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# Welsh Language Scheme Monitoring Report 2017-18

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- Welsh Language Commissioner
- Welsh Language Group
- Public Health Wales Board (People and Organisational Development Committee)

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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 Wales Welsh Language Group, Executive Team and the Public Health Wales Board People and Organisational Committee.

**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 2017-18 monitoring period.

## 2 Policy impact assessment

### 2.1 **Number and percentage of policies (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.**

Public Health Wales approved 15 internal policies in 2017-18. The Public Health Wales 'Policies, Procedures and Other Written Control Documents Management Policy' requires an Equality and Health Impact Assessment (EHIA) to be undertaken and submitted before a policy can be approved. An EHIA has been published for 11 (73%) of the 15 policies approved. We will ascertain the reasons why an EHIA has not been published for the other policies.

The arrangements for undertaking an assessment of impact on the use of the Welsh language will be reviewed in the light of the Welsh Language Standards (No.7) Regulations 2018. Written guidance for staff and training will be available to staff who make 'policy decisions' as defined in the standards.

### 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 Public Health Wales revised its Recruitment Policy during the monitoring period and it is now going through the approval process. An Equality and Health Impact Assessment was undertaken, and following consultation with the Welsh Language Officer, both the policy and the impact assessment were amended to better reflect Welsh language requirements. Recruitment procedures will be reviewed to support the revised policy and there is close working with colleagues in the People and Organisational Development Directorate to ensure that the procedures meet Welsh Language Scheme requirements and future Welsh Language Standards (No.7) Regulations for health bodies.

### 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.'*

Public Health Wales monitored seven contracts for Welsh language compliance. All third parties complied with the Welsh language specifications.

#### 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 Our Policy, Research and International Development directorate commissioned an agency in relation to Stay Well in Wales Survey Fieldwork. The specification required the production of bilingual material and Welsh speaking interviewers. The contract specifications were met in full.

3.2.2 Four agencies were commissioned by our Health and Well-being directorate (Health Intelligence division) and our Public Health Services directorate (Health Protection division) to produce bilingual materials. The contract specifications were met in full.

## 4 Workforce Planning

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

The first draft of the Welsh Language Skills Plan was completed by 31 May 2017. It was considered subsequently by the Welsh Language Group, Executive Team and People and Organisational Development Team, and amendments were made to the draft. On 1<sup>st</sup> March 2018, a month-long staff consultation commenced on the revised draft strategy. The comments are being collated at present and they will be considered in due course with the aim of publishing the final strategy by summer 2018.

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

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.

	2017-18		2016-17	
Employees with a full record of Welsh language skills	459	27%	435	25%
Employees with a partial record of Welsh language skills	210	12%	233	14%
Employees with no record of Welsh language skills	1065	61%	1027	61%
	1734	100%	1695	100%

The number and percentage of staff who have a full record of Welsh language skills has increased marginally since 2016-17. The number and percentage of staff who have a partial record of Welsh language skills has decreased marginally since 2016-17. The number and percentage of staff who have not recorded their Welsh language skills has remained the same 2016-17.

We hope to improve these figures by the end of the 2018-19 monitoring period. The new My Contribution form now includes

the Welsh language skills matrix on ESR. Staff are required to complete this section prior to their meeting with their line manager, and a conversation should take place about recording Welsh language skills on ESR. Additionally, the draft Welsh Language Skills Strategy sets out future arrangements for increasing declaration rates on ESR.

#### 4.3 **Number and percentage of the organisation's employees that have Welsh language skills (per level)**

		<b>No.</b>	<b>Percentage %</b>
Public Health Wales Headcount as at 31/03/2018		<b>1734</b>	
Welsh Language Proficiency Recorded as at 31/03/2018		<b>669</b>	<b>39%</b>
Number of Staff with Level 1 Proficient	Listening/Speaking Welsh	101	5.8%
	Reading Welsh	69	4%
	Writing Welsh	59	3.4%
Number of Staff with Level 2 Proficient	Listening/Speaking Welsh	18	1%
	Reading Welsh	15	0.9%
	Writing Welsh	15	0.9%
Number of Staff with Level 3 Proficient	Listening/Speaking Welsh	21	1.2%
	Reading Welsh	14	0.8%
	Writing Welsh	15	0.9%
Number of Staff with Level 4 Proficient	Listening/Speaking Welsh	22	1.1%
	Reading Welsh	18	1%

	Writing Welsh	14	0.8%
Number of Staff with Level 5 Proficient	Listening/Speaking Welsh	67	3.9%
	Reading Welsh	55	3.2%
	Writing Welsh	52	3%

**4.4 Number and percentage of employees working in the following priority group services, whose Welsh language skills have been assessed:**

**Paediatrics; School Nursing; Health Visiting; Elderly Care Medicine; Mental health service users (child and adolescent, adults, community, older people); Learning disabilities; Speech and language therapy**

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.

