



Llywodraeth Cymru
Welsh Government

More

than just

words



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



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Introduction and overview

The Welsh Government launched the Follow-on Strategic Framework *More than just words...* for Welsh Language Services in Health, Social Services and Social Care in March 2016 www.gov.wales/topics/health/publications/health/guidance/words/?skip=1&lang=en. At the heart of the framework is the concept that being able to use your own language is an integral part of care. The three-year action plan, that forms part of the document, contains actions that should be implemented during 2016-19.

In order to measure progress updates were received from lead organisations on the actions for 2017-2018 contained in the follow-on framework. An overview of the progress against each action is provided in Annex A. Given that year 1 actions lay the foundation for subsequent years, the organisations were also asked to report back on some of the key actions not fully implemented in 2016-17.

The progress reports on implementing the 2017-18 requirements of *More than just words...* indicated that much had been achieved against a number of the actions and that there were pockets of good practice. There is still evidence that progress is not being consistently made across all bodies and services and that further work is being planned, with regard to some of the actions to build on the progress that has been made to date.

Key Messages

It is pleasing to report that a number of organisations are seizing the opportunity to develop the workforce's Welsh language skills by taking advantage of the new Work Welsh provision offered by the National Centre for Learning Welsh, particularly the 10 hour online taster course. A new online course designed specifically for the health sector was launched in September and a course for the care sector is going to be launched shortly.

Several organisations are still facing challenges in increasing capacity to provide Welsh language services. However there has been a recent improvement with regard to the number of individuals in the health sector who have completed their Welsh language skills in the Electronic Staff Record (ESR). Some organisations succeeded in doing so by requiring that Welsh language competencies be updated as part of the performance management process and by making the ESR available on staff's personal devices. To further build upon this the Welsh Government has asked health boards and trusts to provide them with data on the ESR every six months to ensure the progress seen recently with regard to completion rates continues.

Several local authorities also took the opportunity to review posts to identify those posts where Welsh is essential, taking into account the skills needs for those posts. From the information received from Social Care Wales the number of general care staff who can speak Welsh varies. Local authorities also now include expectations within the agreement for delivering the Active Offer when commissioning care.

On a positive note there is increasing awareness of the Active Offer in health and care with more making the offer and some evidence that some systems are recording it. The National Survey for Wales 2017-18 showed that on average 15% of people said that they had been asked at a GP appointment or in hospital if they would prefer to receive treatment in Welsh or English. The figure was at its highest (24%) in Betsi Cadwaladr which is likely explained by the higher proportion of Welsh speakers in North Wales.

There are still challenges with regard to capability and capacity within services including recruiting Welsh speaking staff, lack of Welsh language skills and confidence to use them, and bilingual digital systems. As regards the Active Offer, within both sectors there is a tendency to focus on making the active offer at the "front door", possibly thinking less about the offer beyond that.

With *More than just words...* and the introduction of the Welsh Language Standards to the health sector it is clear that organisations value the Welsh Language Officer's role and work in the organisation. However, some organisations have gone further than others in strengthening their Welsh Language capacity. Betsi Cadwaladr and Hywel Dda, for example, have a Welsh Language Team. Although it is still important that Welsh language considerations are mainstreamed across organisations, it is clear that additional investment in Welsh Language Officer capacity makes a difference. In social care a substantial number of local authorities have appointed Welsh Language champions to promote the agenda, although staff turnover means that change often occurs with regard to the individual who performs that function.

There has been progress with the work in primary care over the last year. The Cabinet Secretary for Health & Social Services announced in March that improving Welsh language services would form part of the revision of the General Medical Services contract for 2019-20 with work on gathering baseline information beginning during 2018-19. Welsh language duties will be placed on independent primary care providers from April 2019 and discussions will be finalised over the coming months regarding the exact changes. The health boards have also been offering advice and support to primary care providers by conducting language awareness sessions with surgery staff. There is also evidence of good practice, for example the Pharmacy Pack launched by Betsi Cadwaladr Health Board encouraged more pharmacy staff to use and make the language more visible in the pharmacy for the benefit of Welsh speaking patients. The packs are a practical tool to support implementation of the Active Offer.

It is also good to see two health boards collaborating on a pilot with the Welsh Government to support primary care organisations in two cluster areas.

There is also evidence of closer collaboration between health and social services on actions relating to the Welsh language. The More than just Words Forum in North Wales brings together a number of relevant organisations to work together to support the implementation of More than just Words and it is good to be able to report that two similar collaborative fora have now been established in South Wales.

The Coleg Cymraeg Cenedlaethol has made good progress in improving its provision of Welsh medium courses in health and social services. It funds lectureships across Wales in Nursing, Medicine (including Biomedicine/Genetics), Health Sciences, Speech and Language, Pharmacy, Social Work including a postgraduate course in Social Work.

In October 2017 the More than Just Words Showcase Event was held. The aim of the event was to celebrate success and share good practice in strengthening Welsh language services in health, social services and social care. As well as rewarding good practice, there was an opportunity to listen to a speaker from the Basque Country and other speakers from Wales and learn from their experiences. 65 showcase nominations were received from across Wales and 200 attended the event.

The initiatives that came to the fore were:

- A Network within The Sciences College in Cardiff University that brings together colleagues from all subject areas in the college to ensure that students are given every opportunity to develop the Welsh language skills needed for a clinical career.
- Betsi Cadwaladr University Health Board's Language Choice Scheme with dementia patients that places the responsibility for offering a Welsh language service on the organisation.
- Board Members, Hywel Dda University Health Board – the Board has led the development of Welsh language provision and has made a huge difference to the Welsh language services patients receive.

