsh Language.'

The supporting action plan also contains actions relating to the Welsh language.

### 3 Services provided by others

#### 3.1 Number and percentage of third party agreements that were monitored in conformity with the relevant requirements of the Welsh language scheme

We do not have the necessary monitoring arrangements in place to enable us to provide the required data.

#### 3.2 An example of third party compliance with the relevant requirements of the Welsh language scheme

Public Health Wales has a Smoking Prevention Social Marketing contract with a third party. The contractor is required to manage bilingual [Facebook](#) and the printing and distribution of bilingual support resources. Public Health Wales holds weekly meetings with the contractor at which bilingual requirements are discussed. The contractor complies fully with the Welsh language specifications.

### 4 Face to face contact with the public

#### 4.1 Number and percentage of posts in the organization's main receptions that have been identified as posts where Welsh language skills are essential

Location	Number	Percentage
14 Cathedral Road, Cardiff	1	100%
Temple of Peace, Cathays Park, Cardiff	1	100%

#### 4.2 Number and percentage of posts in outpatient clinic receptions that have been identified as posts where Welsh language skills are essential

Service	Number	Percentage
Breast Test Wales	0	0%

#### 4.3 **Number and percentage of the above posts filled by individuals who met the Welsh language skill requirements specified**

<b>Reception Type</b>	<b>Number</b>	<b>Percentage</b>
Main reception	0	0%
Temple of Peace	0	0%

## 5 **Information technology**

### **Percentage of the organization's website that is available in Welsh**

and

### **Evidence relating to the process used to ensure that existing content, updates and new content complies with the requirements of the Welsh language scheme**

Public Health Wales currently has 37 websites, of which 22 are fully bilingual, 12 are partially bilingual and 3 are monolingual. Some of the monolingual or partially bilingual websites are aimed at health professionals, not the public. We will consider the need to review the language content of websites aimed at health professionals as we begin to prepare for the introduction of the Welsh Language Standards.

The websites and their bilingual status are set out below. Where websites are 100% bilingual, the content management process ensures that the Welsh and English language content is uploaded simultaneously.

<b>Website and URL</b>	<b>% Welsh</b>	<b>Content Management Process / Comments</b>
Public Health Wales <a href="http://www.publichealthwales.org">www.publichealthwales.org</a> <a href="http://www.iechydycyhoedduscymru.wales.nhs.uk">www.iechydycyhoedduscymru.wales.nhs.uk</a>	85%	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
Public Health Wales Health Protection <a href="http://www.wales.nhs.uk/healthprotection">http://www.wales.nhs.uk/healthprotection</a>	0%	The website is aimed at health professionals. A new fully bilingual website is under development and will be launched in late 2015.
Welsh Healthcare Associated Infections Programme (WHAIP) <a href="http://www.wales.nhs.uk/whaip">http://www.wales.nhs.uk/whaip</a>	20%	This website is being taken offline late in 2015 and all content moved to the new fully bilingual health protection website above.
Public Health Wales Observatory <a href="http://www.publichealthwalesobservatory.org/">http://www.publichealthwalesobservatory.org/</a> and <a href="http://www.arsyllfaiechydcyhoeddu.scymru.org/">http://www.arsyllfaiechydcyhoeddu.scymru.org/</a>	96%	<p>Web pages relating to the rapid query answer service for primary care (RASP) were migrated from the monolingual ATTRACT website. This service is aimed at GPs. Page content is currently being reviewed and will be translated as part of this process. RASP Q&amp;As were produced in English only in accordance with current Public Health Wales translation guidance.</p> <p>New web page content is routinely translated as part of the process for adding analytical content onto the site. Any review of webpage 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</p>

