



Llywodraeth Cymru  
Welsh Government

More

than just

words

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## Strategic Framework for Welsh Language Services in Health, Social Services and Social Care



Mae'r ddogfen yma hefyd ar gael yn Gymraeg.  
This document is also available in Welsh.

# Annual Report – Year 2

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## Moving Forward

*More than just words...* has been in operation for two years and will continue to be monitored until its 3 year action plans have come to an end. A follow-on framework has been published to build on the original *More than just words...* and the monitoring system around the follow-on framework will be strengthened to provide a robust foundation to report on the implementation process and on progress made.

The first year's progress focused on developing processes that enabled service providers to offer bilingual service provision. Local health boards, trusts and social services providers used the first year to assess the language need in their areas and develop plans to provide services to meet these language needs.

Assessment of the progress made during this 2014/15 year has shown that the commitment to deliver the objectives of *More than just words...* has resulted in a number of local initiatives being developed. Many of these have been recognised in the Welsh Language in Health, Social Services and Social Care Awards. Consequently, the aim going forward is to ensure these initiatives are implemented more widely.

The provision of services in Welsh is now a key component of the planning process for health and social services. In addition, the Welsh language is also a key element in the development of Welsh Government policy or service reconfiguration in the health and social services sectors. To that end, all policies pass through a Welsh Government Welsh language impact assessment to ensure that Welsh language needs are being met by new policy. These developments represent important progress in the successful implementation of *More than just words*.

However, despite examples of best practice across both sectors, there is still a lot of work to be done in ensuring the principles of *More than just words...* are fully implemented by service providers. At the heart of *More than just words...* is making changes to service provision that will permeate across the health and social services sectors and become a central part of the planning process.

The Active Offer is the most challenging aspect of *More than just words...* and will continue to be challenging as we move into the third year of the strategic framework. The primary focus for year two of the strategic framework has been the delivery of the Active Offer principle, and although there are pockets of good practice across both sectors, there is yet to be a consistent or systematic approach to this.

Progress in year 2 has been monitored in line with the six strategic objectives set out in *More than just words...*

Strategic Objective 1:	Implement a systematic approach to Welsh language services as an integral element of service planning and delivery.
Strategic Objective 2:	To build on current best practice and plan, commission and provide care based on the Active Offer.
Strategic Objective 3:	To increase the capability of the workforce to provide Welsh language services in priority areas and language awareness among all staff.
Strategic Objective 4:	To create leaders who will foster a supportive ethos within organisations, so that Welsh-speaking users and carers receive language sensitive services as a natural part of their care.
Strategic Objective 5:	To design and provide education, learning and development programmes which reflect the services' responsibility to plan and provide Welsh language services.
Strategic Objective 6:	National strategies, policies and leadership.

## Part 1: Health

The seven local health boards and three trusts have a commitment to delivering the objectives of *More than just words...*

Year one of the strategic framework reported a number of changes to internal processes in order to provide a platform for further delivery. Evidence also demonstrated a number of successful projects:

### 1. Service planning and delivery (Objective 1)

In order to plan services to meet the needs of their communities, organisations need to ensure that their planning and commissioning systems include reference to the linguistic profile of their communities and ensure that this is reflected as they plan, commission and deliver services. In the first year, local health boards and trusts were required to have established the Welsh language profile of their communities and use this information as a baseline for planning local services. There is some evidence that organisations are actively using the linguistic profile of their communities when planning and providing services. In one trust, the community's linguistic profile is used as part of the recruitment process when recruiting frontline staff in the Welsh Blood Service. Others have evidence of having drawn up community profiles, but lack evidence of using these profiles sufficiently. There is some evidence that responding to Welsh language need has been taken into account as part of the latest round of Integrated Medium Term Plans (IMTPs) but the quality of this information is inconsistent from one organisation to another.

#### Year 2 achievement:

More health boards and trusts are using community profiles to inform the planning process and are increasingly recognising the importance of responding to Welsh language need in their IMTPs. In some trusts, the Welsh Language Scheme has been integrated into the tendering process and contractors have to comply with the Scheme requirements in order to meet the organisation's Welsh language policies.