Next Steps

Work on an independent evaluation of *More than just words...* has begun to assess the framework's progress and impact in terms of improving Welsh language services in health and social care. The evaluation is one of the objectives of the Cymraeg 2050 action plan for 2017-21 www.gov.wales/topics/welshlanguage/welsh-language-strategy-and-policies/welsh-language-policies-upto-2017/welsh-language-strategy-action-plan/?skip=1&lang=en. Work on the evaluation will continue until 2020.

Reporting back on progress of More than just words... Strategic Framework 2017 & 2018 Actions

Action Number	Action	Lead	By When	Delivering Objectives
Objective 1: National and Local Leadership, and National Policy				
1.1	All national policy and strategy documents in the field of health, social Services, and social care (including White and Green Papers outlining Legislative proposals) to make explicit reference to the responsibility to provide health, social services and social care in Welsh.	Welsh Government (WG).	March 2017	<p>This is built into the process of developing policy and White and Green Papers through the work in undertaking and reviewing Welsh Language Impact assessments and support provided to the Health and Social Services Group from the Welsh Language Policy Unit.</p> <p>Some of the main policies and Strategies which refer specifically to the need to provide health, social services and social care in Welsh include the Regulation and Inspection of Care (Wales) Act 2016, Together for Mental Health, the Dementia Action Plan, Mental Health Crisis Care Concordat and A Healthier Wales.</p>
1.2	National programmes of work that support Improvement, transformation and sharing best practice to include the need to provide services in the Welsh language.	All.	March 2017	<p>A Healthier Wales – the long term plan for health and social care in response to the Parliamentary Review findings sets out an action to develop a new workforce strategy which includes strengthening Welsh language skills.</p> <p>The Welsh Government's Dementia Strategy aims to ensure that people with dementia can live as independently as possible in their communities and provide support for carers. The Strategy recognises the importance of providing and actively offering services in Welsh and the dementia action plan will be delivered in line with <i>More than just words</i>.</p> <p>Social Care Wales noted that registered managers forums had been held between May and June and that Iaith Gwaith workshops had been provided to all staff across the organisation to ensure that all staff have information and a clear understanding about <i>More than just words</i>.</p>

Action Number	Action	Lead	By When	Delivering Objectives
1.3	Social services departments to retain/appoint a senior officer as a Welsh Language Champion and Health Boards and Trusts to protect and promote the post of Welsh Language Officer within their organisations.	Directors Social Services. NHS Wales Chief Executives.	March 2017	<p>15 of the 22 local authorities reported having identified a Welsh Language Champion many linking in with the Welsh language coordinator.</p> <p>In the NHS it is clear that organisations value the role and work of their Welsh language officer in their organisation and some organisations have recently strengthened their Welsh language capacity, Betsi Cadwaladr and Hywel Dda, for example, both have a Welsh Language Team. It is clear that where extra investment has been made in enhancing Welsh language officers' capacity a difference can be seen. Some organisations noted that having a single Welsh Language Officer could be challenging.</p>
1.4	The provision of services in Welsh to be mainstreamed into the work of the National Leadership Group for Social Services.	WG.	March 2017	This has been supported by having strong social services representation from a Director of Social Services as a member of the Group and the Welsh Government Director of Social Services as the joint chair of the Welsh Language Partnership Board for Health and Social Services.
1.5	The National Independent Safeguarding Board, will recognise the need to provide care in the Welsh language and share best practice in its work to secure improvement and provide advice.	WG. National Independent Safeguarding Board.	March 2017	Discussion were held with the chair of the National Independent Safeguarding Board in 2017 to recognise the need.
1.6	NHS Wales organisations and ADSS Cymru to work to raise the profile of the importance of Welsh Language service provision at national events.	All.	March 2018	<p>This has been an area of focus and progress including activity at the National Eisteddfod and Urdd Eisteddfod in 2016, 2017 and 2018 and the successful national More than just words Showcase Event held in October 2017.</p> <p>Members of the Welsh Language teams in many of the health boards have been highlighting issues relating to the Welsh language and health, and the importance of providing care in Welsh, in the Welsh Language media, on S4C and Radio Cymru.</p>

Action Number	Action	Lead	By When	Delivering Objectives
				During the past year the Welsh Language Policy Unit in Health and Social Services had a stand at the annual ADSS Cymru conference.
1.7	Community Health Councils to mainstream an assessment of Welsh language provision within health services into their work.	WG. CHCs.	March 2018	This is being further discussed with Community Health Councils and progress will be updated in the year 3 report.
1.8	Third and independent care sector organisations to promote awareness of people's Welsh language needs and share best practice and Resources on providing care in Welsh to Service providers.	Third and independent sector organisations.	March 2017	Registered managers' forums have taken place. Working Welsh practice exchange workshops, identified by registered managers to meet local needs, were delivered to approximately 200 managers.
1.9	The Active Offer and the need to provide services in Welsh to be incorporated into national guidance on assessment, both statutory and non-statutory. This includes professional clinical assessment in health and social care.	WG.	March 2018	A number of initiatives undertaken by health boards and trusts to deliver the active offer. As noted in the work to develop the Welsh Language Standards for the health sector this is a complex area that requires on-going work.
1.10	The NHS Outcomes and Delivery Framework will explicitly recognise that the provision of services through the Welsh language is a relevant outcome in all domains within the framework.	WG.	March 2018	The NHS Outcomes and Delivery Framework for 2016-17 and 2017-18 has included Delivery measures across domains on the provision of Welsh language services.

