

Delivering the actions in the More than just words Plan 2022-27: For the period April 2023-March 2024

Short Term Actions (by 2023) and Medium Term Actions (by 2025)

NHS Organisation	Public Health Wales
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Completed by:	Welsh Language Team	Date: 15/05/2024
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Ref	Description of Short Term and Medium Term Action	Lead Accountability	Progress Report for 2023/24 (reporting period 1/4/23 – 31/3/24)	Priorities 2024/25	Examples of best practice/ work done in partnership.
Culture and Leadership					
1	We'll set personal performance objectives to ensure the delivery of More than just words so that the Active Offer is embedded in annual objectives of sector leaders, cascaded throughout organisations and considered in relevant individual appraisals at all levels. This will include Chairs of NHS boards and the Directors of Social Services report (Annual Council Reporting Framework). (<i>Short term</i>)	All health and social care bodies Welsh Government to lead on objectives for Chairs.	<u>Update from the Chair of Public Health Wales</u> Assurance on the Welsh language in plans and delivery of services is overseen by the People and Organisational Committee (PODCOM) on behalf of the Board. This is regularly reported and considered at the Board as part of the Chairs report. The Committee considers biannual reports on the current position with regard to the Welsh language provision within Public Health Wales and the progress with the plans to reinvigorate our bilingual culture and to consolidate awareness across the organisation	Develop the relationship with the Board Champion for the Welsh Language, who is new to the role. Support the Board Champion for the Welsh Language to develop the relationship with the interim and incoming chair and vice-chair and other Board level appointees. Providing Assurance to PODCOM, the Board level committee which has oversight of the	Welsh is used as much as possible in our board-level meetings by those at the top of the organisation, providing real top-down culture setting within, and throughout, the organisation.

			<p>of each team's compliance obligations.</p> <p><u>Board Champion</u></p> <p>Our Board Champion for the Welsh language is Neil Lewis.</p> <p><u>Data on Workforce Language Skills</u></p> <p>A high percentage of our staff record their Welsh language skills on ESR.</p> <p>In 2023 – 2024 95% of our staff have recorded their Welsh language skills on ESR. The data shows that we have 321 Welsh speakers (level 3 and above) across all service areas.</p> <p><u>Data on Welsh Language Awareness Training</u></p> <p>At the end of March 2024, 92.8% of staff had completed the new Welsh language Awareness training module. This figure is above the 90% target set for us last year.</p> <p>The module was launched on ESR in Autumn 2022 and is promoted to staff on the Welsh language Hwb and on our induction pages.</p>	<p>Welsh Language, and agreeing priorities with PODCOM. Achieving PODCOM ratification of this report, and our annual Welsh language Standards report..</p>	
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2.	<p>Over time, we expect all health and social care staff to gain an appreciation of the positive difference that learning and using Welsh can make to the care experience. In the meantime we'll bolster language awareness courses with a behavioural-science communications approach so that everything we say about Cymraeg as leaders, and as organisations and partnerships contributes to this strategy. This approach will build on the training and on the positive narrative outlined in the plan. (<i>Short to medium term</i>)</p>	<p>Welsh Government/ HEIW/ SCW</p>	<p><u>Within PHW</u></p> <p>Our Welsh language team actively search for, and promote, any sessions or courses that increases awareness of the language, be that learning opportunities, or more generally. These learning opportunities are free to PHW staff.</p> <p>Ymlaen, our Welsh language network, hold events at least once per quarter. These provide clear opportunities for staff, be they learners or more confident speakers, to build relationships through the medium of Welsh.</p> <p>We have provided numerous awareness sessions as a Welsh language team, and attended several team meetings of other departments to make staff aware of the opportunities on offer to help staff improve their current level of Welsh. During these meetings, the importance of adhering to Welsh language legislation is also highlighted.</p> <p>The Welsh language team has a presence on the organisational Publication Principles group. This group helps shape an organisation-</p>	<p>D delivering awareness raising sessions over the next few months to build the appreciation of the positive difference that learning and using Welsh can make to the care experience. We will build on our learning from the first sessions, and arrange further sessions for our staff, prioritising those under the scope of our Clinical Consultation Plan.</p> <p>The continuation and development of collaborative work between PHW's Welsh Language Team and Welsh network, Ymlaen to promote opportunities and build and target our offer..</p>	<p>The 'Defnyddia Dy Gymraeg' campaign was a successful example of cross-working across NHS Wales. 6 separate talks were held by NHS colleagues from 4/12/23 to 8/12/24 in celebration of the Welsh Language Commissioner campaign. Ranging from "Yr Iaith a Chydraddoldeb yng Nghymru" (Welsh language and Equality in Wales) to "Defnyddio M365 yng Nghymraeg - (Using M365 in Welsh), and others in between, these Welsh language presentations showcased a flavour of the areas of expertise that we have within the NHS.</p>
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			<p>wide set of considerations that staff should adhere to when creating content. Welsh language requirements are at the heart of our content.</p> <p><u>Collaboration with other NHS Wales organisations</u></p> <p>To celebrate the Welsh Language Commissioner Office ‘Defnyddia Dy Gymraeg’ campaign in November - December, we collaborated with other NHS Wales bodies to hold a variety of Welsh language events during the campaign fortnight. Two presentations were held by Public Health Wales staff with Eleri Davies, Deputy Medical Director, presenting a session on ‘Ein gwaith yn ystod ac ar ôl y pandemig’ and Gruffydd Weston, PHW’s Senior User Centered Researcher, presenting on “Ymchwil Defnyddwyr” to colleagues throughout the NHS.</p> <p>Although the sessions themselves will be held in April and May 2024, arrangements for staff to attend HEIW’s innovative ‘Opening the Door: Introducing Welsh’ sessions were made during the reporting period. These sessions will provide</p>		
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			<p>leaders from across the organisation with insights from key cultural figures, such as Mererid Hopwood. The sessions will be centred around the importance of the language, and the benefits to providing Welsh services to both staff and patients alike.</p>		
3	<p>We'll expect those in leadership roles to take part in our Leading in a Bilingual Country programme. This programme works towards embedding the spirit of Cymraeg 2050 in organisational culture and policymaking. All too often, Welsh is viewed as just an issue of translation or as a 'tick box' in policy development. This values-based programme goes beyond understanding the possible impact of language on all aspects of our work to using what levers we have to increase its use. (<i>Medium term</i>)</p>	<p>Chairs and Chief Executives of health and social care bodies</p>	<p><u>Attempts to engage made by Public Health Wales</u></p> <p>Our People and Organisational Development Director has put his name forward to attend the Leading in a Bilingual Country programme but has been unsuccessful to date due to lack of capacity from the programme.</p> <p>Our Board in its entirety seek to improve their Welsh where possible and promote the Welsh language across the organisation to their staff and beyond.</p> <p>As such, and in line with this action, our People and OD Director, and any other appropriate leaders identified, will continue to make it known to organisers of their interest to attend the Leading in a Bilingual Country programme.</p>	<p>Our People and Organisational Development Director will continue to push for their inclusion within the programme. This depends on sufficient places being made available, however.</p>	<p>We hope that the efforts made by our representatives in attempting to engage with this course shows their positivity towards the language.</p>