**4.5 Number and percentage of employees working in the above priority group services that have Welsh language skills (per skill level)**

Please see response provided in section 4.3

## **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.**

108 members of staff (6.2% of the total workforce of 1734) received Welsh language training with Public Health Wales support during 2017-18. This compares very well with five learners (0.3%) in 2016-17.

**5.2 On 11 April 2017, classroom 'linguistic courtesy' training for staff was piloted the aim of which was to equip staff with basic Welsh**

language skills so that they can show courtesy and respect to Welsh speaking service users and colleagues. The session was attended by eighteen members of staff. Following this session the National Centre for Learning Welsh introduced a 10-hour online basic Welsh course as part of its 'Work Welsh' scheme and all staff are being encouraged to complete this course.

- 5.3 In May 2017, Public Health Wales promoted the National Centre for Learning Welsh scheme 'Work Welsh'. Staff were offered a free 10-hour online course (beginner level) and free 5-day residential courses (intermediate level and above). In September 2017 seventy-seven members of staff registered to join the online course of which forty-four (57%) have started the course and three (3.9%) have completed the course. Staff who have registered and not yet started or completed the course will be contacted and encouraged to do so. We will also seek to identify barriers to course completion. We will continue to promote the online course and encourage all Public Health Wales to complete it. Fourteen members of staff have expressed an interest in attending the residential courses in 2018.
- 5.4 In 2017, Public Health Wales set aside a budget for Welsh language training. Cardiff University was contracted to provide two 'beginner' courses at our CQ2 building in Cardiff. In September 2017, twenty-nine members of staff enrolled on these 15-week courses. Nine (31%) members of staff completed the course. Course evaluation and learner feedback will be undertaken in order to determine the nature of future provision.
- 5.5 Directorates supported a further fourteen members of staff to learn or develop their Welsh language skills in community-based classes.

## 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**

Public Health Wales advertised 436 posts (including re-advertisements) of which 7 posts (1.6%) were 'Welsh Essential'. The number of posts advertised as 'Welsh Essential' has decreased from 16 in 2016-17 to 5 in 2017/18. The percentage of posts advertised as 'Welsh Essential' has decreased from 4.2% in 2016-17 to 1.6% in 2017/18. The posts advertised as 'Welsh Essential' are shown in the table below:

	<b>Directorate</b>	<b>Post</b>	<b>Area</b>	<b>WS?</b>
<b>1</b>	Public Health Services	Newborn Hearing Screener	Bangor	Yes
<b>2</b>		Bowel Screening Administrator	Llantrisant	Yes
<b>3</b>	Health and Wellbeing	Public Health Practitioner (Betsi Cadwaladr Local Public Health Team)	Bangor	Yes
<b>4</b>		Public Health Practitioner (Betsi Cadwaladr Local Public Health Team)	Bangor	Yes
<b>5</b>		Stop Smoking Advisor (Stop Smoking Wales) (Internal Secondment)	Merthyr Tydfil	Post Not Filled
<b>6</b>		Principal Public Health Practitioner (Betsi Cadwaladr Local Public Health Team)	Bangor	Yes
<b>7</b>		Administration Officer (Betsi Cadwaladr Local Public Health Team)	Bangor	Yes

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

Six of the seven Welsh Essential posts were filled successfully. With regard to the seventh 'Welsh Essential' post (Stop Smoking Advisor), this was a temporary and short-term secondment which was advertised internally only, and the service was

unsuccessful in filling the post. Of the six 'Welsh Essential' posts that were filled, every individual (100%) recruited met the language requirements (see table above).

### 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**

Newborn Hearing Screening advertised three 'Welsh essential' posts in 2016-17 having identified a gap in Welsh language service provision in Mid and North Wales. When a further vacancy arose in 2017-18, the post was advertised 'Welsh essential' in order to address the remaining Welsh language skills gaps in the team.

#### 6.3.2 **Welsh language skills are desirable or not a requirement.**

With the exception of 'Welsh Essential' posts, all other Public Health Wales posts stipulate that Welsh language skills are 'desirable'.