Action Number	Action	Lead	By When	Delivering Objectives
Objective 2: Mapping, Auditing, Data Collection and Research				
2.1	NHS and Social Services should map current provision and capacity to provide an Active Offer across all services (including primary care). Where capacity is low, an action plan should be formulated to increase capacity. The capacity to deliver the Active Offer to people within the identified groups with greater need for Welsh language services should be viewed as a priority.	NHS Chief Executives. Directors of Social Services.	March 2017	<p>20 of the 22 Local Authorities reported on actions with some covering all elements and others incomplete. Of the 20 that responded it is clear they are implementing the Active Offer at the first point of contact.</p> <p>Some health bodies have mapped current provision, and of those who have, the challenge remains in increasing capacity. One Health Board noted that extending opportunities for Welsh Language provision was challenging due to the ongoing pressures on frontline services.</p> <p>The Welsh language standards for the health sector will provide further impetus to progress on this action.</p>
2.2	Health, social services and social care should have systems in place to record when an Active Offer has been made by recording language needs/choices on the individual's records. This action also applies to all secondary and primary care service providers.	NHS Chief Executives. Director of Social Services.	March 2017	<p>The majority of the health boards/trusts have provided evidence that they have systems in place to record when an active offer has been made for some of their services but this does not always happen across all their services. The National Survey for Wales 2017-18 showed that 15% of people with a GP or hospital appointment would prefer to be treated in Welsh or in English. 3% said that the treatment had always been offered in Welsh. The figures were higher for Betsi Cadwaladr Health Board, which is likely explained by the higher percentage of Welsh speakers in North Wales.</p> <p>There was little evidence in the reports of recording when an active offer had been made within primary care.</p> <p>In some health boards different patient administration systems are used which are not compatible with each other. This means that a patient could go to a number of departments without his language need being apparent on all occasions.</p>

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				<p>The Ambulance Service stated in their response that the new 111 service would allow callers to choose between Welsh and English.</p> <p>There is evidence of good practice especially developments in recording language choice of in-patients in Ysbyty Cwm Rhondda and by Betsi Cadwaladr University Health Board. Betsi Cadwaladr uses magnets adorned with the Working Welsh logo in order to identify patients that prefer to speak in Welsh. Since initial implementation of the Language Choice Scheme on Ward Glaslyn in Ysbyty Gwynedd it has now been rolled out and introduced on all wards at Ysbyty Gwynedd and community hospitals across North Wales.</p> <p>It is clear that the local authorities who responded are putting the Active Offer into practice at the first point of contact.</p>
2.3	All registered care providers to include Information on their level of Welsh language service provision to current and potential users of their services and their families in their published annual report.	WG. Care Inspectorate Wales (CIW).	March 2017	CIW local authority core inspection programme includes reviewing if the active offer is made and whether information, advice and assistance is provided in Welsh in line with <i>More than just words</i> . It also checks if the local authority has a system in place and records when an active offer has been made with language of need recorded in people's records.
2.4	Data systems in health, social services and social care should enable the service to operate bilingually to fulfil Welsh speakers' needs. For example: <ul style="list-style-type: none"> The Welsh language skills of staff should be captured and recorded electronically (the NHS Wales Electronic Staff Record (ESR)) should be amended to ensure that all staff are obliged to record their Welsh language skills) 	NHS Chief Executives. Directors of Social Services. NWIS. WG.	March 2017	Of the 20 responses, 13 Local Authorities have undertaken a staff survey to identify the skills of Welsh speaking staff. There are challenges with one local authority reporting that the self reporting of skills is not a priority for staff. In Carmarthenshire the service has ensured that between 65% and 85% of the staff on any shift can speak Welsh.

Action Number	Action	Lead	By When	Delivering Objectives															
	<ul style="list-style-type: none"> Client and patient records to include sections to enable staff to record when an Active Offer is provided and to note the individual's language of choice for future reference. 			<p>In the past two years there has been a marked improvement in ESR Welsh language skills completion rates in the NHS. Some organisations have achieved this by mandating that Welsh language competencies are updated as part of the PADR process and by making ESR available on staff's personal devices. The average response rate at an all-Wales level is 52%. Some of the organisations which have shown the greatest improvements in ESR completion rates between 2016 and 2018 are as follows:</p> <table border="1"> <thead> <tr> <th></th> <th>2016</th> <th>2018</th> </tr> </thead> <tbody> <tr> <td>Cwm Taf</td> <td>32%</td> <td>65%</td> </tr> <tr> <td>Felindre</td> <td>65%</td> <td>85%</td> </tr> <tr> <td>Hywel Dda</td> <td>72%</td> <td>81%</td> </tr> <tr> <td>Betsi Cadwaladr</td> <td>76%</td> <td>84%</td> </tr> </tbody> </table> <p>Further work is required to make further improvements and also increase completion rates and also the numbers recording skill levels from 1-5. The Welsh Language Policy Unit has asked health boards and trusts to submit ESR data to them on a 6 monthly basis so that the recent improvements seen in completion rates continue.</p> <p>A number of the Health boards note that the Welsh Community Care Information System will help with the work of recording the Active Offer.</p> <p>Cardiff and the Vale noted that the e-rostering system can match Welsh speaking staff to ward teams during shifts if Welsh language skills are required.</p>		2016	2018	Cwm Taf	32%	65%	Felindre	65%	85%	Hywel Dda	72%	81%	Betsi Cadwaladr	76%	84%
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2.5	The Welsh language skills of the workforce and Welsh language Community profile should be included in the annual published report of social services departments and NHS IMTPs to demonstrate Welsh language needs.	Chief Executives. Directors of Social Services.	March 2017	A number of organisations have shown evidence of workforce/community profiles in either their IMTPs or elsewhere. The challenge now is how they use this information to plan services for the future.
2.6	The provision of Welsh language/bilingual course components for students studying health, social services and social care programmes within the further education sector will be mapped and reviewed. This information will be shared with health boards, trusts, local authorities and the Welsh Government.	FE. Coleg Cymraeg Cenedlaethol. Colleges Wales.	March 2017	The Coleg Cymraeg Cenedlaethol has made good progress to enhance the provision of Welsh medium courses in health and social services. It funds lectureships across Wales in Nursing, Medicine (including Biomedicine/Genetics), Health Sciences, Speech and Language, Pharmacy, Social Work including a postgraduate course in Social Work. Colegau Cymru has made good progress with the Coleg Cymraeg Cenedlaethol to identify pathways within the health sector from further education to higher education.
2.7	The NHS Wales 111 service to ascertain people's language choice and record this to enable other service providers to make an Active Offer to people.	WG.	March 2018	NHS Direct Wales/111 service – the system can identify Welsh language callers and the language choice is then recorded in the Clinical Assessment System.