			We'd be grateful that organisers ensure that sufficient spaces are made available to those wanting to attend, as we'd like to further improve our organisational understanding of the impact of the Welsh language across operations.		
Theme 1: Welsh language planning and policies including data					
8	An agreed national framework for the collection and collation of data on the language skills of all staff working in health and social care in Wales will be developed and implemented. This should be mandatory wherever possible and would need to align with systems and approaches currently in place for the collection, collation of data across the health and social care sectors including services that are provided in Welsh (<i>Medium term</i>)	HEIW/SCW/ DHCW/ health and social care bodies including independent primary care contractors	<p><u>ESR Welsh Language Skills data</u></p> <p>Welsh language skills data of our staff is available via the NHS's ESR database system. We ask for updates from the relevant team every quarter, which allows us to compare and contrast progress with previous figures.</p> <p>As noted alongside action 1 above, great strides have been made with regards to the number of Welsh speakers employed by the organisation. In turn, this will further enhance the Welsh language services we can offer.</p> <p>Staff can input their skills across 6 different levels, ranging from 0 = no skills to 5 = fluent. We hope to reduce the number of staff at level 0, as a result of implementing the courtesy level Welsh course over the next few years.</p>	<p>We will continue to promote resources that help staff gain a courtesy level of Welsh, so that more employees will note their level of Welsh as level 1, rather than level 0.</p> <p>Given the inclusion of prompts in relation to this action point throughout our communications to staff, the data collection element of this action point is now, to a large extent, self-sustainable. This is evidenced by a year-on-year increase of the percentage of staff who've registered their skills.</p>	The Welsh language section prompt within our My Contributions document ensures regular reminders are given to staff in relation to their Welsh language skills. This is evidenced by the fact 95% of our staff are compliant in this area.

			<p>95% of PHW staff have inputted their skills onto ESR.</p> <p><u>Staff reminders</u></p> <p>Reminders to update their Welsh language skills are shared with staff at various points from recruitment onwards. Our new starter letters for new staff include information about the Welsh language and the need to record language skills; our induction intranet pages also includes a Welsh language checklist; and our performance review document, 'My Contributions', acts as a prompt for staff to update their Welsh language skills twice a year during progress meetings. This provides us with an accurate map of the distribution of our Welsh speakers across the various organisational divisions.</p>		
9	<p>An annual report will be prepared by an appropriate body to bring together the data relating to the health and social care workforce. This report could be prepared and published by Statistics for Wales. The published report should be publicly available with a further level of granular</p>	<p>HEIW/SCW, health and social care bodies</p>	<p><u>Information Public Health Wales has to share</u></p> <p>We note that this action is to be developed at a national level.</p> <p>We publish statistics in relation to the Welsh language skills of our workforce annually, in our Welsh Language Standards Annual Report.</p>	<p>We will share statistics on request.</p>	<p>Workforce Welsh language skills statistics inclusion in reports.</p> <p>phw.nhs.wales/about-us/publication-scheme/welsh-language/welsh-language-standards-annual-report-2022-23/.</p>

	<p>detail available as appropriate to those bodies responsible for the workforce in different contexts e.g. HEIW, SCW, Health Boards (<i>Short to medium term</i>)</p>		<p>We'd be happy to contribute data in relation to our workforce's Welsh language statistics as and when needed.</p> <p>We'd welcome an update, and developments from the national-level owner on this action point.</p>		
10	<p>That action 30 of the 'Health and Social Care Workforce Strategy' – to develop workforce planning guidance for Welsh language skills identification and development in the health and social care workforce – is progressed at the earliest opportunity. This guidance should consider the required number of staff with Welsh language skills and the nature of those skills in different health and social care contexts and within the priority areas of need identified. The guidance is used as part of annual workforce planning by Health Boards, Local Authorities, HEIW, Social Care Wales and other employers as appropriate. Furthermore,</p>	<p>HEIW/Social Care Wales</p>	<p><u>Workforce Planning task group</u></p> <p>We have a Workforce Planning task group within Public Health Wales. This group meets regularly and is lead by the newly appointed Strategic Workforce Planning Manager. A representative from the Welsh language team sits on this group, ensuring that Welsh language is embedded within our future processes.</p> <p>We follow the guidance which has been provided to us by HEIW. Our newly appointed Workforce Planning Manager mentioned above, is the author of the guidance and we are fortunate to have her guidance within Public Health Wales. We therefore hope to make even greater strides in this area once they are fully settled in-post.</p>	<p>Workforce Planning an IMTP priority, and as such, a framework will be prepared within the 2024-25 financial year. Our Welsh language considerations will be weaved within this.</p> <p>The Director of People and OD has oversight and of org-wide WFP actions and Welsh Language will be embedded in this.</p>	<p>Our cross-divisional Workforce Planning Group meets every 5 weeks. The aim of the group is to ensure that an all-encompassing strategy is devised that includes all core aspects that should be considered in our workforce planning, including Welsh language requirements, enabling better identification of talent and mapping of key areas.</p>