An increasing number of staff across health boards have completed their language skills field section on Electronic Staff Records (ESR) and in certain areas, this information is considered when reviewing rosters.

Skills strategies have been developed in many areas with the aim of ensuring that the health boards will have enough staff recording their Welsh language skills on the ESR. This should increase significantly as staff have direct access to input their skills on ESR.

The health boards' Welsh Language Champion at Board level ensures that all formal plans and reports have considered the impact on Welsh speakers.

Work has also been done with the Community Partnership Development to ensure the Welsh language is mainstreamed into Contracting Checklists. Certain health boards supports 3rd sector and primary care contractors to deliver services bilingually via individual awareness sessions within GP surgeries and during 3rd sector induction programmes, as well as attending practice managers' meetings to raise awareness of *More than just words...* and the Active Offer.

## Priorities for action:

ESR recording is inconsistent across health boards. The Welsh Government will be asking all health boards and trusts to encourage staff to complete the language skills field.

The information from the community profiles needs to be actively used in planning services. Evidence shows that this is already the case in some areas but not nationwide. Health boards are responsible for assessing the health and wellbeing needs of their populations, and planning and providing care to meet those needs.

The updated Welsh Government NHS planning framework and the recently-published primary care plan reinforces evidence that assessing local population needs and planning care is most effective when done for communities of around 25,000 to 100,000 people. Health boards are developing local community-level planning structures – primary care clusters – to support this. These clusters will be in a prime position to identify the Welsh language needs of individuals and local communities, helping primary care to respond more effectively to the principles set out in the Welsh Language (Wales) Measure 2011 and *More than just words.....*

## 2. Commissioning and the Active Offer (Objective 2)

This action is about mapping the capacity to provide the Active Offer; it is not about demonstrating that the Active Offer is being delivered across the sector.

Building on the progress made in the first year implementation of *More than just words* evidence suggests there are pockets of good practice in the delivery of the Active Offer and there are also examples of language data being used to identify the ability to provide the Active Offer. However, due to the lack of up-to-date and correct language data, there is no consistency across all health boards and trusts.

In order for this sector to be able to map the capacity to provide the Active Offer and ensure that '*patients are empowered if they are able to speak to staff in their own language*', the collection of language data needs to be made as accessible as possible. Changes to current internal systems and processes that enable this to happen must be a priority.

The theme of the Welsh Language in Health, Social Services and Social Care Conference and Awards held in July 2014 was the Active Offer. Delegates heard from the Consortium National de Formation en Santé (CNFS) about how the Active Offer is used in the health sector in Canada so that both French and English speakers can access services in their language of choice. There was an opportunity to learn from the Canadian experience and share good practice. In addition a specific category on the Active Offer has been introduced as part of the awards.

### Year 2 achievement:

Some health boards have developed their own Active Offer posters and staff information leaflets, and in many areas online resources are held on local intranet sites to assist with the delivery of the Active Offer. Discussions have been held with management teams in many areas with regard to mapping service user pathways and identifying opportunities along those pathways to make an Active Offer. In some areas, audits are undertaken of client records to identify whether they have received an Active Offer.

Welsh language versions of core dementia assessment tools have been developed and issued by Bangor University so that Welsh speakers can be assessed in Welsh.

The development of an Older People Mental Health project to map current provision and capacity to deliver the Active Offer within dementia services has been established. The service has also been gathering patient satisfaction views and this data will inform a specific patient-centred service.

During staff and medical staff inductions sessions the Active Offer is often discussed and many areas have used St. David's Day and Diwrnod Shwmae/Su'mae to raise awareness of the Active Offer.

Language awareness training has been offered by a number of trusts for a number of years but in some areas the current training has now being updated to include information on the Welsh Language Standards and the integration of the Active Offer.

In some areas, audits are undertaken of client records where the call handler identifies that the preferred language is Welsh to ensure that the service continues to make the Active Offer.