Action Number	Action	Lead	By When	Delivering Objectives
Objective 3: Service Planning, Commissioning, Contracting and Workforce Planning				
3.1	The need to make an Active Offer of Welsh language services to people will be communicated to all staff employed directly within NHS Wales, local authorities or within commissioned services (including primary care providers).	NHS Chief Executives. Directors of Social Services.	March 2018	<p>Most organisations across health and social care do this and mostly achieve it through their induction training, which provides them with an opportunity to discuss the active offer interactively.</p> <p>Other methods of communication include distributing the active offer training packs; highlighting it in staff magazines, bulletins, information leaflets, staff intranet and holding workshops to deliver information on the active offer.</p> <p>Hywel Dda/Betsi Cadwaladr reported that they have communicated the need to make an active offer to some primary care staff who are independent contractors.</p> <p>In terms of social services those that responded were using staff bulletins and posters. Also, some authorities included the Active Offer as part of their induction training and others had held workshops to present information about the Active Offer.</p>
3.2	NHS Wales and social services departments to establish their Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014) and use this information as a baseline for service planning to ensure that Welsh language speakers' needs can be met and to assess all posts for Welsh language skills needs before advertising.	NHS Chief Executives. WG. Directors of Social Services.	March 2017	<p>Although most health boards/trusts have established the Welsh language profile of their communities the challenge in some areas is to match people who want to receive care in Welsh with Welsh speaking staff.</p> <p>Three local authorities report they had used or are planning to use the information in local assessments for language use to inform future provision. Two authorities required a certain level of Welsh as an essential requirement in the recruitment process. This was included for those who worked in front line services or had contact with the public. Challenges identified related to the workforce's lack of confidence to identify themselves as able to speak Welsh and the take up of Welsh language training being relatively low.</p>

Action Number	Action	Lead	By When	Delivering Objectives
3.3	NHS Wales and social services departments' planning and commissioning systems, such as published service plans, to take account of the Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014) and ensure that it is reflected in the planning, commissioning and delivery of services.	NHS Chief Executives. Directors of Social Services.	March 2017	<p>Most NHS organisations have mapped the Welsh language profile of their communities but not all reflect this when planning and delivering services.</p> <p>Most of the health boards/trusts have bilingual skills strategies. In general they aim to ensure that all service areas have a sufficient level of staff who speak Welsh. Some highlight the fact that there is a shortage of professional workers who speak Welsh in the area.</p> <p>In terms of the population assessment three authorities had used, or intended to use the information in the local assessments in terms of language use as information for future provision. One local authority had identified 124 Welsh speakers, but only 9 were prepared to use their skills.</p>
3.4	The Welsh language needs of people to be met when commissioning or contracting services from the independent or third sector (e.g. residential or nursing care, advocacy, domiciliary care, out-of-hours services, GP services). Welsh language service provision to be included in contract specifications, service level agreements and grant funding processes.	NHS Chief Executives. Directors of Social Services. NHS Shared Services.	March 2017	<p>NHS Wales standard terms and conditions have specific clauses relating to the Welsh language.</p> <p>In addition one Health board has established a Group to oversee the process. A robust checklist was created to ensure that all aspects in relation to performance are fulfilled and that regular meetings are held to review contracts. One Health board has built in flexibility to its commissioning team to move referrals to providers who can meet the needs of Welsh speaking patients. One health board has a service level agreement with the third sector and in order to ensure that the third sector can operate on its behalf, they are required to have their own Welsh Language Scheme.</p>