	that the guidance inform the work of the relevant regulators and inspectorate as appropriate (<i>Short term</i>)		42% of PHW staff have Welsh language skills levels 1 to 5.		
Theme 2: Supporting and developing the Welsh language skills of the current and future workforce					
13	Health and social care organisations to identify workforce skills gaps in key areas and develop plans to address them. This will be embedded in workforce and skills plans developed and delivered within individual organisations and involve close working with HEIW and SCW. (<i>Medium term</i>)	Health and social care bodies, HEIW and SCW	<p><u>Within PHW</u></p> <p>Work was undertaken to identify critical skills and develop plans to ensure that risks are mitigated.</p> <p>We will weave this action point within our Workforce Planning group, which is mentioned above in point 10, to ensure that Welsh language skill gaps are filled in our future workforce.</p> <p>Our People Partners are collaborating with their directorates to map the essential roles and skills needed for jobs within the organisation. In doing so, this will address any gaps that currently exist and enable us to join the dots to further enhance our Welsh language capacity.</p>	Workforce Planning is an IMTP priority, and as such, a framework will be prepared within the 2024-25 financial year. Our Welsh language considerations will be weaved within this.	Our cross-divisional Workforce Planning Group meets every 5 weeks. The aim of the group is to ensure that an all-encompassing strategy is devised that includes all core aspects that should be considered in our workforce planning, including Welsh language requirements, enabling better identification of talent and mapping of key areas.
14	We'll expect all NHS and social care colleagues to follow a language 'awareness' course which will explain how important Cymraeg is in service	Health and social care bodies	<p><u>Awareness courses within Public Health Wales</u></p> <p>There is a Welsh Language Awareness course available to all NHS Wales colleagues via ESR.</p>	We will deliver our own awareness raising sessions in the first few months of the year. We will build on our learning from the first sessions,	Our Welsh language team's Welsh language awareness session has been created. This session both builds on, and

	<p>delivery and as a patient need. Following the introduction of Welsh language awareness training for all health and social care professional, we'll expect that this training is provided across all disciplines for trainees and introduced as part of the induction process for new employees in the health and social care workforce who have not already undertaken the training. <i>(Medium term)</i></p>		<p>This is a mandatory course, and as such, it is expected for all staff to complete.</p> <p>Within Public Health Wales, we raise awareness of the Welsh language by various means.</p> <ul style="list-style-type: none"> • We have a stand at the in-person new staff event, held quarterly. There, we are able to engage with staff early on in their employment life-cycle with us, allowing us to embed our bilingual culture in a positive, and pro-active manner. When engaging with staff, we've particularly noted a significant interest in learning Welsh. • Information and a Welsh language checklist is included on our intranet induction pages 'Things you need to know to get you started', which pinpoints staff to the essential information that they need to be aware of during their time at the organisation. • Information for line managers, which complements the information shared with 	<p>and arrange further sessions for our staff, prioritising those under the scope of our Clinical Consultation Plan.</p>	<p>goes beyond, what is included in the ESR training module. These sessions will help us comply fully with Standard 102.</p> <p>By the end of this session staff will:</p> <p>Understand the importance of the Welsh Language in service delivery.</p> <p>Understand Public Health Wales's Welsh language vision.</p> <p>Understand their role in implementing the Welsh Language Standards</p> <p>Know where to find information and support in Public Health Wales.</p>
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			<p>new members of staff mentioned above, is included within our manager hub intranet pages</p> <ul style="list-style-type: none">• Our Welsh language team run Welsh language awareness sessions for staff, when needed or requested. These sessions roughly last a whole morning, or an afternoon. We have prioritised presenting to our services that are named under our Clinical Consultation Plan, in recognition of its importance. In our view, this session delves into the topic of the language even further than the Welsh language awareness ESR course, with topics covered in greater depth. The sessions will also build the relationship between the Welsh Language team and staff and enable us to answer any burning questions that staff may have, that we may not always have sight of if only the ESR course was completed.		
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			<ul style="list-style-type: none"> We are also working with our Communications team to create an animation that will present information in relation to the Welsh Language Standards, More Than Just Words, and the Welsh language generally. 		
15	<p>The National Centre for Learning Welsh develop further their plans to offer Welsh language training to the health and social care sectors and provide an enabling environment on the use of Welsh in workplaces. This should complement informal language learning through on-line tools and apps to be made available across the sector. It could be modelled on recently announced developments for the education workforce. This should include tailored provision to support practice in health and social care and identify opportunities (along with relevant employers) to support staff</p>	<p>Welsh Government/ National Centre for Learning Welsh</p>	<p><u>Collaboration with Learn Welsh</u></p> <p>We are working in conjunction with the National Centre for Learning Welsh to provide Welsh language confidence raising sessions to staff with foundation level Welsh skills and above. We have received incredible interest from staff for these flexible sessions – with 47 responses from staff confirming their interest to take part. The challenge for the new year will be to convert this interest into enrolments. Coleg Cambria has recently been appointed as the course supplier for Public Health Wales.</p> <p>We also actively promote Learn Welsh’s 30-week long courses to our staff. These courses, usually starting in September, have proved popular amongst our staff. We see</p>	<p>Our primary priority in this area is working alongside Learn Welsh and our supplier. We expect that the confidence raising sessions will be rolled out within this financial year.</p> <p>We will continue to promote alternative opportunities too, as noted. We aim to cater to the vast array of staff’s learning preferences. This is supported by an MS Forms, where staff can state their learning needs and preferences. We then point staff to the most appropriate opportunities available.</p>	<p>Our Welsh language network, Ymlaen, provides an additional clear space for Welsh speakers and learners alike to use their Welsh language skills, whatever they may be. In turn, this has helped to build relationships naturally through the medium of Welsh.</p> <p>Beyond the space for staff to work more often in Welsh, our network chairs, in conjunction with other members of staff, are involved in the organisations innovative Say It Right Campaign that highlights the need to</p>