### **Priorities for action:**

Care in the Welsh language will be actively offered to patients. The Welsh Government will share examples of best practice which improve Welsh language service provision amongst staff and these examples of best practice will be replicated.

The Welsh Government resource on the Active Offer, published in 2015 will be utilised in staff training and development opportunities.

## **3. Workforce Development (Objective 3)**

Implementing year two of *More than just words...* has further highlighted the need for Welsh language skills investment across the local health boards and trusts. In order to ensure a language capable workforce and to increase the capacity of this workforce to use its language skills, the planning methodology has to ensure that language is a central element.

The evidence continues to demonstrate that although language skills are being collected (with some success), the information is yet to be used systematically in order to recruit for future posts. Language skills are not considered on parity with other skills.

Language skills strategies will enable the sector to address this issue systematically but – to date - only four have been produced across the sector. There are a number of reasons for this and one of the most important is the collection of language skills as part of the Electronic Staff Record system.

The process for collecting this information continues to hinder the development of the language skills strategies and will need to be resolved if the local health boards and trusts are able to move forward with their language skills data analysis.

This was a priority set for the first year of the strategy and will continue to be a requirement as we move into year three of *More than just words...*

### **Year 2 achievement:**

Workforce and organisational development in certain areas have developed bilingual skills strategies. One of its aims is to ensure that the organisation will have an increasing number of staff recording their Welsh language skills on the Electronic Staff Record. As a result, the number of Welsh speakers on the database has increased.

In some areas, steps have been taken to mainstream the Welsh language into the recruitment process. Specific posts, such as call answering and tele-recruitment, have been identified as Welsh language essential.

In many areas, all new staff receive Welsh language awareness training as an integral part of corporate inductions. In addition, in some instances an online module is available via the intranet and Welsh language 'buddy' schemes exists to help increase confidence of staff. Individual coaching is available for some senior staff.

A Bilingual Skills Implementation Group has been established in one area and is chaired by the Assistant Director of Organisational Development. This group holds regular meetings to discuss Welsh language awareness provision.

### **Priorities for action:**

The Welsh Government to ensure the process to collect the language skills of staff within the NHS is strengthened. This process will be initiated by the Welsh Government but delivered through the Directors of Workforce within the health boards and trusts. Careful consideration will be given about how to fill any skills gaps and the resources required. The Welsh Government will engage with NHS Wales to determine information available on the needs of Welsh speakers in different primary care settings and geographical locations. This work will inform what additional capacity may be required.

For GPs, the primary care cluster work will enable GP practices to work together to ensure Welsh-speaking staff are available. The ultimate aim is to have more Welsh-speaking GPs. In the short term, the Welsh Government wants to ensure there are Welsh-speaking members of the primary care workforce available within the cluster area. Welsh Government officials are in the process of discussing with Community Pharmacy Wales the possibility of all Welsh-speaking community pharmacy staff wearing identifying badges – many already do.

Bilingual signage, which will include the NHS logo is being prepared for display in pharmacy premises. Further promotional material, such as patient information and service provision leaflets, will be introduced to enhance the patient experience for people who have Welsh as a first language. The Royal Pharmaceutical Society has already committed to investigating this, together with other specific initiatives relating to *More than just words*....

## **4. Leadership (Objective 4)**

Strong leadership and ownership of Welsh language services is vital so that local health boards' and trusts' responsibility for the language is mainstreamed into workforce and service planning. None have yet published a Welsh language strategic framework and action plan for the services they deliver, commission and contract which was a requirement in year 2. Some have commissioning plans in place for elderly people and learning disability sectors, where responding to language need is such an important element of providing quality and safe care.

As well as more general language awareness courses for staff, there is a need to ensure that leadership training programmes include a strand on the importance of language sensitivity on the effectiveness of care, and that language is an integral element of care. However, while many have general courses for staff on the importance of the Welsh language in service delivery, there is nothing specific for leaders.

### **Year 2 achievement:**

Welsh Language Champions report annually on service delivery as part of their annual progress reports against key Welsh Language Scheme and *More than just words*.... objectives.