Action Number	Action	Lead	By When	Delivering Objectives
3.5	Welsh language service provision in primary care to be strengthened through including the Welsh language in the national GMS, Optician, Pharmacy and Dental Contracts. This will be done in line with the Welsh Language Commissioner's Inquiry into the Welsh language in Primary Care <i>My Language, My Health</i> .	WG.	March 2017	The Cabinet Secretary for Health announced on 19 March 2018 that improving Welsh language provisions was part of the General Medical Services contract reform. Welsh Language duties will be placed on independent primary care providers, namely General Practitioners, General Dental Practitioners, Community Pharmacists and Optometrists through their primary care contracts or terms of service. Further discussions will be held with independent primary care providers over the following months regarding the specific amendments required to their professional regulations to include duties relating to the Welsh Language: All of the contractor professions have accepted that the relevant regulations will be amended to place duties on them from 1 April 2019.
3.6	Through the 64 primary care clusters, health boards to undertake an analysis of the current and future population Welsh language needs and the support required by the workforce to develop the skills within primary care to meet those needs. The Welsh Government to engage with education commissioners and providers to review current arrangements and identify what further steps are required to deliver training programmes which can reflect these needs.	Health Boards primary care clusters. WG.	March 2017	In general health boards have offered advice and support to primary care providers and made presentations, held meetings and Welsh language awareness sessions. A number of the health boards have created a Welsh Language Action Plan for Primary Care in order to identify the need for the workforce to provide Welsh language services in their areas. The Welsh language team in some health boards provide a lot of support to staff who work in the primary care sector, especially with matters such as translation and Welsh language training awareness. One health board has designated a Welsh language champion who works across the primary care sector in the area and other health boards could follow this example.

Action Number	Action	Lead	By When	Delivering Objectives
				<p>The Welsh language duties under action 3.5 will provide further drive for this work and the Welsh Government is undertaking a pilot in order to help primary care organisations to conform with the new duties to be placed on them from April 2019. This will include identifying the needs of businesses within the sector and helping them find a solution to help them provide better bilingual provision.</p> <p>Two officers from Cymraeg Byd Busnes will undertake the project by working with GPs in two cluster areas.</p> <p>Other areas of good practice includes the recently launched Pharmacy Pack, a joint project between Betsi Cadwaladr University Health Board and Menter Iaith Bangor to encourage more pharmacy staff to use the Welsh language and implement the Active Offer.</p>
3.7	<p>Heads of service to develop plans to maximise their ability to provide services in Welsh with their current Welsh-speaking staff. The required capacity will be informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014. Where gaps in workforce capacity to deliver services in Welsh are identified these should be reflected in the organisation's Bilingual Skills Strategy.</p>	<p>NHS Chief Executives. Directors of Social Services.</p>	March 2017	<p>Although the majority of organisations have been collecting data on the skills of the Workforce and undertaking population assessments, this information is not always reflected in organisations' Bilingual Skills Strategies in order to address gaps and develop Welsh Language Services where need is identified.</p> <p>Recruiting Welsh speaking staff is a challenge to some of the health boards and trusts.</p> <p>Two local authorities had specified a specific level of Welsh Language Skills as an essential requirement in the recruitment process for frontline staff and staff in contact with the public. Some of the other challenges facing local authorities was a reluctance by some in the workforce to identify themselves as Welsh speakers and the low numbers undertaking Welsh language training.</p>

Action Number	Action	Lead	By When	Delivering Objectives
3.8	<p>The published Annual Report of Health Boards, Trusts and of Directors of Social Services should:</p> <ul style="list-style-type: none"> • include a commitment to providing and developing Welsh language services • reaffirm the importance of meeting Welsh language need as part of routine assessment and care • provide detail on how services are currently meeting Welsh speakers' needs alongside targets which are identified by the Health Board & Trust to ensure improvement. 	<p>NHS Chief Executives. Directors of Social Services.</p>	<p>March 2018</p>	<p>All of the NHS annual reports mention the Welsh language and most recognise the importance of the Welsh language as a matter of need in care and the organisation's commitment to that by providing examples of what has been achieved over the preceding year. Others refer to the Welsh language as one of many other means of communicating with people in a way which meets their needs.</p> <p>Few provide details on how services are currently meeting Welsh speakers' needs alongside targets identified by the health boards/trusts to ensure improvement.</p>

Action Number	Action	Lead	By When	Delivering Objectives
Objective 4: Promotion and Engagement				
4.1	Best practice in providing Welsh language services to be shared to all staff involved in delivering health, social services and social care services to people (service heads and service managers in particular).	NHS Chief Executives. Directors of Social Services.	March 2018	<p>There is evidence of progress in terms of increasing awareness and sharing best practice but the approach to sharing with staff is not systematic and/or embedded. Evidence on methods of sharing information included staff recognition awards, regional forums and the intranet. Hywel Dda also provided evidence on sharing best practice with other health boards and trusts.</p> <p>Amongst the local authorities one organisation held a call-in session with staff to discuss Welsh language provision as well as a survey amongst its workforce about their awareness of the Welsh Language Measure. Opportunities were also provided for staff to speak Welsh during lunchtime so that they could improve their skills. Regional More than just words forums have been established in North Wales, Gwent and South Wales to discuss provision and the demand across local authorities.</p>
4.2	An online information resource to be created to allow health, social services and social care staff to access guidance and training materials on providing Welsh language services to people.	WG. Social Care Wales.	March 2017	<p>The Welsh Government has a portal on the Cymraeg website which holds a variety of resources to help staff in health and social care to deliver Welsh Language Services: www.cymraeg.gov.wales/services/Services/HealthSocialCare/gweithio-yn-y-maes/?lang=en</p> <p>Social Care Wales' Welsh Language Skills in your workplace document is still actively promoted on their website and by staff during engagement with the sector. With its website content having been moved across to SCW there are clear links to their Working in Welsh pages on the new SCW website to ensure it is easy to find and navigate. There has been a focus on increasing website traffic on these pages following the launch of the SCW website in April 2017.</p>