		is updated a short time after changes have been made to the English site
Congenital Anomaly Register and Information Service (CARIS) <a href="http://www.caris.wales.nhs.uk">www.caris.wales.nhs.uk</a>	99%	Changes to the English and Welsh sites are made simultaneously but on rare occasions, the Welsh site is updated a short time after changes have been made to the English site
Welsh Cancer Information and Surveillance Unit (WCISU) <a href="http://www.wcisu.wales.nhs.uk">www.wcisu.wales.nhs.uk</a>	100%	
Antenatal Screening Wales <a href="http://www.antenatalscreening.wales.nhs.uk">www.antenatalscreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org/asw/">www.screeningservices.org/asw/</a>	100%	
Bowel Screening Wales <a href="http://www.bowelscreeningwales.org.uk">www.bowelscreeningwales.org.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>	100%	
Breast Test Wales <a href="http://www.breasttestwales.wales.nhs.uk">www.breasttestwales.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>	100%	
Cervical Screening Wales <a href="http://www.cervicalscreeningwales.wales.nhs.uk">www.cervicalscreeningwales.wales.nhs.uk</a> <a href="http://www.screeningservices.org/csw">www.screeningservices.org/csw</a>	100%	
Newborn Hearing Screening Wales <a href="http://www.newbornhearingscreening.wales.nhs.uk">www.newbornhearingscreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>	100%	
AAA Screening Wales <a href="http://www.aaascreening.wales.nhs.uk">www.aaascreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>	100%	
Newborn Bloodspot Screening <a href="http://www.newbornbloodspotscreening.wales.nhs.uk">www.newbornbloodspotscreening.wales.nhs.uk</a>	100%	

<a href="http://wales.nhs.uk">wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>		
Stop Smoking Wales <a href="http://www.stopsmokingwales.com">www.stopsmokingwales.com</a> <a href="http://www.dimsmygucymru.com">www.dimsmygucymru.com</a>	50%	<p>All pages intended for the public are bilingual. However, an online quit tool was added to the website in January 2015 which is currently available in English only. The Welsh language version of the tool will be available to the public by June 2015.</p> <p>The core site contains approximately 10 pages without Welsh equivalents. These pages are almost exclusively those with information for health professionals aimed at incentivising dentists and opticians to refer smokers into the service.</p> <p>With the exception of the online quit tool, Welsh and English pages go live simultaneously.</p>
All Wales Sexual Health Network <a href="http://www.shnwales.org.uk">www.shnwales.org.uk</a>	100%	
All Wales Mental Health Promotion Network <a href="http://www.publicmentalhealth.org">www.publicmentalhealth.org</a>	100%	
Physical Activity and Nutrition Network <a href="http://www.physicalactivityandnutritionwales.org.uk/">www.physicalactivityandnutritionwales.org.uk/</a>	100%	
All Wales HIV Network <a href="http://www.hivnetworkwales.org.uk">www.hivnetworkwales.org.uk</a>	100%	
Planet Health Cymru <a href="http://www.planethealthcymru.org">www.planethealthcymru.org</a>	100%	
Welsh Health Impact Assessment	80%	The Welsh site is updated

Support Unit <a href="http://www.wales.nhs.uk/sites3/home.cfm?OrgID=522">http://www.wales.nhs.uk/sites3/home.cfm?OrgID=522</a>		a week or so after changes have been made to the English site
Health in Wales <a href="http://www.wales.nhs.uk">www.wales.nhs.uk</a>	100%	
Health Challenge Wales <a href="http://www.healthchallengewales.org">www.healthchallengewales.org</a> <a href="http://www.heriechydymru.org">www.heriechydymru.org</a>	100%	
1000 Lives Improvement corporate site <a href="http://www.1000livesplus.wales.nhs.uk">www.1000livesplus.wales.nhs.uk</a> <a href="http://www.1000amwyofwydau.wales.nhs.uk">www.1000amwyofwydau.wales.nhs.uk</a>	40%	A new fully bilingual website will be launched later this year. In the interim we are reviewing our Welsh language content and making urgent changes or updates.
Improving Quality Together <a href="http://www.iqt.wales.nhs.uk">www.iqt.wales.nhs.uk</a>	100%	
NHS Wales Awards <a href="http://www.nhswalesawards.wales.nhs.uk/home">http://www.nhswalesawards.wales.nhs.uk/home</a> <a href="http://www.nhswalesawards.wales.nhs.uk/hafan">http://www.nhswalesawards.wales.nhs.uk/hafan</a>	95%	
EppCymru <a href="http://www.wales.nhs.uk/sites3/home.cfm?orgid=537">http://www.wales.nhs.uk/sites3/home.cfm?orgid=537</a> <a href="http://www.wales.nhs.uk/sites3/w-home.cfm?orgid=537">http://www.wales.nhs.uk/sites3/w-home.cfm?orgid=537</a>	85%	
Ask About Clots <a href="http://www.askaboutclots.co.uk">www.askaboutclots.co.uk</a>	100%	
Complex Care <a href="http://www.complexcarewales.org">www.complexcarewales.org</a>	0%	The future of this site is under review
Champions for Health <a href="http://www.championsforhealth.wales.nhs.uk/home">http://www.championsforhealth.wales.nhs.uk/home</a>	95%	