	<p>confidence to make more use of their Welsh language skills (at whatever level) in the workplace. We further recommend that Welsh Government explore what resources are required to deliver adequate support for such a scheme including supporting employers to release key staff to undertake substantive Welsh language learning. <i>(Medium term)</i></p>		<p>a number of returnees enrolling every year.</p> <p>Over the last financial year 24 members of staff enrolled onto the 30 week Learn Welsh courses.</p> <p>We have specific Welsh language targets within our Clinical Consultation Plan https://phw.nhs.wales/about-us/publication-scheme/welsh-language/welsh-language-clinical-consultation-plan-sept-2023/ . To support this, we are also in discussion with Learn Welsh to create opportunities specifically for those clinical teams within the scope of the plan.</p> <p><u>Nant Gwrtheyrn</u></p> <p>Outside of the above, we promote, and offer opportunities for staff to improve their Welsh. We promote Nant Gwrtheyrn's Work Welsh's 'Use Welsh' dates. These courses are intensive, weeklong courses with the aim of immersing attendees in the Welsh language. Traditionally, there are 'Use Welsh' courses for those at intermediate level and above, although, we note (and welcome) that some courses</p>		<p>pronounce names correctly, to help facilitate an inclusive work environment.</p>
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			<p>aimed at foundation level individuals are being trailed in their Summer 2024 learning opportunities.</p> <p>6 employees attended Nant Gwrtheyrn courses during the reporting period, attending a variety of courses.</p> <p><u>Welsh learning and development opportunities at Public Health Wales</u></p> <p>At Public Health Wales, we aim to develop and encourage our staff to use their Welsh at every opportunity. We offer an informal conversation session every Tuesday lunch-time, over MS Teams. This is open to staff regardless of Welsh language level. We also offer a Mentorship scheme, where we pair confident, with less confident speakers or learners. We currently have 6 pairs taking part in this scheme.</p> <p>We have recently crowned our first Welsh Language Learner of the Year, during our Welsh Language Week of celebrations leading up to St David's Day. Due to the week's success, we hope to hold our</p>		
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			<p>Welsh Language Week celebrations annually from now on.</p> <p>Our Welsh language network, Ymlaen, also provide a space for learners to improve their Welsh skills. The network is open to confident speakers, learners and allies alike. They meet and engage with members quarterly, with members using both Welsh and English at the meetings, to be as inclusive and encouraging to our Welsh learners as possible.</p> <p>We'd welcome an update in relation to the development of the resources mentioned by Welsh Government.</p>		
16	Organisations to define the level of Welsh language skills required in all job adverts as per best practice in some health boards and local authorities (<i>Medium term – guidance to be developed and shared in the short term</i>)	Health and social care bodies	<p><u>Welsh Language Skills Assessment Tool for managers</u></p> <p>When recruiting for a new or replacement post, we have a Microsoft Word form, 'Assessment of the Welsh language skills requirements of a new or vacant post', that all recruiting managers complete, to ensure that they consider what Welsh skills are needed for each role.</p>	We will begin to develop a more automated approach than the existing MS Word form this financial year. This will further simplify the process, and add greater consistency to requirements of posts.	Our Welsh Language team has close ties to both the Resourcing, and People Support team to ensure all Welsh language Assessments forms are completed before the vacancy is approved for advertising. The recruiting managers are also asked to give sight of the Welsh

			<p>By completing the form, managers determine whether roles need to be advertised with Welsh as an essential or a desirable skill, if Welsh skills can be developed or if no Welsh skills are required. If Welsh skills are required for the role, they are then asked to define what level of Welsh is required (0-5) before the role is advertised.</p> <p>The need to complete the Welsh Language Skills Assessment form is included in our Recruitment and Selection training offered to all managers, and roles can only be approved for advertising on our recruitment system Trac once an assessment form has been uploaded.</p> <p>In 2023 – 2024, 29 roles across all directorates and bands, were advertised with Welsh as an essential skill and 668 with Welsh as a desirable skill (out of a total of 744)</p> <p>We aim to create a more streamlined approach during the 2024-2025 financial year, working with wider NHS colleagues.</p>		<p>Language Assessment Forms to the Welsh Language Team. If there are queries or doubt in relation to the Welsh language skills noted on an assessment form, the Welsh language team then give their recommendations and advice to the recruitment manager as needed.</p>
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			<p><u>Clinical Consultation Plan</u></p> <p>We have published our Clinical Consultation Plan for 2023 – 2027 which will have targets to increase the number of staff within our Screening and Help Me Quit divisions that can offer clinical consultations in Welsh.</p> <p>phw.nhs.wales/about-us/publication-scheme/welsh-language/welsh-language-clinical-consultation-plan-sept-2023/</p> <p>The Welsh Language Team will support and advise recruiting managers on the best platforms to advertise roles which require Welsh skills, to maximise interest and applications.</p>		
17	<p>Gradual introduction of a minimum “courtesy” level of Welsh language skills making staff more aware of positive impact that learning and using Welsh can have on individuals accessing and receiving health and social care services. By the end of the life of this plan, all staff working in health and social</p>	<p>Health and social care bodies</p>	<p><u>Collaboration with Learn Welsh</u></p> <p>We are working with the Learn Welsh Centre to develop, and in due course, launch a bespoke Courtesy/Croeso Welsh course. We hope to see developments in this space over the 2024-2025 financial year.</p> <p>Once launched, we will promote widely throughout the organisation.</p>	<p>A new ‘Croeso’ courtesy level Welsh course will continue to be developed, and launched, within this financial year.</p> <p>In a meantime, we will continue to promote existing upskilling resources to our staff.</p>	<p>Our Welsh Language Hwb offers numerous resources advising on Welsh language matters across the wide remit of our organisation. As mentioned, we signpost staff to material to help them improve their Welsh skills. This is true of</p>