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4.3	The use of the 'Working Welsh' logo will be promoted amongst health, social services and social care staff to enable people to identify Welsh speakers.	NHS Chief Executives. Directors of Social Services. WG.	March 2017	<p>The 'Working Welsh' logo is promoted enthusiastically by all the health boards and trusts. Some health boards hope to introduce the embroidered 'Working Welsh' logo to other Professional Health workers as well as nurses. The 'Working Welsh' logo is well-established and has become very familiar across organisations.</p> <p>As well as using the 'Working Welsh' logo amongst health staff to enable people to identify Welsh speakers some health boards are placing 'Working Welsh' logo magnets on patient information boards and stickers in patient notes as a way of identifying Welsh speaking inpatients.</p> <p>In Social Services 10 of the responses noted that they used badges and lanyards for Welsh speakers.</p>
4.4	The pre-stitched 'Working Welsh' logo on NHS Wales nurses' uniforms will be extended to other professions within NHS Wales.	NHS Chief Executives. WG.	March 2018	From 1st April all ABMU uniforms for Welsh speaking staff (not just nursing staff) will have the Working Welsh logo.
4.5	A logo similar to the 'Working Welsh' logo will be developed for Welsh learners. When developed, the use of the logo will be promoted amongst health, social services and social care staff who are learning Welsh to enable people to identify staff with Welsh language skills.	WG. Welsh Language Commissioner.	March 2018	The Welsh Language Commissioner owns the copyright for the 'Working Welsh' logo. The Welsh Language Policy Unit has discussed the introduction of the 'Working Welsh' logo for Welsh learners with the Welsh Language Commissioner who has agreed to this.
4.6	Welsh language interfaces and software (such as Cysgliad) to be available for health, social services and social care staff to enable and help them to work bilingually. The adaption of current systems should be considered to meet this aim.	WG. NHS Chief Executives. NWIS. Director of Social Services.	March 2018	<p>Some resources available in most organisations including Cysgair or Cysill. Public Health Wales reported it had faced difficulties and will be conducting a review of arrangements for offering Cysgliad.</p> <p>In social services there were eight responses with the majority using Cysgair or Cysill.</p>

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4.7	Welsh Government to engage with Careers Wales concerning their information portal for careers to be amended to highlight particular need for Welsh speakers within health, social services and social care services on the information pages for each specific profession (for example: nurses, doctors and carers).	WG. Careers Wales. Social Care Wales.	March 2017	<p>Careers Wales has recently produced a 'Welsh in the Workplace' video to demonstrate the benefits of being able to speak Welsh in the Workplace. This has been promoted internally to staff and there is a plan to ensure this is embedded and used by advisers with clients and partners. The Welsh Ambulance Service are also featured on the video: www.youtube.com/watch?v=jwYwBu2GWF&t</p> <p>The need for Welsh language skills, particularly childcare, education, health, social care, creative industries and finance, is also highlighted in the video 'Skills – What employers want' which can be viewed at: www.careerswales.com/en/your-career/features-1/the-future-of-work-in-wales/</p> <p>Careers Wales produces a series of 'Spotlight' leaflets which provide a rich source of labour market information relating to different geographical and occupational areas. As a standard feature they all cover the ability to speak both Welsh and English to be an advantage in the workplace and statistics relating to this. By way of an example, the 'Spotlight on Care' can be found at: www.careerswales.com/en/spotlight-on-care/</p>
4.8	Welsh Government to engage with relevant Professional bodies to work Together in planning how Welsh language services can be delivered by their members.	WG.	March 2017	<p>Professional bodies are represented on the Welsh Language in Health and Social Services Partnership Board.</p> <p>The Welsh Government has recently engaged with professional bodies in the primary care sector regarding the specific amendments required to their professional regulations to include duties on the Welsh Language and this has raised awareness and discussions on other opportunities to improve Welsh language services.</p>

Action Number	Action	Lead	By When	Delivering Objectives
Objective 5: Professional Education				
5.1	Education for Healthcare professionals at pre-registration and post-registration levels to include language awareness Training focussing particularly on Legislation and Policy that drives Welsh language Service provision. This should include awareness of the principles, application and impact of the 'Active Offer' and the exploration of amending the case studies used in teaching healthcare courses to include Welsh language issues.	WG. Higher Education Institutions. Social Care Wales.		This happens generally across the higher education sector. In Swansea University, for example, new students receive a main 1 hour lecture on the importance of the Welsh language in care and they are also encouraged to submit academic work in Welsh.
5.2	In partnership with the Welsh Government, health boards and social services departments should explore how both practising professionals and those undertaking education and training programmes in Wales might engage in the widening access agenda.	NHS Chief Executives. WG. Directors of Social Services.	March 2018	Some health board have a higher level of engagement than others with some offering work experience or workshops to students. Others collaborate with schools, FE colleges and the Coleg Cymraeg. Evidence shows that this work usually falls on the shoulders of the Welsh Language Officer, therefore there needs to be more emphasis on the role professional workers can also play to put this to work. In July 2018 the Cabinet Secretary for Health and Social Services announced an increase in the study places available in medical schools in Wales. Cardiff, Swansea and Bangor Universities are collaborating in looking for the options to put plans in place to expand medical education in North Wales. There will be a greater emphasis on training in the community and new arrangements will provide more opportunities for Welsh speakers to study through the medium of Welsh.