### 6.4 **Assessing the Welsh language skill requirements of Public Health Wales' new and vacant posts**

A draft tool for assessing the Welsh language skill requirements of Public Health Wales' new and vacant posts has been produced. Our People Team commented on the draft tool and it was subsequently amended. The People Team will pilot the tool with a selection of services from May 2018. The Welsh Language Officer provided the team with a training session on 16 April 2018. Our expectation is that the use of the tool will help to increase the number of 'Welsh Essential' posts advertised in the future.

## **7 Language awareness training**

### 7.1 **Number and percentage of the organisation's new staff (i.e. new since 1 April 2017) that received Welsh language awareness training**

123 new starters completed the Welsh Language Awareness e-learning during the monitoring period.

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

To date, 1258 (69.89%) Public Health Wales employees have completed Welsh Language Awareness E-learning modules. This module has now been made compulsory for all Public Health Wales staff. Completion rates are now reported to the Executive Team every month.

7.3 The Welsh Language Officer continues to deliver awareness sessions to teams across the organisation.

## 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 (with the exception of link to external websites and English-only content from external sources):

<b>Website and URL</b>
Welsh Cancer Information and Surveillance Unit (WCISU) <a href="http://www.wcisu.wales.nhs.uk">www.wcisu.wales.nhs.uk</a>
Every Child / Pob Plentyn (New in 2017-18) <a href="http://www.everychildwales.co.uk">www.everychildwales.co.uk</a> <a href="http://www.pobplentyn.co.uk">www.pobplentyn.co.uk</a>
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>
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>
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>
Cervical Screening Wales <a href="http://www.cervicalscreeningwales.wales.nhs.uk">www.cervicalscreeningwales.wales.nhs.uk</a>

<b>Website and URL</b>
<a href="http://www.screeningservices.org/csw">www.screeningservices.org/csw</a>
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>
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>
Newborn Bloodspot Screening <a href="http://www.newbornbloodspotscreening.wales.nhs.uk">www.newbornbloodspotscreening.wales.nhs.uk</a> <a href="http://www.screeningservices.org">www.screeningservices.org</a>
Health in Wales <a href="http://www.wales.nhs.uk">www.wales.nhs.uk</a>
Health Challenge Wales <a href="http://www.healthchallengewales.org">www.healthchallengewales.org</a> <a href="http://www.heriechydymru.org">www.heriechydymru.org</a>
Improving Quality Together <a href="http://www.iqt.wales.nhs.uk">www.iqt.wales.nhs.uk</a>
Ask About Clots <a href="http://www.askaboutclots.co.uk">www.askaboutclots.co.uk</a>
NHS Wales Centre for Equality and Human Rights <a href="http://www.equalityhumanrightswales.wales.nhs.uk">www.equalityhumanrightswales.wales.nhs.uk</a>
Frisky Wales <a href="http://www.friskywales.org">www.friskywales.org</a> <a href="http://www.cymruchwareus.org">www.cymruchwareus.org</a>
Healthy Working Wales <a href="http://www.healthyworkingwales.com">www.healthyworkingwales.com</a> <a href="http://www.cymruiacharwaith.com">www.cymruiacharwaith.com</a>
Screening for Life <a href="http://www.screeningforlife.wales.nhs.uk">www.screeningforlife.wales.nhs.uk</a>
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>
Congenital Anomaly Register and Information Service (CARIS) <a href="http://www.caris.wales.nhs.uk">www.caris.wales.nhs.uk</a>

<b>Website and URL</b>
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>
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>
Quit for them / Stopia er eu mwyn nhw <a href="http://www.stopia.cymru">www.stopia.cymru</a> <a href="http://www.Quit.wales">www.Quit.wales</a>
Ewch Amdani / Dream Big <a href="http://www.ewchamdani.cymru">www.ewchamdani.cymru</a> <a href="http://www.dreambig.wales">www.dreambig.wales</a>
Welsh Health Impact Assessment Support Unit <a href="http://www.whiasu.wales.nhs.uk">www.whiasu.wales.nhs.uk</a> <a href="https://whiasu.publichealthnetwork.cymru/cy/">https://whiasu.publichealthnetwork.cymru/cy/</a>
International Health Coordination Centre <a href="http://www.iechydryngwladol.wales.nhs.uk">www.iechydryngwladol.wales.nhs.uk</a> <a href="http://www.internationalhealth.wales.nhs.uk">www.internationalhealth.wales.nhs.uk</a>
Public Health Network Cymru <a href="http://www.publichealthnetwork.cymru/cy">http://www.publichealthnetwork.cymru/cy</a> and <a href="http://www.publichealthnetwork.cymru/en">http://www.publichealthnetwork.cymru/en</a>
Research & Development Community Website <a href="http://www.ymchwiliiechydycyhoeddcymru.co.uk">www.ymchwiliiechydycyhoeddcymru.co.uk</a> and <a href="http://www.publichealthresearchwales.co.uk">www.publichealthresearchwales.co.uk</a>
ACE's Animation <a href="http://www.aces.me.uk/in-wales/">http://www.aces.me.uk/in-wales/</a> and <a href="http://www.aces.me.uk/cymraeg/">http://www.aces.me.uk/cymraeg/</a>
Public Health Wales Observatory <a href="http://www.publichealthwalesobservatory.org/">http://www.publichealthwalesobservatory.org/</a> and