	<p>care should have courtesy level Welsh. (<i>Short term-introduction</i>)</p>		<p><u>Cymraeg Gwaith / Work Welsh</u></p> <p>We actively promote the courtesy level courses, such as 'Welcome', 'Welcome Back' and 'Health Sector', provided by Cymraeg Gwaith to our staff members who have level 0 Welsh skills, and take up details are forwarded to us quarterly by the Learn Welsh Centre.</p> <p>Details of the courses are available in letters for new starters, and on our Welsh language Hwb intranet pages.</p> <p>We also promote the courtesy level courses, other courses provided by the Learn Welsh Centre and Nant Gwrtheyrn to staff via our Dysgu Cymraeg Teams channel, via the Ymlaen staff network and on the GIG Cymru Dysgu Cymraeg Yammer platform.</p> <p>Our staff Hwb also includes Dysgu Cymraeg tips and a list of phonetic basic greetings that staff can use from day to day to develop Welsh courtesy skills.</p>		<p>those regarding courtesy level Welsh. Currently, we signpost staff to the 'Welcome', 'Welcome Back' and 'Health Sector' Learn Welsh online 10-hour courses. We also promote Shwmae.cymru's posters that help normalise Welsh phrases within various social contexts. These posters have been placed the office at our Capital Quarter 2 base, particularly in the shared canteen area where staff frequently meet on an informal basis</p>
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18	Organisations to develop and implement a targeted Welsh language training and workforce strategy – with initial focus on addressing gaps in More than just words key priority areas and those who lack confidence (need to consider the potential for working with team leaders / managers /employers to also create the conditions for individuals to use their Welsh) <i>(Medium term)</i>	Health and social care bodies	<p><u>Workforce Planning within Public Health Wales</u></p> <p>A programme of targeted WL training is in place. This action point will be further developed in the work that our Strategic Workforce Planning Manager will lead, via our Workforce Planning group.</p> <p>.</p> <p>A section on the Welsh language is included within our organisational Learning and Development policy. The section points to the numerous Welsh language activities available to staff.</p> <p>Our People Strategy also re-affirms our organisational efforts towards the Welsh language. The strategy notes our Clinical Consultation Plan commitments, which will increase our capacity in these service-user facing areas.</p> <p>The strategy also details Welsh as one of the main skillsets that the organisation wishes to improve both its capability and capacity.</p>	<p>Workforce Planning is an IMTP priority, as such, a framework will be prepared within the 2024-25 financial year. Our Welsh language considerations will be weaved within this.</p> <p>How to best develop the Welsh skills of our staff will be central to the discussion of workforce planning priorities that our Strategic Management Team will hold.</p> <p>Welsh will be considered within the job families approach, which is to be developed by the end of quarter 2 of 2024-2025.</p>	<p>A programme of targeted WL training is in place. Our cross-divisional Workforce Planning Group meets every 5 weeks. The aim of the group is to ensure that an all-encompassing strategy is published that includes all core aspects that should be considered in our workforce planning, including Welsh language requirements, enabling better identification of talent and mapping of key areas.</p> <p>Our Learning and Development team’s innovative Leading with Impact internal workshops offered Welsh language break-out rooms. This demonstrated the organisations willingness to go above and beyond the legislation to ensure staff can use their</p>
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			phw.nhs.wales/careers/public-health-wales-people-strategy-2020-30/ The People Strategy is due to be refreshed in 2024-2025.		Welsh skills in the workplace.
26	Every provider of health and social care training in Wales prepares a medium-term plan on developing Welsh language awareness and bilingual skills of their students and submits the plan within 12 months to the relevant commissioning / accrediting / regulatory body. These should include details of the teaching capacity required to deliver bilingual programmes as required. Welsh Government to consider the role Coleg Cymraeg Cenedlaethol could have to review and provide feedback and advice to the relevant bodies on the medium-term plans. (<i>Short term</i>)	Health and social care training providers	<u>Clarity needing to be provided by Welsh Government</u> We remain unsure about whether our Screening qualification would be relevant to this action point. We have asked Welsh Government to clarify but have not receive a reply. In previous correspondence with Welsh Government colleagues, it was stated that “personally I see this as a course of action for large scale health and social care training providers, such as further education colleges, universities etc.”. We interpret from this that action point 26 is not relevant to the screening training we offer. We’d welcome clarity on this. The information in relation to our Screening qualification is included in our Clinical Consultation Plan - phw.nhs.wales/about-us/publication-scheme/welsh-	This action point appears not to be relevant to ourselves, unless Welsh Government colleagues contact us stating otherwise.	