Action Number	Action	Lead	By When	Delivering Objectives
				<p>In terms of social services the responses related to work with universities to ensure recruitment of bilingual staff and offer placements.</p> <p>Anglesey and Gwynedd are working with Bangor University regarding Welsh speaking students. Gwynedd is also working with other educational providers to enhance Welsh language provision of staff. Additional financial support was also in place for Welsh speaking social work students placed with Welsh speaking practice assessors in Ceredigion.</p>
5.3	The IMTPs of health boards and trusts should consider the current and future requirements for Welsh language service provision to inform NHS organisations' workforce strategy and education commissioning.	NHS Chief Executives.	March 2017	<p>IMTPs are starting to have more insightful information on Welsh language but evidence is weak that it is being embedded in key areas of work including the development of workforce strategies. The responses noted the wider recruitment challenges and pressures that impact on progress but the Welsh Language Standards will provide greater focus for this.</p>
5.4	In commissioning education and training programme places in higher education across the range of healthcare workers, the Welsh Government should look to expand the opportunities for those to be delivered bilingually or in Welsh.	WG.	March 2018	<p>By 2019, through collaboration between Cardiff and Bangor Universities, arrangements are expected to be in place for students to be able to study all of their medical degree in North Wales.</p> <p>This will be accompanied by an immediate expansion of medical education in Wales with 40 new funded medical places available from September, 20 each in Cardiff and Swansea Medical Schools. Swansea will also collaborate with Aberystwyth University to increase opportunities in West Wales.</p>

Action Number	Action	Lead	By When	Delivering Objectives
5.5	The Welsh Government, together with higher education institutions and Coleg Cymraeg Cenedlaethol, to work together to improve the current provision of Welsh-medium courses in health, social services and social care, and identify additional opportunities to progress the agenda.	WG. HEFCW. Health Boards and Trusts. Higher Education Institutions. Coleg Cymraeg Cenedlaethol.	March 2017	<p>The Coleg Cymraeg has made progress on the provision of Welsh-medium courses. In 2017 in Cardiff University 167 students across the school speak Welsh and 57 are studying some of the course in Welsh. In Bangor, 315 students attending the nursing courses are Welsh speakers and 272 are studying some of the course in Welsh.</p> <p>The Coleg Cymraeg funds lectureships across Wales in Nursing, Medicine (including Biomedicine/Genetics), Health Sciences, Language and Therapy, Pharmacy, Social Services.</p> <p>Since More than just words was published the Welsh Government announced a review of the role of the Coleg Cymraeg and that its role would be extended to the Further Education sector. Although the work of the Coleg Cymraeg is just beginning in this new sector, in the short term the health and care sector has been prioritised. The Coleg has commissioned subject experts to produce a report to identify health and care resources and the Coleg will go ahead to commission resources to support this work based on that report. Continuity and promotional projects will also be prepared for the Health and care sector.</p> <p>Colegau Cymru have noted that good progress has been made with the Coleg Cymraeg to identify pathways in the health sector from Further Education to Higher Education. The National Strategy for Bilingualism in Further Education focusses on three elements:</p> <ul style="list-style-type: none"> (i) Developing a bilingual ethos (ii) Increasing Welsh Language Skills (iii) Developing Welsh Language/Bilingual provision.

Action Number	Action	Lead	By When	Delivering Objectives
5.6	Training and Professional Development programmes to include a module/strand on the impact of language sensitivity on the effectiveness of assessments and care, the Active offer; and the responsibility of public bodies to provide services in both English and Welsh.	Social Care Wales. Health Boards and Trusts. Higher Education Institutions. Local Authorities.	March 2017	<p>In terms of Social Care Wales a review was held of the Early Years Induction Framework and the Social Services Induction Framework. The new induction frameworks will dovetail closely with the suite of new social services, health, early years and childcare qualifications. This will incorporate the Active Offer to all new staff who will start to be employed in the sector.</p> <p>In 2016 the final Programme of the Continuing Professional Education and Learning Framework (CPEL) for social workers saw a suite of programmes aimed at helping social workers to develop their practice. These programmes are specific to Wales and they fit in with the policy context in Wales and the principles of More than just words.</p> <p>Language awareness sessions are included in induction courses across all Health Boards and trusts. A new language awareness course is currently being developed which will be launched in early 2019. Some of the Health Boards said that the ability to ensure staff attended these courses could be challenging, as well as the Welsh Language officer's capacity to provide all the required training.</p>

Action Number	Action	Lead	By When	Delivering Objectives																														
5.7	Social Work Degree Partnerships to set and review targets for recruiting students who have Welsh language skills. (Social Services and Social Care Services Only.)	All partner agencies and HEIs. Social Care Wales.	March 2017	<p>Social Care Wales has contributed to, and has supported the Coleg Cymraeg's academic scheme, which includes the following targets:</p> <table border="1"> <thead> <tr> <th></th> <th>Present Baseline</th> <th>5 year targets</th> </tr> </thead> <tbody> <tr> <td>Students studying the course in its entirety in Welsh</td> <td>34</td> <td>40</td> </tr> <tr> <td>Students studying the majority of their course in Welsh (80 credits)</td> <td>34</td> <td>40</td> </tr> <tr> <td>Students studying a substantial part in Welsh (4 credits)</td> <td>44</td> <td>50</td> </tr> <tr> <td>Students studying part of the course in Welsh</td> <td>74</td> <td>90</td> </tr> <tr> <td>Welsh Language studies which correspond to full time</td> <td>42</td> <td>50</td> </tr> <tr> <td>Number of staff teaching through the medium of Welsh employed by the organisation</td> <td>10</td> <td>12</td> </tr> <tr> <td>Staff being funded through the Coleg Cymraeg</td> <td>2</td> <td>4</td> </tr> <tr> <td>Locations where it is possible to study 80 credits</td> <td>1</td> <td>2</td> </tr> <tr> <td>Locations where it is possible to study 40 credits</td> <td>2</td> <td>3</td> </tr> </tbody> </table>		Present Baseline	5 year targets	Students studying the course in its entirety in Welsh	34	40	Students studying the majority of their course in Welsh (80 credits)	34	40	Students studying a substantial part in Welsh (4 credits)	44	50	Students studying part of the course in Welsh	74	90	Welsh Language studies which correspond to full time	42	50	Number of staff teaching through the medium of Welsh employed by the organisation	10	12	Staff being funded through the Coleg Cymraeg	2	4	Locations where it is possible to study 80 credits	1	2	Locations where it is possible to study 40 credits	2	3
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Action Number	Action	Lead	By When	Delivering Objectives
				<ul style="list-style-type: none"> • Students who are fluent or partially fluent do not always choose to study in Welsh • 28% of all qualifying social work students state that they are fluent Welsh speakers or Welsh speakers who are not fluent • The complete programme is taught in Welsh in one programme and 12 students have completed over 2-3 of their studies in Welsh • Also, there is one other programme where more than five students completed between 40 and 80 credits in Welsh • Over 125 other students studied part of their degree in Welsh but less than 40 credits.
5.8	To enable Welsh-speaking students to be paired with Welsh-speaking staff when on placement, the Welsh Government to work to enable Education providers to access anonymised ESR data on the Welsh Language Skills of NHS Wales staff.	WG.	March 2018	The Coleg Cymraeg's lecturers are working with the health boards to try and ensure that students who speak Welsh are matched with Welsh speaking staff. Very effective collaborative working is happening with some health boards in this respect.