**Website and URL**<http://www.arsyllfaiechydscyhoedduscymru.org/>

Primary Care One

<http://www.primarycareone.wales.nhs.uk/home><http://www.gofalsylfaenolun.cymru.nhs.uk/hafan>

- 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 2016-17 report).

Website	% Welsh March 2017	% Welsh March 2018	Content Management Process / Comments
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%	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.  A new fully-bilingual website will come on-line in 2018.
Public Health Wales Health Protection <a href="http://www.wales.nhs.uk/healthprotection">http://www.wales.nhs.uk/healthprotection</a>			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) <a href="http://www.wales.nhs.uk/whaip">http://www.wales.nhs.uk/whaip</a>			This satellite site will be part of the main corporate website in due course. The existing website will be closed when appropriate.
Help me Quit / Helpa fi i Stopio <a href="http://www.helpmequit.wales/">http://www.helpmequit.wales/</a>  <a href="http://www.helpmequit.wales/cy/">http://www.helpmequit.wales/cy/</a>			No information received
1000 Lives Improvement corporate site <a href="http://www.1000livesplus.wales.nhs.uk">www.1000livesplus.wales.nhs.uk</a> <a href="http://www.1000amwyofywydau.wales.nhs.uk">www.1000amwyofywydau.wales.nhs.uk</a>	75%	85%	Work continues to make this a fully bilingual site. All new content is bilingual including landing pages, 1 <sup>st</sup> /2 <sup>nd</sup> level pages, news items, key publications, blog posts. Work ongoing to archive old web pages.

<b>Website</b>	<b>% Welsh March 2017</b>	<b>% Welsh March 2018</b>	<b>Content Management Process / Comments</b>
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%	85%	
Making Every Contact Count  <a href="http://mecc.publichealthnetwork.cymru/en">http://mecc.publichealthnetwork.cymru/en</a>  <a href="http://mecc.publichealthnetwork.cymru/cy">http://mecc.publichealthnetwork.cymru/cy</a>			No information received
NHS Wales Health Collaborative	0%	0%	
Wales Cardiac Network  <a href="http://www.wcn.wales.nhs.uk/home">www.wcn.wales.nhs.uk/home</a> and  <a href="http://www.wcn.wales.nhs.uk/hafan">www.wcn.wales.nhs.uk/hafan</a>  <a href="http://nww.wcn.wales.nhs.uk/home">nww.wcn.wales.nhs.uk/home</a> and  <a href="http://nww.wcn.wales.nhs.uk/hafan">nww.wcn.wales.nhs.uk/hafan</a>		0%	From 1st October 2016 South Wales Cancer Network merged with North Wales Cancer Network and the Cancer National Specialist Advisory Group (NSAG) to create the Wales Cancer Network.  The websites are being redeveloped. Once complete the English content will be translated and added to the Welsh site.

## 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 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 the caller selects the 'Welsh' option, they are transferred 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.

9.1.2 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.

9.1.3 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.

9.1.4 Screening staff who are fluent Welsh speakers wear a 'Cymraeg' lanyard and the 'Cymraeg' pin badge.

9.1.5 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 the caller selects the 'Welsh' option, they are transferred 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 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, the 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. The Client Survey asks the following question: 'Were you able to speak in Welsh if you wanted to?'. Service user feedback is reported in the Service User Quarterly Report, and at the Stop Smoking Wales Programme Management Group. This information is also shared with the Trust's Service User Experience Learning Panel.

- 9.2.2 The Breast Test Wales, Wales Abdominal Aortic Aneurysm Programme, Newborn Hearing Screening Wales, Antenatal Screening Wales, and Newborn Bloodspot Screening Wales service user experience questionnaires ask screening participants: 'Were you able to speak in Welsh to staff if you needed to?' The Breast Test Wales service user experience questionnaire asks screening participants an additional question: 'Were you asked if you wanted to speak Welsh at your appointment?' Service user feedback is reported to the relevant screening programme board and in the screening division's Service User Experience report. This information is also shared with the Trust's Service User Experience Learning Panel.

