



GIG
CYMRU
NHS
WALES

Iechyd Cyhoeddus
Cymru
Public Health
Wales

Welsh Language Scheme Monitoring Report 2016-17

Author: Caren Prys Jones, Welsh Language Officer

Date: 3 May 2017

Version: 0a

Publication/ Distribution:

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

Review Date: 31 March 2018

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 2016-17 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.

Details of our policy activity and consideration of the Welsh language in relation to those policies are provided in the table below:

Policy approved in 2016-17	Welsh language considered?	Effects of the policy on the use of the Welsh language
Declarations of interests, gifts, hospitality and sponsorship policy (minor revision pending more detailed review)	Yes	No impact on the use of Welsh language. No equality impact assessment undertaken as this was a minor revision pending a more detailed review. The more detailed review will be accompanied by a full equality impact assessment
Policies, procedures and written control documents policy and procedure	Yes	The policy was developed with – and reflects - due consideration of the Welsh Language Scheme and draft Welsh Language Standards (Health Sector) Regulations. It incorporates the requirement to undertake a Welsh language impact assessment on all policies. There was no significant impact identified.
Adverse weather conditions and transport disruption	Yes	There was no positive or negative impact identified. During the policy review process the Welsh Language Officer advised that the draft Welsh Language Standards (Health Sector) Regulations would require this policy to be bilingual in due course.
Flexible working policy	No	Public Health Wales introduced a revised policy process in September 2016 which includes the provision that all policies,

		procedures and control documents must undertake a Welsh language impact assessment. This policy was approved prior to the revised process.
Redeployment policy	No	
Recruitment and selection policy	Yes	<p>The policy reflects Welsh Language Scheme requirements. There was a potential for a negative impact for those who make their applications in Welsh. Action was agreed that any applications received in Welsh will receive all correspondence and communication in Welsh.</p> <p>Welsh language skills are considered as part of the recruitment process.</p> <p>Action was also agreed to review the policy on an annual basis to ensure any changes in legislation are reflected, e.g. Welsh Language Standards (Health Sector) Regulations.</p>
Redundancy policy	Yes	There was no positive or negative impact identified. During the policy review process the Welsh Language Officer advised that the draft Welsh Language Standards (Health Sector) Regulations would require this policy to be bilingual in due course.
Retirement procedure	Yes	There was no positive or negative impact identified
Substance use and misuse policy	Yes	There was no positive or negative impact identified
Health and Safety policy	Yes	There was a potential negative impact identified where the policy was not available bilingually. An action was identified for the policy, and supporting protocols, to be made available bilingually for staff. Another action was identified to ensure all Health and Safety

		signage is available bilingually.
Claims Management policy and procedure	Yes	There was a potential negative impact identified where the policy was not available bilingually. An action was identified for consideration to be given to making the policy available bilingually for staff. Welsh speakers who wish to pursue a claim through the medium of Welsh will be supported in doing so.
Ionising Radiation Safety policy	No	The policy was reviewed and no amendments were required, therefore no EqIA was undertaken.
All Wales grievance policy and procedure	Yes	This policy was developed by the Welsh Partnership Forum and formally adopted by Public Health Wales. An EqIA was completed as part of the All Wales process.
All Wales reserve forces training and mobilization policy	Yes	This policy was developed by the Welsh Partnership Forum and formally adopted by Public Health Wales. An EqIA was completed as part of the All Wales process.
All Wales Secondment policy	Yes	This policy was developed by the Welsh Partnership Forum and formally adopted by Public Health Wales. An EqIA was completed as part of the All Wales process.
All Wales Organisational Change policy	Yes	This policy was developed by the Welsh Partnership Forum and formally adopted by Public Health Wales. An EqIA was completed as part of the All Wales process and no impact on the use of Welsh language was identified.
Process for developing position statements	Yes	The policy contains no explicit content with regard to the use of the Welsh language

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 has been developing a Consent Policy during the 2016-17 monitoring period supported by a dedicated task and finish group. The Welsh Language Officer was invited to join the group at the outset as it was recognised that effective communication and, therefore, opportunities to use the Welsh language is central to the consent process. The draft policy includes relevant Welsh Language Scheme requirements. An Equality Impact Assessment has been drafted, which addresses Welsh language impact.
- 2.2.2 Public Health Wales developed a Recruitment Policy during the monitoring period. The Welsh Language Officer was involved in its development from the outset, and Welsh Language Scheme requirements are now embedded in the policy. Procedures are now being developed to support the policy, and there is close working with the people and Organisational Development Directorate to ensure that the procedures meet Welsh Language Scheme requirements and future Welsh Language Standards (Health Sector) Regulations.