			language/welsh-language-clinical-consultation-plan-sept-2023/ The diploma is offered in Welsh but to date nobody has taken advantage of this opportunity.		
Theme 3: Sharing best practice and an enabling approach					
29	We'll collate and share examples of innovative good practice which is accessible across the sector utilising existing portals and hubs including the Research and Innovation Hubs. (<i>Short term</i>)	Welsh Government/ Welsh language officers	<u>Examples of Good Practice</u> Since our previous update, our Welsh language Network, Ymlaen, has gone from strength to strength. With over 85 members, it is Public Health Wales largest staff network, despite being the youngest. Ymlaen have held a meeting every quarter, celebrating key cultural events such as Shwmae Day and St David's Day. Ymlaen co-chairs continue to help shape the bilingual culture that is promoted throughout the organisation. Ymlaen co-chairs have also presented to the organisation's Business Executive Team, demonstrating the positive effect the network has had in its comparatively short existence. Since the last update, we have received training from colleagues at the Research and Innovation Hub on Continuous Improvement – Knowledge and Skills Development	The Welsh language team will continue to strengthen their ties with Ymlaen, and staff throughout Public Health Wales. We will also collaborate further with other NHS Wales bodies, to share learnings with one another to improve our services. We will further develop, implement, and embed our new Welsh Language Translation model and monitor whether this drives the improvements it was intended to. We will progress the programme of work that is in place to address	Further to the best practice already noted for this action point, and outside of the quarterly meeting with the Welsh Government, Welsh Language Officers throughout the NHS meet quarterly with one another to share problems, remedies and to discuss general issues. Officers have an MS Teams group chat for discussion and collaboration. This cross-organisational team-working is an incredible asset and has been beneficial to us.

			<p>Day. This training has informed a number of our activities since, including the updating of our translation processes, and our web estate work.</p> <p><u>Translation</u></p> <p>Due to the extension of our NPS Framework arrangements expiring in July 2024, the Welsh language team have worked with colleagues across the organisation to ensure that plans are in place for our future translation processes. Following consultation with members of staff throughout the organisation, our Business Executive Team agreed a set of recommendations in September that will improve our translation processes to the future. Already we have increased our annual contract with the NHS Wales Shared Services Partnership Translation Unit to 2,000,000 words a year, and we will continue to increase the contract over the next 3 years.</p> <p>In the upcoming financial year, we are also going out to tender for a new mini-framework of external Welsh translation suppliers, that will support the service we receive from Shared Services Partnership.</p>	<p>our web estate and provide assurance at Board sub-committee level.</p>	
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			<p>An organisational Translation Co-ordinator will be recruited within the Welsh language team to oversee the translation processes of the organisation.</p> <p>Please see the below for the expected implementation timeframe of activities over the next 6 months.</p> <p>Spring 2024</p> <ul style="list-style-type: none">➤ Tendering for our own translation framework➤ Advertise for PHW Translation Coordinator <p>July 31st 2024</p> <ul style="list-style-type: none">➤ Current NPS Translation Framework comes to an end <p>End of Spring / Summer 2024</p> <ul style="list-style-type: none">➤ New bespoke mini translation framework in place➤ Translation Coordinator in post <p><u>Web Estate</u></p>		
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			<p>Following a complaint, and subsequent investigation, by the Welsh Language Commissioner in relation to our websites during the 2022-23 financial year, improvements have been made to our Welsh web-estate. As Public Health Wales has many websites under our management, this is a long-term project for us and we continue to improve on areas that require updating. During our last annual meeting with the Commissioner's Office, improvements had been noted during recent auditing but we acknowledge that we have some work yet to do in this area</p>		
30	<p>We'll use our Bilingual Technology Toolkit to ensure that when we procure and/or develop new digital services, they will include a bilingual user interface wherever possible. For information and advice websites we'll bring translators closer to content creation, drafting in Welsh and English together, so that we communicate clearly in both languages. (<i>Short term</i>)</p>	<p>DHCW/NHS Wales organisations</p>	<p><u>Bilingual Technology Toolkit</u></p> <p>The Bilingual Technology Toolkit has been shared with our Communications team. The toolkit is also available via our Welsh Language Hwb Bilingual technology toolkit for good user experience GOV.WALES</p> <p><u>Existing Bilingual Digital Services</u></p>	<p>Recruitment of Welsh speaking staff who have responsibility for web content is a priority.</p>	<p>Healthy Weight, Healthy You's website was designed completely bilingually, by Welsh speaking colleagues. This is a first of its kind bilingual resource offering self-directed support for adults looking to achieve or maintain a healthy weight. As such, post-audit, this was held as the best practice for our websites.</p>