The Welsh language is clearly referenced within Integrated Medium Term Plans in most organisations and a policy statement published to describe compliance with *More than just words*....

## Priorities for action:

Further commitment and leadership needs to be demonstrated by local health boards and trusts about the integration of ownership in relation to each action within *More than just words*. This will ensure that individual Welsh Language Officers are not solely responsible for the delivery of the strategic framework.

The Welsh Government has produced an all-Wales Patient Experience Framework, which is intended to underpin health boards' annual quality statements. These are expected to reflect the experience of all people, including those who access healthcare in the Welsh language.

## 5. Education, Learning and Development (Objective 5)

There continues to be evidence provided of successful training programmes, including Welsh language awareness training programmes across the health sector.

The Coleg Cymraeg Cenedlaethol now has a significant number of lecturers who are developing Welsh language education and training in Healthcare.

In addition, a 'Subject Panel' have been meeting once every academic term. The panel consists of lecturers which are supported by the Coleg Cymraeg Cenedlaethol and academics who are enthusiastic and supportive of Welsh language policy delivery. The panel agreed on action plans to increase the opportunities to study for students. In the last year, the subject panel have commissioned 5 specific projects to create educational resources to support the training. Project boards have been created to be responsible for identifying gaps and developing the necessary material to support purposeful provision of a high standard. It has been agreed that there will be a focus on the following themes: Human Sciences; Anatomy; Core Science; Ethics; Dignity; Communication; Consent; Legal Matters; the Active Offer and applicants have been asked to create relevant material.

## Year 2 achievement:

Welsh language awareness sessions have been provided widely to internal staff including to staff in primary care and GP practice managers, and to some staff within GP practices.

Staff are increasingly encouraged at appraisals to identify any learning requirements, including Welsh language training. Welsh language awareness training is mandatory for all staff in some organisations. Welsh Language Awareness e-learning packages are available to assist with development. Education and training must be a key enabler in meeting the language needs of Welsh speakers in primary care.

One health board attended a Welsh Language Jobs Fair in Bangor University in March 2015, drawing the attention of prospective students to career opportunities within the health sector and demonstrating the Welsh language as an additional skill. Ysbyty Gwynedd's North Wales Clinical School also attend careers fairs in local secondary schools targeting Welsh-speaking pupils.

## Priorities for action:

NHS Wales, in partnership with education commissioners and providers, should review the current arrangements and identify what further steps are required to deliver training programmes, which can reflect local needs.

There is further work to be done by the sector in ensuring that key partners such as Careers Wales and Job Centre Plus promote the importance and value of bilingual skills in the health sector. There is a consensus amongst academics that there is a need to engage with young people at an early stage to educate and inform them of job opportunities within healthcare and outline the benefits of bilingual skills.

## 6. Strategies and Policies (Objective 6)

In many policy documents, it seems that the language dimension is not considered as a core element, which leads to inequality for many users. Welsh Government departments are required to undertake impact assessments in order to demonstrate that Welsh language considerations have been identified and acted upon.

During the year, the Welsh Government responded positively to the *Welsh Language Commissioner's Inquiry into the Welsh Language in Primary Care: My Language, My Health*. The Welsh Government will monitor the implementation of the recommendations through a detailed internal plan.

### Year 2 achievement:

Health boards and trusts are increasingly demonstrating how they intend to meet their duties towards the Welsh language in their Integrated Medium Term Plans. The Welsh Language Policy Unit provides review and feedback on the Welsh language element of the IMTPs and policies developed by the Welsh Government are scrutinised by the Policy Assurance Board where the Welsh language element is considered.

### Priorities for action:

The Welsh Government to ensure the future planning principles included with the Integrated Medium Term Plans include specific information around the planning for Welsh language provision.

The annual Fundamentals of Care Audit, which is being extended to community settings, asks if patients are able to communicate in Welsh with nursing staff in the clinical area if they wish to. Question six of the NHS Wales service user experience core questions, used in primary and secondary care settings, asks patients if they are able to speak Welsh to staff if they need to. This information needs to be incorporated into service planning and delivery.