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 Example 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 Policy Research and International Development: Two Service Level Agreements with academia specified a requirement for bilingual reports as outputs. The reports were produced in Welsh by the contractor.
- 3.2.2 The Beatflu campaign specified a requirement for bilingual Twitter posts. Monitoring of tweets confirmed the contractor's compliance.
- 3.2.3 The Betsi Cadwaladr Public Health Team specified a requirement to undertake bilingual marketing/communications activity. All of the contractor's output was bilingual, and was checked prior to publication.

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 a first draft should be completed by 31 May 2017.

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.

Employees with a full record of Welsh language skills	435	25%
Employees with a partial record of Welsh language skills	233	14%
Employees with no record of Welsh language skills	1027	61%

We hope to improve these figures by the end of the 2017-18 monitoring period.

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

		No.	Percentage %
Public Health Wales Headcount as at 31/03/2017		1705	
Welsh Language Proficiency Recorded as at 31/03/2017		681	39.94%
Number of Staff with Level 1 Proficient	Listening/Speaking Welsh	107	6.3%
	Reading Welsh	74	4.3%
	Writing Welsh	63	3.7%
Number of Staff with Level 2 Proficient	Listening/Speaking Welsh	17	1%
	Reading Welsh	13	0.8%
	Writing Welsh	12	0.7%
Number of Staff with Level 3 Proficient	Listening/Speaking Welsh	23	1.3%
	Reading Welsh	11	0.6%
	Writing Welsh	14	0.8%
Number of Staff with Level 4 Proficient	Listening/Speaking Welsh	19	1.1%
	Reading Welsh	17	1%
	Writing Welsh	16	0.9%

Number of Staff with Level 5 Proficient	Listening/Speaking Welsh	59	3.5%
	Reading Welsh	48	2.8%
	Writing Welsh	44	2.6%

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.

Five members of staff (0.3% of the total workforce of 1705) received Welsh language training with Public Health Wales support during 2016-17.

Directorate	Number of staff learning Welsh to a specific qualification level
Betsi Cadwaladr Public Health Team	2 x Entry Level
Abertawe Bro Morgannwg Public Health Team	1 Foundation Level 2 Proficiency Level
TOTAL	3

5.2 During 2016-17 discussions were held with the School of Welsh, Cardiff University and planning undertaken with regard to the provision of 'linguistic courtesy' training to staff. A session was piloted in Cardiff on 11 April 2017, 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.

At its meeting on 26 April 2017, the Executive Team received a brief report on the training. It highlighted the fact that the training was well attended and that initial feedback had been extremely positive. It also highlighted how the training supports staff to 'live' one of Public Health Wales' newly launched organisational values, namely 'respect', by helping with proper pronunciation of Welsh names and place names, greeting in Welsh, etc. The course also helps staff to understand the impact of linguistic discourtesy on individuals.

A paper will be presented to Executive Team in due course setting out proposals for and seeking views on implementing the training across the organization.

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 385 posts (including re-advertisements) of which 16 posts (including re-advertisements) were 'Welsh Essential'. The number of posts advertised as 'Welsh Essential' has increased from 5 in 2015-16 to 16 in 2016/17. The percentage of posts advertised as 'Welsh Essential' has increased from 2% in 2015-16 to 4.2% in 2016/17. The posts advertised as 'Welsh Essential' are shown in the table below:

	Directorate	Post	Area	WS?
1	Public Health Services	Screening Engagement Practitioner	North Wales	Did not appoint
2		Screening Engagement Practitioner	North Wales	In progress
3		Screening Administrator	South Wales	No
4		Newborn Hearing Screener	North Wales	Yes
5		Newborn Hearing Screener	North Wales	No
6		Newborn Hearing Screener	Mid Wales	No
7	Health and Wellbeing	Workplace Health Practitioner	North Wales	Did not appoint
8		Smoking Cessation Advisor	North Wales	Yes
9		Smoking Cessation Advisor	North Wales	In progress

	Directorate	Post	Area	WS?
10		Senior Public Health Practitioner (Betsi Cadwaladr Public Health Team)	North Wales	Yes
11		Public Health Practitioner (Betsi Cadwaladr Public Health Team)	North Wales	Yes
12		Communications and Marketing Officer	North Wales	Yes
13		Assistant Healthy Lifestyle Advisor	South Wales	Did not appoint
14		Healthy Schools & Healthy Pre-Schools Practitioner	North Wales	Yes
15	Operations and Finance	Receptionist	South Wales	Yes
16		Receptionist	South Wales	Yes

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

At the time of writing this report eight of the sixteen 'Welsh Essential' posts have been filled by individuals who met the language requirements (see table above), and recruitment to two posts is in progress. With regard to the Screening Administrator post, this was a temporary post within the Bowel Screening Service and both shortlisted candidates either declined the interview invitation or did not attend the interview on the day. However, the service was also recruiting to a permanent position and although the post was not advertised as 'Welsh essential', a Welsh speaker was recruited. The Bowel Screening Administration team in Llantrisant now employs three Welsh speakers.

