

Delivering the Welsh language actions as defined in the More than just words Action Plan 2022-27: For the period August 2022- April 2023

Year: 2022-23

NHS Organisation Digital Health and Care Wales

Completed by: Eleri Jenkins, Welsh Language Manager Date: 12th June 2023

Ref	Action description	Issues to consider when providing the update	Update	Challenges / barriers to action and any other comments
				If there are any barriers to implementing the action please note them here and outline how you will address them.
1.	We'll set personal performance objectives to ensure the delivery of <i>More than just words</i> so that the Active Offer is embedded in annual objectives of sector leaders, cascaded throughout organisations and considered in relevant individual appraisals at	These are the personal performance objectives set: ➤ Demonstrate how they have provided Board leadership to develop and cascade an organisational culture of belonging that supports bilingualism and	<ul style="list-style-type: none"> The DHCW Welsh Language Scheme was approved in December 2022 and the More than Just Words Plan implementation is monitored through Board Committee in public session; 	

	<p>all levels. This will include Chairs of NHS boards and the Directors of Social Services report (Annual Council Reporting Framework).</p>	<p>mainstreaming of Welsh language in plans and delivery of services. The Board has assured itself on progress on the short-term actions set out in the More than just words framework for health bodies. This to include:</p> <ul style="list-style-type: none"> - Improved data on workforce language skills (over 90% of staff recorded skills) to support planning of services to enable the active offer. - Over 90% of staff completing Welsh language awareness training - Board champions appointed and best practice evidenced and delivering system improvements. 	<ul style="list-style-type: none"> • Simultaneous translation is place at all public live streamed Board meetings, with around a third of meetings being undertaken through the medium of Welsh; • There has been a focussed Board Development session on embedding the Welsh Language and becoming a bi-lingual organisation. • 94.5% of staff have recorded their Welsh language skills on the Electronic Staff Record. 12.3% of staff have level 2 Welsh language skills or above. • 25.3% of staff have completed the new Welsh language awareness course. • We have 2 Welsh language board 	
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			champions who meet regularly with the Welsh Language Manager.	
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	This is something that will benefit from guidance to be developed at a national level. In the meantime please provide examples of best practice regarding this action point in your organisation.	<ul style="list-style-type: none"> • We have bilingual skills strategy which includes a skills assessment tool. Jobs advertised as Welsh essential include the level of skills required. • All job descriptions are translated and vacancies are advertised bilingually. • All new job description templates include the requirement to select a Welsh language skills level. 	<ul style="list-style-type: none"> • Further Guidance from Welsh Government is required to ensure a national framework, offering detailed definitions of levels 0-5 as well as guidance on how this method of categorisation could be implemented effectively.
17.	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	This is something that will need guidance developed at a national level. In the meantime please provide information about any developments in your	<ul style="list-style-type: none"> • The number of staff who have recorded 0 Welsh language skills on ESR since August 2022 has dropped by 5.2% (62.4% end of March 2023). A 	

	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 care should have courtesy level Welsh	organisation including examples of best practice.	target has been set to reduce this by a further 12% by the end of this year. <ul style="list-style-type: none"> This reduction will be achieved through the completion of an online Welcome course provided by the Centre for Learning Welsh 	
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.	Please provide examples of good practice shared in your organisation and with other organisations. To what extent have you engaged with the Research and Innovation hubs to improve Welsh language services?	<ul style="list-style-type: none"> A new all Wales, Managers of Welsh strategic group has been set up and is chaired by the Welsh Language Manager. This group shares best practice and lessons learned from the implementation of the Welsh Language Standards. Funding has been secured to create a new webpage to share best practice across health and social care. This work is in collaboration with WIDI and the DHCW e-library service. 	
30.	We'll use our Bilingual Technology Toolkit to	Please provide examples of using the Bilingual	<ul style="list-style-type: none"> The NHS Wales App has been developed from the 	<ul style="list-style-type: none"> The NHS login and ID