			<p>Our digital services, including many websites, are developed and updated bilingually.</p> <p>At the end of March 2023, we had received an investigation from the Welsh Language Commissioner's office on the websites under our management. Following an audit of a sample of those websites in early 2023, the Welsh Language Commissioner had noted that improvements were needed to the standard and accuracy of Welsh text and information across our websites.</p> <p>Between January and March 2023, we also initiated our own internal audit across our full web estate which included website audits for accessibility, usability and compliance with Welsh Language standards.</p> <p>The findings of the Welsh Language audits showed varying compliance with standard 39 across the websites.</p> <p>As a result, a freelance Welsh speaking Digital Content Officer was recruited to support the work on the websites and major improvements have already been made across all websites.</p>		<p>The team recently showcased their approach at our quarterly Welsh Language Group meeting, prompting praise and interest from representatives from other directorates.</p> <p>Welsh language remained an integral part in both the research and development phase and continues to be a priority.</p> <ul style="list-style-type: none"> • Brand Identity Focus groups with Welsh speakers helped shape a brand identity that resonates. • Persona Research Interviews were held with Welsh speakers to better
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			<p>Our Welsh Language Team continue to work closely with our Communications Teams and are part of the design and implementation of all new processes for publishing Welsh web content.</p> <p>Translation for our websites are provided either by professional translators from Shared Services Translation Unit or by external translation companies, which we currently access via our Translation Framework. Please note the previously mentioned changes to our translation processes to the future.</p> <p>Our Health Improvement team, who have responsibility for some of our websites, such as Help Me Quit and Healthy Weight Healthy You, have 3 Welsh speakers who co draft Welsh and English content for websites and social media. Recruitment of Welsh speaking staff who have responsibility for web content will be a priority for us over the next year. <u>Procurement</u></p> <p>Our Welsh language guidance for procurement includes guidance</p>		<p>understand the key drivers and barriers</p> <ul style="list-style-type: none"> • Website Testing User testing with a representation of Welsh speakers to receive feedback and improve the website. <p>Examples include:</p> <ul style="list-style-type: none"> • Bilingual TV, Radio and Out of Home advertisements • Leveraged the S4C broadcast of Wales v Barbarian rugby, advertising in Welsh only in the Principality Stadium • Upcoming May campaign will
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			<p>specific for websites and online services and includes a link to the Welsh language Commissioner's guide on Technology, Websites and Software.</p> <p><u>Data on uptake of Welsh language digital services</u></p> <p>We hold a record of the numbers of views each page on our Welsh website has received on a monthly or annual basis.</p> <p>For example, the Iechyd Cyhoeddus Cymru homepage had 1,500 unique page views and Enjoy Summer Safely Welsh page had 2,802 views between April 2023 and March 2024. This data is available for each of our web pages and gives a picture of the most popular webpages amongst our Welsh speaking customers.</p> <p>We have parallel Welsh and English social media channels for Facebook and Twitter.</p> <p>Our Facebook Iechyd Cyhoeddus Cymru has 1,200 followers (this compares to 230,000 followers to the English Facebook page)</p>		<p>include Welsh only DAX and advertorial/print in addition to S4C advertising.</p>
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			On our bilingual social media platforms, for example Linked In, YouTube and Instagram, we post in Welsh and English simultaneously. Supported by comments received via our internal Putting Things Right process, we have further strengthened our Welsh language social media services over the last financial year.		
31	We'll provide the required structured and resourced support for More than just words regional forums and professional networks to have space that enables learning and the sharing of best practice on consistency of care across communities with particular attention to Integration of health and social care (<i>Medium term</i>)	Welsh Government and Chairs of Regional Forums, clinical networks, Royal Colleges, British Association of Social Workers	<p><u>Forum attendance</u></p> <p>As a Wales-wide organisation, we do not have More Than Just Words forums of our own.</p> <p>We attend the North, and Powys' More Than Just Words forums and are happy to collaborate on any projects.</p>	We will continue to collaborate on projects, where appropriate.	We distribute any material that is received by the Welsh Language Team team to our contacts, primarily to Welsh language Group members. They are then able to cascade more widely to their teams as appropriate.
32	We'll ensure that Welsh language Executive Leads and Welsh Language Officers and champions meet nationally to share best practice to ensure a consistent approach on key issues and develop initiatives to celebrate	Welsh Government, Health and social care bodies	<p><u>Internal meetings</u></p> <p>The Welsh Language Group, which includes Welsh language leads from each directorate across the organisation, meet quarterly to discuss compliance, challenges and best practice with the Welsh</p>	<p>We will attend national meetings, when held.</p> <p>We will continue to celebrate success through initiative like Welsh Learner of the Year.</p>	Our Public Health Wales Welsh Learner of the Year competition, in conjunction with our Welsh Language Week, raised awareness of the Welsh language, and

	<p>success including promoting More than just words within existing awards and accolade schemes. (<i>Short term</i>)</p>		<p>Language Standards and the More Than Just Words Action Plan.</p> <p>The Screening directorate hold their own Welsh Language Standards group that meet quarterly, usually shortly after the above Welsh Language Group, so that actions can be forwarded and cascaded. Members of the Welsh Language Team attend these meetings to share information and advice where needed.</p> <p><u>External meetings to Public Health Wales</u></p> <p>Our Welsh Language Team are part of the NHS Wales wide Welsh Language Officer meetings with Welsh Government, where best practice and common challenges are shared.</p> <p>Our Welsh Language Team are also part of an NHS Wales Welsh Language Managers group. While this group focuses more on compliance with the Welsh Language Standards, the discussions are often relevant to More Than Just Words.</p> <p>The Welsh Language Team join the More Than Just Words forum</p>		<p>celebrated the successes of staff. The award was presented at a Board meeting.</p> <p>The entire week of events was as follows:</p> <p>Monday - The Welsh Language Newsletter was published.</p> <p>Tuesday – An Ymlaen and Enfys event - Alun Saunders - Welsh Language and LGBT+ Awareness Session.</p> <p>Wednesday – Cuppa and a Welsh language catch-up with Ymlaen.</p> <p>Thursday – Public Health Wales Welsh Learner of the Year</p> <p>Thursday – The Welsh language in Public Health Wales – Welsh Language Standards drop-in session</p>
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			<p>meetings at BCUHB. We have since also joined Powys' More Than Just words forum.</p> <p>We've shared information regarding the 2 Welsh language categories that are being contested in the NHS Awards this year to members of our Welsh Language Group. The two awards are as follows: NHS Wales Equitable Care Award and NHS Wales Person-Centred Care Award.</p> <p>We note that the meetings between Executive Leads and Welsh Language Officers and Champions referenced in this action are yet to be arranged by Welsh Government. We'd welcome an update regarding this action point and the opportunity to meet nationally.</p>		<p>Friday –St David's Day and Ymlaen's birthday event</p> <p>We hope to hold similar events to celebrate Welsh Language Week next year.</p>
33	We'll undertake a survey with primary care providers to understand the impact the Welsh language duties have had in delivering the Active Offer. This will identify best practice and provide advice for Executive Directors of Primary Care to further	Health Boards and Primary Care Clusters	<p><u>Primary Care One</u></p> <p>We administer the Primary Care One website, therefore the information mentioned in this action point may be of interest to them. The data may also be uploaded to this website.</p> <p>When available, we'll share the data with our Screening divisions,</p>	We will share our data with organisations as appropriate.	