## 10 Complaints

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

Public Health Wales received 3 complaints during 2017-18, one (33%) more than that received in 2016-17.

## 11 Statutory Investigation

### **Update on the implementation of ongoing recommendations arising from any statutory investigation by the Commissioner under section 19 of the Welsh Language Act 1993**

- 11.1 In September 2015 Stop Smoking Wales became the subject of a statutory investigation under section 17 of the Welsh Language Act 1993 directly as a result of a complaint made to the Welsh Language Commissioner (hereafter 'the Commissioner') by a service user. The complaint related to an allegation that Stop Smoking Wales did not provide face to face smoking cessation sessions (group and one to one) in Welsh in the Cwm Taf area, and was therefore in breach of the Public Health Wales Welsh Language Scheme.
- 11.2 In her statutory investigation report, the Welsh Language Commissioner formed an opinion that Public Health Wales failed to implement its Welsh Language Scheme and made three recommendations to address the issues raised in the report.
- 11.3 In January 2017 the Board approved an action plan to implement the Commissioners recommendations. The Board and the Welsh Language Commissioner has received regular progress reports on the implementation of the action plan. The most recent report (March 2018) is shown in the table that follows:

No.	Actions	Date	Lead	Progress
1	Draft a Welsh Language Skills Strategy the aim of which will be to address recruitment and training matters with a view to promoting and improving the existing Welsh language provision of the organisation.	31 March 2017	Director of People and Organisational Development	<p>A draft Welsh Language Plan was prepared by 31 March 2017. The draft was subsequently considered by the Executive Team, Welsh language Group and People and Organisational Team and amendments made to the original draft.</p> <p>An internal staff consultation on the draft strategy began on 1<sup>st</sup> March 2018. The consultation closes on 28 March 2018.</p>
2	Publish Welsh Language Skills Strategy	31 May 2018	Director of People and Organisational Development	<p>Amendments to the strategy will be made in the light of comments received and draft Welsh Language Standards Regulations published in February 2018, in particular proposed standard 110 / 110A relating to developing Action Plans relating to 'clinical consultations'. Depending on the nature and volume of consultation responses received, the final strategy will be signed-off by 31 May 2018.</p>
3	All directorates to apply the Welsh Language Skills Strategy to their workforce planning arrangements and provide regular progress reports to the People and	From 31 May 2018	All Directors	<p>This action will be implemented following the completion of actions 1 and 2 above.</p> <p>In April 2017 directorates were asked to map Welsh language skills</p>

No.	Actions	Date	Lead	Progress
	Organisational Development Committee.			capacity as part of their workforce planning activities. This process is still ongoing. The publication of the Welsh Language Skills Strategy and proposed standards 110 / 110A relating to developing Action Plans relating to 'clinical consultations' will help to shape arrangements going forward.
4	Develop recruitment procedures which ensure that all recruitment is undertaken in accordance with the Public Health Wales Recruitment Policy, Welsh Language Scheme, future Welsh Language Standards 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.	30 June 2018	Director of People and Organisational Development	<p>The Recruitment Policy is under review, and amendments with regard to Welsh language content have been made.</p> <p>Standard Operating Procedures for Recruitment and Selection incorporate some Welsh language requirements, but further amendment is required to ensure that they are comprehensive.</p> <p>A draft tool for assessing the Welsh language skill requirements of Public Health Wales' new and vacant posts has been produced. Our People Team commented on the draft tool and it was subsequently amended.</p>

<b>No.</b>	<b>Actions</b>	<b>Date</b>	<b>Lead</b>	<b>Progress</b>
				The People Team will pilot the tool with a selection of services from May 2018. The Welsh Language Officer will provide the team with a 'training session' on 16 April 2018.
5	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.	30 September 2018	All Directors	Over the coming months a Welsh Language Standards / More Than Just Words implementation, monitoring and governance framework will be developed.
6	Implement the Welsh Government's Strategic Framework for Welsh language Services in Health, Social Services and Social Care: More Than Just Words.	Ongoing	All Directors	As above
7	Develop and implement monitoring arrangements to ensure compliance with Welsh Language Standards (Health Sector) Regulations	30 September 2018	Director of People and Organisational Development	As above
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.	30 September 2018	Director of People and Organisational Development	As above