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 North Wales in 2016-17. Senior Management considered the capacity of the service to deliver group and one to one sessions in Welsh. In order to ensure adequate resource, the decision was made to denote the posts as 'Welsh 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.

Public Health Wales moved to new headquarters in Cardiff in August 2016. Vacancies for two receptionists arose and the ability to speak Welsh fluently was deemed essential for both posts.

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'. Currently, no formal assessment is undertaken. This is being addressed as part of the development of new recruitment procedures.

7 Language awareness training

7.1 Number and percentage of the organisation's new staff (i.e. new since 1 April 2016) 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 developed an all-Wales Welsh Language Awareness e-learning package which was launched in November 2016. We are currently discussing how this will be rolled out within Public Health Wales. New recruits and existing staff will have access to this training.

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

With regard to the number of staff who have completed the e-learning module, no data is available as it was all 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 2016-17, approximately 110 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.aaascreening.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

Website and URL
NHS Wales Centre for Equality and Human Rights www.equalityhumanrightswales.wales.nhs.uk
Frisky Wales www.friskywales.org www.cymruchwareus.org
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
Quit for them / Stopia er eu mwyn nhw www.stopia.cymru www.Quit.wales
Ewch Amdani / Dream Big www.ewchamdani.cymru www.dreambig.wales

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 2015-16 report).

Website	% Welsh: March 2015	% Welsh: March 2016	% Welsh: March 2017	Content Management Process / Comments
Public Health Wales www.publichealthwales.org www.iechydchyhoeddus.cymru.wales.nhs.uk	85%	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	20%	20%		This satellite site will be part of the main

Website	% Welsh: March 2015	% Welsh: March 2016	% Welsh: March 2017	Content Management Process / Comments
Programme (WHAIP) http://www.wales.nhs.uk/whaip				corporate website in due course. The existing website will be closed when appropriate.
Public Health Wales Observatory http://www.publichealthwalesobservatory.org/ and http://www.arsyllfaiechydcyhoedduscymru.org/	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 content would usually also take into account the need also make corresponding changes to the Welsh site. 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
Stop Smoking Wales www.stopsmokingwales.com www.dimsmygucymru.com	50%	70%		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. Changes to the Welsh and English sites are made simultaneously.

Website	% Welsh: March 2015	% Welsh: March 2016	% Welsh: March 2017	Content Management Process / Comments
Welsh Health Impact Assessment Support Unit http://www.wales.nhs.uk/sites3/home.cfm?OrgID=522	80%	80%	95%	The Welsh site is updated a week or so after changes have been made to the English site.
1000 Lives Improvement corporate site www.1000livesplus.wales.nhs.uk www.1000amwyofywydau.wales.nhs.uk	40%	50%	75%	Work continues to make this a fully bilingual site. All new content is bilingual including landing pages, 1 st /2 nd level pages, news items, key publications, blog posts. Work ongoing to archive old web pages.
EppCymru http://www.wales.nhs.uk/sites3/home.cfm?orgid=537 http://www.wales.nhs.uk/sites3/w-home.cfm?orgid=537	85%	85%	85%	
Champions for Health http://www.championforhealth.wales.nhs.uk/home http://www.pencampwyriechyd.wales.nhs.uk/hafan	95%	95%		Changes to the English and Welsh sites are made simultaneously.
International Health Coordination Centre	95%	95%	95%	Remainder of content is signposted to Non-

Website	% Welsh: March 2015	% Welsh: March 2016	% Welsh: March 2017	Content Management Process / Comments
www.iechydrhyngwladol.wales.nhs.uk www.internationalhealth.wales.nhs.uk				Welsh websites or provided by non-Welsh sources (e.g. WHO, EU documents)
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	95%	95%	Remainder of content is signposted to Non-Welsh websites or provided by non-Welsh sources (e.g. WHO, EU documents)
Research & Development Community Website www.ymchwiliachydycyhoeddcymru.co.uk www.publichealthresearchwales.co.uk			95%	Remainder of content is signposted to non-Welsh websites or provided by non-Welsh sources
Making Every Contact Count http://mecc.publichealthnetwork.cymru/en http://mecc.publichealthnetwork.cymru/cy	Did not exist	Did not exist	?	No information received

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, 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. 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 2 complaints during 2016-17, one (33%) less than that received in 2015-16.