	progress and enhance services in Welsh, working closely with the clusters <i>(Medium Term)</i>		and any other divisions where this information may prove useful.		
35	<p>Visual markers not only enable service users to identify Welsh speaking staff but also to convey a message that Welsh is a 'normal' everyday part of service delivery and builds on ethos of belonging. We'll extend the laith Gwaith project across Wales to allow workers who can offer or partially offer services in Welsh to readily identify themselves by wearing laith Gwaith badges or lanyards. We'll also in our ICT systems capture, display and share information that let us know as individuals and staff who can speak Welsh and what services they will be offering in Welsh — so we can use our Welsh with them. (Consideration would need to be given to additional funding / resources to enable this to be delivered.)</p> <p><i>(Short term)</i></p>	Welsh Government/ DHCW/ health and social care bodies	<p><u>laith Gwaith</u></p> <p>The use of laith Gwaith badges and lanyards are promoted widely to staff.</p> <p>We have an online order form on the Welsh Language Hwb for staff to order badges, lanyards and posters directly from the Welsh Language Team; this is promoted in new starter letters and on the staff intranet.</p> <p>We make sure to take plenty of laith Gwaith resources to our new starter events, where we encourage staff to take resources for themselves, and members of their team.</p> <p>In Summer 2023, our Communications Team launched new Brand Guidelines for the organisation. The Brand guidelines are a key tool to help ensure brand consistency, which makes the Public Health Wales brand stronger by improving its recognition. The guidelines were developed in</p>	<p>We will continue to actively promote our Welsh Language offer and convey the message that Welsh is embedded in our service delivery using laith Gwaith resources to support this.</p> <p>We will progress work to establish the ability to record and measure language choice in service provision over the next 4 years.</p>	laith Gwaith resources are easily accessible via our Welsh Language Hwb. As mentioned we also actively encourage staff to take the resources at our new starter events. Staff based in Capital Quarter 2 can also ask for laith Gwaith resources at the reception desk.

			<p>partnership with the Welsh Language Team and guidance on our bilingual brand identity are within the guidelines themselves as well as bilingual templates for email signatures, reports, PowerPoint slides and Teams backgrounds.</p> <p><u>Reception</u></p> <p>Our reception areas have the Cymraeg posters and vinyl stickers clearly displayed and our reception staff either wear a Iaith Gwaith lanyard or a Iaith Gwaith badge on a Public Health Wales lanyard.</p> <p><u>Welsh Language Skills of our workforce</u></p> <p>Our clinical teams are aware of the Welsh skills within their teams and which members of staff are comfortable with offering a service in Welsh. This enables the teams to pair Welsh speaking members of staff to Welsh speaking service users, wherever possible.</p> <p><u>Welsh Language Skills of our customers / patients</u> <u>Details on this are outlined below.</u></p> <p><u>Language Preference Database</u></p>		
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			<p>We have a language preference database, on our staff intranet, which allows us to record the language preference of stakeholders.</p> <p>Once we've asked our stakeholders what their preferred language of communication is, this is noted on the database for future correspondence.</p> <p>All staff have access to the database and are encouraged to update it.</p> <p>We aim to explore the possibility of improving the PHW-wide database further during the 2024-2025 financial year.</p> <p>Some divisions also keep local databases.</p> <p><u>Clinical Departments</u> <u>Help Me Quit (HMQ)</u></p> <p>HMQ's current client management system is able to record an individual's language preference; this question is mandatory when booking a client into a service.</p> <p>HMQ statistics are as follows:</p>		
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			<p>In 2023/24, 99 (1.1%) of the inbound calls to the Help Me Quit Hub were classified as 'Welsh' on the telephone system – note that this may include calls for any reason, not only from smokers referring themselves to Help Me Quit.</p> <p>In 2023/24, 37 (0.4%) of the Help Me Quit online callback forms (i.e. self-referrals via the form on the Help Me Quit website) were classified as 'Welsh forms' (as opposed to 'English forms').</p> <p>It isn't possible to link up the referrals in the box above with the language preference on the client database, because the above data comes from different systems to the client database and none of these sources are linked. So the percentage quoted below is out of all client episodes created in 2023/24. This is based on the 'Preferred Language' recorded on the client database. It doesn't necessarily mean that the clients received their support through the medium of Welsh.</p> <p>Out of all the Help Me Quit client episodes created in 2023/24, 401</p>		
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			<p>(2.1%) specified their preferred language.</p> <p><u>Screening services</u></p> <p>The Screening service has the target of establishing the ability to record and measure language choice over the next 4 years.</p> <p>We'd welcome an update in relation to the ICT system developments mentioned. This would be of benefit to our operations.</p>		
37	<p>We'll further develop dictionary resources, high standard terminological corpus, language memory systems and practical tools to support staff to use their Welsh skills, for example Gair i Glaf. This to include in the short-term Welsh language officers and translators working together on collation of terms and translation capacity and capability. <i>(Short term- joint working on developing standard terms)</i></p>	<p>Welsh Government / health and social care bodies</p>	<p><u>Translation</u></p> <p>As mentioned in our response to action point 29, our translation processes are undergoing a period of restructuring.</p> <p>Over the next year our Translation Coordinator, once in post, will share translation memory software with the Shared Services Partnership Translation Unit. This will ensure consistency in our translations due to the quantity of documents that we already send to the unit for translation. Over time,</p>	<p>Completing the restructure of our translation service by the end of 2024-25 to enable improve quality and timeliness of as well as employee experience of accessing WL translation. Please note the expected time-frames set out in Ref 29.</p>	<p>We provide a local document on our Welsh language Hwb for staff to input any lists of terminology that they currently have within their teams. This will help provide a basis to the standardised list of terminology that we will seek to create.</p>

			<p>the memory will ensure financial savings for us also.</p> <p>Our Translation Coordinator will also be responsible for maintaining a standardised terminology list, to ensure consistency across all of our work. The list will be shared with all translation providers in time.</p> <p>Our staff all have access to Cysgair (downloadable from our Welsh Language Hwb), and BydTermCymru, to enable them to use more Welsh while they work at Public Health Wales.</p>		
	Additional/general comments (expand box as necessary)				