The Welsh Government's Knowledge and Analytical Service research teams will work in partnership with relevant Welsh Government departments, and other agencies as appropriate (including the Health and Social Services Research and Development) to identify research priorities and build these into the evidence planning process for future years, with the aim of mainstreaming the Welsh language both in primary healthcare and Welsh language planning research.

## Healthcare Inspectorate Wales (HIW)

HIW have developed a language skills strategy in order to assess the current Welsh language skills of its staff in order to plan for services accordingly. This will enable them to identify posts where Welsh language skills are essential and apply a more systematic approach to future planning.

A recruitment campaign to recruit inspectors with Welsh language skills has been a success. The organisation can now provide inspections in the Welsh language. This is a positive step forward for the inspectorate and demonstrates a commitment to change.

The Active Offer will also be a part of the inspections including within GP surgeries in the future. HIW are looking to assess the success of this concept across its inspections processes.

During 2014-15 HIW conducted 46 Dignity and Essential Care Inspections. The patient experience questionnaire responses received following those inspections indicated that 78% of respondents said that they were offered the option to communicate with staff in the language of their choice.

### Social Services and Social Care

The Social Services and Social Care sector have demonstrated an even stronger commitment to the delivery of *More than just words....* in its second year. There is clear leadership from this sector demonstrating that small changes can make a difference to the delivery of the strategic framework and ultimately for the people who use these services.

The Care Council for Wales have again delivered successful initiatives in order to further support the sector. This year, they have launched a training resource 'Welsh language skills in your workforce' that gives guidance in terms of how to deliver services through the medium of Welsh and how to assess the skills of your workforce.

In partnership with the Coleg Cymraeg Cenedlaethol, they have also launched a Welsh language resource for individuals wishing to work through the medium of Welsh within the social services/social care sectors. This commitment continues as there are developments underway to strengthen current Welsh language awareness tools in order to further strengthen their commitment to the Welsh language and the actions within *More than just words....*

ADSS Cymru (the Association of Directors for Social Services) has provided funding for a part-time post to assist with the administration of the strategic framework. This will assist with the collection of data and delivery of the framework and offer overall support to the ADSS Cymru lead Director. This continued commitment is a positive step forward in ensuring a consistent and systematic approach to delivering the aims and objectives of *More than just words....*

In line with the actions set out in *More than just words....*, the Welsh Government has established a forum of local authority Welsh Language Champions. This forum will continue to meet regularly and its members are responsible for the dissemination of monitoring information. In addition, the Champions are charged with promoting and supporting the delivery of *More than just words....* across their local authority area.

#### 1. Service Planning and delivery (Objective 1)

The Social Services and Well-being (Wales) Act 2014 has moved into the implementation phase. Welsh language provision continues to underpin the development of the regulations, codes of practice and statutory guidance being undertaken in this phase.

Running parallel to the work on regulations, an information hub is being developed that will support the implementation of the Act. The Welsh Government is working with partner organisations to ensure that the hub will offer an accessible platform to access bilingual resources.

The draft Well-being Statement sets out well-being outcomes for people who need care and support and carers who need support. These outcomes include whether people get care through the Welsh language if they need it.

As in the first year of *More than just words....*, local authority commitment to planning services for Welsh speakers continues to vary across the 22 authorities. Evidence currently demonstrates that all 22 have specific groups established to address these needs but there continues to be a lack of resources and staff available with the correct language skills to ensure a thorough integration of service planning to meet service users' language needs.

A more robust relationship needs to be fostered with the private and voluntary organisations as they continue to be the main deliverers of services in this sector. However, the relationship has been strengthened and a partnership developed with the social care workforce development partnerships (SCDWP), through training initiatives, raising awareness of the framework's Active Offer concept for their members.

## Year 2 achievement:

One of the key improvements has been increased robustness in the data about language of service users, staff and the 2011 census details. A number of local authorities have undertaken a Welsh language community profile (census data) and use the information as part of the planning and commissioning of services and service delivery. Work has been carried out with care homes who care for people with dementia to establish the number of residents who prefer to use Welsh and the number of staff who can speak Welsh.