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 the following clauses of its Welsh Language Scheme:

- 1.3 Service Provision: due to the fact that a face to face service was not available to the complainant, despite his request.
- 1.7 Quality Standards / Healthcare Standards: due to the fact that the Trust did not provide the same standard of service in Welsh and English, nor ensure consistency in the standard of Welsh medium services in different areas of Wales at the time of receiving the complaint.
- 2.4 Other Meetings: due to the fact that the complainant could not receive a face to face service.
- 4.1 Staffing and Recruitment: due to the fact that the Trust did not ensure that an adequate number of bilingual staff possessed the skills necessary to provide a bilingual service to the public.

11.3 Based on the investigation's conclusions, the Commissioner made the following recommendations to address the issues raised in the report:

Recommendation 1: Produce a recruitment strategy that promotes and improves the existing Welsh language provision of the organisation. The strategy should comply with the Commissioner's advice on recruitment.

Recommendation 2: Produce a training strategy that promotes and improves the existing Welsh language provision of the organisation.

Recommendation 3: Look at any other face to face services we provide and assess whether there are any services that the public do not receive in their language of choice at the moment and produce an action plan to improve the situation.

11.4 Since receiving the complaint and the Commissioner's report, Public Health Wales has taken the following action:

11.4.1 Stop Smoking Wales developed an action plan to develop systems and processes to address the issues raised by the complaint. The Commissioner was provided with a copy of the action plan in 2016. The Public Health Wales Board received a progress report against the action plan in January 2017.

11.4.2 Stop Smoking Wales has also undertaken activity (and is ongoing) to better understand the need for specialist services to be delivered through the medium of Welsh; to remove barriers to accessing specialist support (including language cognisant marketing); and to develop more robust monitoring around language preferences.

11.4.3 A Welsh speaking advisor has been recruited to the Cwm Taf area in which the complainant resides. Other posts have been denoted 'Welsh Essential' and Welsh speakers have been recruited in other areas of Wales.

11.4.4 In addition to the action plan developed by Stop Smoking Wales, Public Health Wales has developed the following action plan to implement the Commissioners recommendations, which was agreed by the Board in January 2017.

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	Drafting of strategy is nearing completion, and is likely to be submitted to the Director of People and Organisational Development by 31 May 2017
2	Publish Welsh Language Skills Strategy	31 May 2017	Director of People and Organisational Development	On target
3	All directorates to apply the Welsh Language Skills Strategy to their workforce planning arrangements and provide regular progress reports to the People and Organisational Development Committee.	31 March 2018	All Directors	
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.	31 May 2017	Director of People and Organisational Development	<p>The Welsh Language Officer and the Recruitment, Talent and Attraction Manager have met to discuss the action required to meet this target, with a view to seeking approval of proposed action by the Assistant Director of People.</p> <p>The Welsh Language Officer has drafted a tool to assess the Welsh language skill requirements of Public Health Wales new and vacant posts,</p>

No.	Actions	Date	Lead	Progress
				and shared this with the Recruitment, Talent and Attraction Manager for initial feedback. She has also proposed that the tool be piloted prior to organisation wide roll-out.
5	All directorates to finalise action plans to address any gaps in compliance with draft Welsh Language Standards and to improve the availability, accessibility and quality of their Welsh medium services.	31 May 2017	All Directors	<p>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 been published, it would be unreasonable to ask directorates to undertake this task now and to then duplicate the task in a few weeks or months.</p> <p>However, in an effort to maintain some momentum and ensure progress, it is proposed that directorates should map their Welsh language skills capacity as part of their current workforce planning activities. This involves providing the following information by 31 May, using the template to be provided:</p>

No.	Actions	Date	Lead	Progress
				<ul style="list-style-type: none">• Identify and record all public facing posts and positions and post holders (direct face to face and telephone contact)• The geographical areas served by these posts and positions and post holders• Identify and record the Welsh language skills and competence levels of post holders in these roles• Confirm with post holders 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 post holders' skills gaps• Include in workforce plans any service / organisational risks due to Welsh language skills gaps and shortages

No.	Actions	Date	Lead	Progress
6	Implement relevant elements of the Welsh Government's Strategic Framework for Welsh language Services in Health, Social Services and Social Care: More Than Just Words.	31 March 2018	All Directors	Actions to be shared with directorates in due course
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	<p>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.</p> <p>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.</p>
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	