<a href="http://www.pencampwyriechyd.wales.nhs.uk/hafan">http://www.pencampwyriechyd.wales.nhs.uk/hafan</a>		
NHS Wales Centre for Equality and Human Rights <a href="http://www.equalityhumanrightswales.wales.nhs.uk">www.equalityhumanrightswales.wales.nhs.uk</a>	100%	
Frisky Wales <a href="http://www.friskywales.org">www.friskywales.org</a> <a href="http://www.cymruchwareus.org">www.cymruchwareus.org</a>	100%	
Healthy Working Wales <a href="http://www.healthyworkingwales.com">www.healthyworkingwales.com</a> <a href="http://www.cymruiacharwaith.com">www.cymruiacharwaith.com</a>	100% (public area)	
International Health Coordination Centre <a href="http://www.iechyrhngwladol.wales.nhs.uk">www.iechyrhngwladol.wales.nhs.uk</a> <a href="http://www.internationalhealth.wales.nhs.uk">www.internationalhealth.wales.nhs.uk</a>	95%	One section of the site requires translation (5 pages)
GP 1 <a href="http://www.gpun.cymru.nhs.uk">www.gpun.cymru.nhs.uk</a> <a href="http://www.gpone.wales.nhs.uk">www.gpone.wales.nhs.uk</a>	80%	English uploaded first followed by Welsh one to two weeks later when translation received
Screening for Life <a href="http://www.screeningforlife.wales.nhs.uk">www.screeningforlife.wales.nhs.uk</a>	100%	
Add to Your Life / Ychwanegu at Fywyd <a href="http://www.addtoyourlife.co.uk">www.addtoyourlife.co.uk</a> <a href="http://www.ychwaneguatfywyd.co.uk">www.ychwaneguatfywyd.co.uk</a>	100%	
Cancer National Specialist Advisory Group <a href="http://www.wales.nhs.uk/sites3/home.cfm?orgid=322">http://www.wales.nhs.uk/sites3/home.cfm?orgid=322</a>	0%	The future of this site is under review (outcome expected June-September 2015)

## 6 Recruitment

	Number	Percentage
Posts advertised where Welsh language skills were specified as being essential	4 of 258	1.6%
Posts filled by individuals who met the Welsh language skill requirements specified	3 of 4	75%

Of the 258 posts advertised, 254 were advertised as 'Welsh desirable'.

## 7 Language skills

**Number and percentage of the organization's workforce who have recorded their Welsh language skills on the electronic staff record (ESR)**

Number	Percentage
579 (of 1475)	39%

## 8 Training to improve Welsh language skills

**Number and percentage of the organization's workforce who received training to improve their Welsh skill to a specific qualification**

Number	Percentage
1 (Receptionist, 14 Cathedral Road, Cardiff)	0.07%

## 9 Language awareness training

### 9.1 Number and percentage of the organization's new staff (i.e. since 1 April 2014) who received Welsh language awareness training

Number	Percentage
19 of 172	11%

NHS Shared services took over e-learning in October 2014 and the e-Learning Administration 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.

Shared Services intends to develop an all-Wales Welsh Language Awareness e-learning package. Public Health Wales' Welsh Language Officer will be a member of the development group.

### 9.2 Number and percentage of the organization's entire workforce who have received Welsh language awareness training since it was introduced

Number	Percentage
725	49%

## 10 Complaints

<b>Number of complaints received about the implementation of the Welsh language scheme</b>	4
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## 11 Publicity

### **Evidence of the methods used to promote the organization's Welsh language services, e.g. telephone services, website, etc.**

11.1 Welsh Language Commissioner's 'Cymraeg' posters, lanyards, and badges have been issued to Screening Services, Stop Smoking Wales, and Hywel Dda Public Health Team. The posters are displayed in screening clinics when Welsh speakers are on duty. Welsh speaking screening and Stop Smoking Wales staff wear the badges and lanyards.

11.2 When service users call the following telephone helplines, the first thing they hear following the bilingual greeting is an invitation to select the language in which they wish to receive the service.

Stop Smoking Wales: 0800 085 2219

Bowel Screening Wales: 0800 294 3370

## 12 Workforce planning

### 12.1 **Evidence of the current status of the organization's Welsh language/bilingual skills strategy**

Following organizational restructure which came into effect on 1 April 2015, the Welsh language is now part of the portfolio of services for which the Director of Workforce and Organisational Development is responsible. Responsibility for the development of the Welsh Language Skills Strategy has been assigned to the Welsh Language Officer. Target date March 2016.