Procurement follows the Welsh Language Commissioner's guidance on commissioning services. The contract monitoring process ensures that providers have a Welsh language policy and that services are available through the medium of Welsh where appropriate.

The Care and Social Services Inspectorate Wales (CASSIW) project plan, which sets out how CASSIW is promoting *More than just words...* in its work, has been reviewed and updated. A project board has also been set up within CASSIW to oversee the implementation of the plan, which includes embedding the principle of the active offer in its inspection frameworks.

## Priority for action:

A consistent approach needs to be adopted nationwide to use the data from community profiles in planning processes.

Continue to monitor the developments of the Social Services and Well-being (Wales) Act 2014 and subsequent policy and legislative developments in relation to the integration of Welsh language needs.

## 2. Commissioning and the Active Offer (Objective 2)

Delivering the Active Offer is central to the delivery of the actions in year two. Although a challenging concept, it relies heavily on the Welsh language skills of the workforce across the social service sector and the planning and delivery of these skills in relation to users' language needs.

The concept has not been fully realised but there are examples of good practice available.

## Year 2 achievement:

Many local authorities have worked on their capacity to deliver the Active Offer. In order to maximise the Active Offer, staff surveys have been used in some areas to identify the numbers of staff who can speak Welsh within different service areas.

In some areas, user language choice is recorded at the point of initial contact and the information system modified to enable performance in allocating Welsh speaking staff where Welsh is the language of choice to be measured. This measurement then feeds into training needs analysis.

Procurement follows the Welsh Language Commissioner's guidance on commissioning services. The contract monitoring process ensures that providers have a Welsh language policy and that services are available through the medium of Welsh where appropriate.

The Welsh Government has disseminated guidance to the sector on the principles of the Active Offer.

Work is currently ongoing by the Care and Social Services Inspectorate Wales (CASSIW) to develop the Adult Care 'Self Assessment of Service Statement' for providers to capture data on language, the Active Offer and how service providers ensure that care is delivered in people's preferred language. In addition, a new inspection framework for social services is being developed which will capture information on the provision of Welsh language services in social care.

## Priorities for action:

A consistent approach must be adopted to ensure that an Active Offer is made and that choice of language during early conversations around wellbeing and prevention is recorded and for any contact subsequently to be in the language of choice.

The Welsh Government's Health and Social Services Welsh Language Policy Unit will create an e-resource centre so that practitioners have access to existing Welsh language resources such as Porth Termau and CysGair.

Language needs during assessment should be identified early and carried out in language of choice.

The Welsh Government to monitor the proposed plan to track Welsh language procurement contracts from 2015 onwards.

The Welsh Government is clear the Active Offer must be reflected in the provision of primary care services.

## 3. Workforce Development (Objective 3)

### Year 2 achievement

Work has continued to collect information on the skills of the workforce and some local authorities have carried out Welsh language audits in order to measure the capacity, willingness and confidence of staff to use the language. Some authorities have seen an increase in the proportion of Welsh-speaking daytime staff in private sector residential/nursing homes which suggests that the work to raise awareness of the importance of language choice has had some influence along with new contract requirements. This is also reflected by the increased use of bilingual publications, recruitment material and signage within the private sector whereas previously only the local authority homes provided all material bilingually.

Certain authorities have implemented the ALTE levels with regards to recruitment and all frontline staff are required to have a minimum of level 3 oral skills on appointment. Many frontline staff have attended an intensive basic Welsh course and are currently attending on an ongoing basis to improve their Welsh language skills.

Many authorities are supporting the workplace to recruit and develop Welsh language skills in the workforce: the Care Council for Wales' handbook 'Welsh language skills in your workforce' has been distributed in the sector. In some areas, Welsh-speaking Care Ambassadors have been recruited and focus on delivering interactive information sessions for Welsh language schools with the aim of increasing the Welsh-speaking social care workforce.