	<p>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.</p>	<p>Technology Toolkit when procuring / developing new digital services. To what extent were digital services produced bilingually Are there records of the uptake of Welsh language digital services?</p> <p>Provide examples of co-drafting for information and advice websites. If this did not happen please state why.</p>	<p>beginning with Welsh speakers testing prototypes in one-to-one sessions with Kainos User Research Team. Kainos develop screen shots for each page in the App and Bla, the Welsh Government approved Welsh Translation Service provide the Welsh alongside these screens which are then copied and pasted into the production versions.</p> <ul style="list-style-type: none"> The web version of the App is available at https://ap.gig.cymru as well as https://app.nhs.wales and there is a language switch built into the App from the moment the App is downloaded. The language choice is triggered in the app version so if you have Welsh language set as standard in your mobile device then this is picked 	<p>verification process to access the NHS Wales App is currently only available in English.</p> <ul style="list-style-type: none"> We are working collaboratively work with NHS England on this element of the NHS Wales App and it is estimated that a fully bilingual log in and ID verification process will be available within 2 years.
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			<p>up. We also have feedback buttons in the App which pick up Welsh language so people can leave feedback in Welsh which is translated for Kainos and Service Desk to answer and we are monitoring Welsh language text comments.</p> <ul style="list-style-type: none"> • A new Welsh Language Technical group, chaired by the Deputy Chief Pharmaceutical Officer, has been set up to ensure the Digital Medicines Transformation Portfolio complies with the requirements of the DHCW Welsh Language Scheme and Welsh Language Standards. • We ensure that all information and advice on our website is available bilingually and we use the translation service for social media content. 	<ul style="list-style-type: none"> • In terms of content creation, bringing translation closer to this process has been
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				<p>challenging due to the current capacity and arrangements for translation. However, we are looking at how we could develop in-house translation services which will allow us to establish closer working relationships and bring translators closer to the content creation process.</p>
32.	<p>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 developing initiatives to celebrate success including promoting <i>More than just words</i> within existing</p>	<p>The Welsh Government will arrange a national meeting for relevant stakeholders. In the meantime please outline any other meetings / groups held to share best practice and ensure a consistent approach.</p> <p>Also indicate whether <i>More than just words</i> is</p>	<ul style="list-style-type: none"> The new all Wales Managers of Welsh strategic group meet bi-monthly to share best practice and ensure a consistent approach across NHS Wales. Members of the group work collaboratively to address key issues and develop new initiatives. 	

	awards and accolade schemes	promoted within existing awards / accolades.	<ul style="list-style-type: none"> • Examples of collaborative work include a NHS Wales Eisteddfod, Diwrnod Siwmae Quiz and an information session on the Fari Lwyd. • The MWG group have already discussed ideas for the new sharing best practice webpage which will be available shortly. 	
35.	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 Iaith Gwaith project across Wales to allow workers who can offer or partially offer services in Welsh to readily identify themselves by wearing Iaith Gwaith badges or lanyards. We'll also in our ICT systems capture, display	<p>Visual markers are widely used to denote Welsh speaking staff, but there are still some areas where the markers are not used and some staff are reluctant to wear the Working Welsh badge.</p> <p>Can you be confident that the vast majority of workers in your organisations who can offer services in Welsh are identifying that by wearing the Iaith Gwaith badge?</p>	<ul style="list-style-type: none"> • Welsh speaking staff and learners are encouraged to use the iaith gwaith logo in email signatures, Microsoft teams backgrounds as well as using lanyards and badges in the workplace. • We are confident that the vast majority of staff in our organisation who can offer services in Welsh are identifying that using the iaith gwaith logo as listed above. 	<ul style="list-style-type: none"> • Funding is required to develop a master staff index to capture the language skills of staff. This system would make this information more accessible.

	<p>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>Do receptions/waiting areas have clear branding to show that Welsh language services are offered?</p> <p>To what extent are ICT systems used to capture and share information about language choice and how is this information then used?</p>	<ul style="list-style-type: none"> • The reception service at DHCW has clear branding to show that Welsh language services are offered. • All DHCW digital systems used by NHS Wales organisations capture the language preference of patients. This enables health and care staff to identify patients requiring services through the medium of Welsh. • The language skills of staff are recorded using the Electronic Staff Record (ESR). • The Welsh Language Manager monitors the skills levels of staff using a Power BI dashboard. Information is shared at Directorate level and cascaded to managers. 	
37.	We'll further develop dictionary resources,	Please provide details about any initiatives in your	<ul style="list-style-type: none"> • A service level agreement is in place 	<ul style="list-style-type: none"> • An all -Wales memory software

	<p>high standard terminological corpus, language memory systems and practical tools to support staff to use their Welsh skills, for example <i>Gair I Glaf</i>. This to include in the short term Welsh language officers and translators working together on collation of terms and translation capacity and capability.</p>	<p>organisation regarding terminology / translation.</p>	<p>with NWSSP to provide translation services. NWSSP use a translation memory software system which includes a terminological corpus. It is possible to share this data with other NHS Wales organisations using the same software system.</p> <ul style="list-style-type: none"> • Funding has been secured to develop a dictionary resource which will be housed on the NWSSP website and linked to the new sharing best practice webpage mentioned above. 	<p>system is needed to significantly reduce costs and translation time in the long term. There are however, financial implications including project management staff resource to procure a new service.</p>
<p>SECTION 4 – Monitoring Progress</p>	<p>All health and local authorities to appoint a person to be responsible for ensuring delivery on the actions and targets set in the plan</p>	<p>Please indicate whether this has been achieved and the name of the relevant person.</p>	<ul style="list-style-type: none"> • The Board Secretary is responsible for ensuring delivery on the actions and targets set in the plan. • The Welsh Language Manager is responsible for the implementation and monitoring of the plan. 	

Guidance to RAG rating

Red	Majority are not on track and improvement needs to be made.
Amber	Majority are on track, but there is scope for improvement.
Green	On track.

Please provide an overall RAG rating

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