The Care and Social Services Inspectorate Wales (CSSIW) has undertaken a skills audit of its staff to identify those who are able to work bilingually and inform its plans to increase capacity. To increase the workforce's Welsh language capacity, relevant posts have been designated as Welsh essential and this informs recruitment, staff have been given the opportunity to undertake Welsh language training, and guidance has been provided to staff on how to conduct business with stakeholders in Welsh over the phone.

New inspection guidance for its inspectors is also being developed by CSSIW which covers the principles of the Active Offer. In addition, CSSIW is developing training on new inspection frameworks for inspectors. This training will include expectations regarding the Active Offer in inspections.

## Priorities for action:

At the end of the second year of the action plan, progress has been made in identifying the Welsh language speakers within the workforce. Services need to analyse the data and plan how they will develop the language skills of the workforce accordingly.

The Children and Young People's Partnership is establishing a Welsh Language Compliance & Support Group, which will be led by the third sector. This will enable the measurement to improve the performance against the national standards for Welsh language. A launch event, including workshop sessions to discuss the implications and requirements of *More than just words....* will be arranged.

## 4. Leadership (Objective 4)

### Year 2 achievement

Some local authorities have established a Welsh language strategy group and appointed Welsh Language Champions to provide support and direction for Welsh language priorities. In addition, they have developed a Welsh language statement and also written statements of support which have been provided as part of annual reports.

Increasing numbers of managers have attended the 'Welsh language skills for Managers' and language awareness courses to boost language confidence and competence.

The Care and Social Services Inspectorate Wales (CSSIW) has established a project board and allocated two project managers to drive forward the work of promoting *More than just words....* at national and regional level.

### Points for action

Local authority leaders to continue to factor in Welsh language needs of local populations whilst planning and developing services.

## 5. Education, Learning and Development (Objective 5)

### Year 2 achievement

The Coleg Cymraeg Cenedlaethol has made a considerable investment in the provision of Welsh language higher education courses in health and social care. There is a range of courses and modules available throughout Wales.

In May 2015 the Coleg Cymraeg Cenedlaethol launched its first MOOC (Massive Open On-line Course) which is a module exploring Welsh Language Awareness and Sensitivity, that was jointly commissioned with the Care Council for Wales. It is mainly designed for student Social Workers, but the resource has been structured in a way that elements of it can be used in different types of language awareness training for different audiences. The resource, which is available under an open licence, includes units on 'Understanding Bilingualism' and 'Choice, Need and the Active Offer'. The module is equivalent to 10 academic credits, and Social Work Teams / lecturers in the Universities of Bangor, Swansea, Cardiff and the Open University, including some further education colleges have introduced their students to this module from October 2015 onwards.

Local authorities are also investing in their current workforce and are advertising the availability of Welsh language training opportunities more widely.

There is a wider expectation on external and internal trainers to reinforce the *More than just words....* requirements in all appropriate training courses.

One council has established apprenticeships in care with the aim of recruiting local Welsh language speakers to work within local care homes.

As part of an arrangement with Bangor University, Gwynedd, Ynys Môn and Conwy local authorities have an agreement that a high percentage of the MA Social Work programme's students are Welsh speakers.

### **Points for action:**

Investigate the opportunities to educate and engage young people wanting to enter health and social care professions at an early stage in their career thinking.

Continue to work with the Coleg Cymraeg Cenedlaethol to increase awareness of opportunities to study health and social care professions through the medium of Welsh.

## **6. Strategies and Policies (Objective 6)**

### **Year 2 achievement:**

The Welsh Government continues to monitor the impact of new health, social services and social care policies on the Welsh language through subjecting each policy to a Welsh language impact assessment to ensure that Welsh language considerations have been identified and acted upon.

The Care and Social Services Inspectorate Wales (CSSIW) Leadership Group has been supporting the implementation of *More than just words....* and has agreed that eLearning on Welsh culture will be mandatory for all CSSIW staff. A new computer system has also been adopted in CSSIW which will allow the language capabilities of providers to be recorded.

The Adult Care 'Self Assessment of Service Statement' and the new inspection frameworks, which are in development, will capture the delivery of services to people in Welsh and enable CSSIW to promote the Active Offer.