Action Number	Action	Lead	By When	Delivering Objectives
Objective 6: Welsh in the workplace				
6.1	Staff training to deliver services in Welsh, focusing in particular on encouraging Welsh speakers to use their language skills in the workplace, will be supported. Language training opportunities and resources to increase the confidence of staff to deliver services in Welsh will also be promoted.	NHS Chief Executives. Directors of Social Services. Social Care Wales.	March 2018	<p>Eight of the NHS bodies provided evidence with most having started to take advantage of the Work Welsh 10 hr on-line Welsh language taster course.</p> <p>One interesting initiative is by Cwm Taf where the Welsh language Officer has been involved in the launch of the new 'Siarad' initiative which will enable Welsh speakers to support Welsh learners across the health board.</p> <p>9 local authorities responded to this action. All reported provision of training to include varying levels of ability. Denbighshire introduced a monitoring scheme for Welsh learners. North Wales is increasing language skills in the workforce through an MA in social work from Bangor University from September 2018.</p> <p>Social Care Wales has been asked by the National Centre for Learning Welsh to manage and pilot a new approach to help social care workers to develop their Welsh language skills so that the needs of people whose language preference is Welsh can be better met.</p>
6.2	National leadership or senior management development programmes in social care to include an element on the significance of language to meeting people's needs, the Active Offer and effective language planning.	WG. Social Care Wales.		<p>Social Care Wales' Step up to Management programme; which was originally piloted by the university of South East Wales is an exciting programme for aspiring social care managers. The programme aims to provide social care workers with the knowledge and understanding that is needed to make the transition into a management role. The programme covers 3 key areas of management within social care:</p> <ul style="list-style-type: none"> • Understanding person centred practice in the leadership and management of social care; • Understanding theories, models and frameworks for the leadership and management of social care services and;

Action Number	Action	Lead	By When	Delivering Objectives
				<ul style="list-style-type: none"> Understanding the leadership and management of effective team performance in social care. <p>Part of this is understanding the importance of the Welsh Language in leading and managing social care settings. 25 individuals completed the pilot course in 2017. There are currently 100 registered on the programme.</p>
6.3	HEIs, FEIs, social services and NHS organisations to work in partnership to ensure that the value and benefits to service providers and to Welsh-speaking people of having bilingual staff are reflected in their recruitment, commissioning and staff development processes. Careers Wales can help by assisting the organisations to accurately target their promotional work to Welsh speakers.	Chief Executives. Welsh Education & Development Services (WEDS). Colleges Wales. Careers Wales. Directors of Social Services. Higher Education Institutions. Further Education Providers.	March 2018	<p>In June 2017 the Welsh language officers in the health sector met with Careers Wales in order to raise awareness of how each organisation was promoting this. The Education Business Exchange was discussed and Careers Wales resources developed by Careers Wales for the public were shared. Careers Wales attended the “How do we factor the Welsh language into Workplace planning” workshop in May 2018 where presentations were made as well as opportunities to work with schools.</p> <p>One health board stated that ‘trying to mainstream the Welsh language to be essential in general medicine and nursing professions continued to be challenging. Some frontline areas have concerns that it will have a negative impact on recruitment.</p>

Action Number	Action	Lead	By When	Delivering Objectives
6.4	Welsh Language Officers (within the NHS Wales) and Welsh Language Champions (within social services) to become Business Ambassadors with Careers Wales to promote the need for Welsh-speaking staff in the health sector within schools and FEIs in Wales.	NHS Wales Chief Executives. Directors of Social Services. Colleges Wales.		A number of Health Boards have fostered a relationship with Careers Wales and many are working with schools, colleges and universities to draw attention to the opportunities for Welsh speakers to work in the health and social care sectors. Some Health Boards and trusts go the extra mile and they could learn from each other in order to achieve this successfully. Of the 10 health organisations one is already a Business Ambassador and another is in the process of becoming one. There was little evidence from social services of progress being made on this action.
6.5	An awareness of the link between linguistically-sensitive services and individuals' dignity, as well as awareness of the Active Offer to be delivered to all NHS Wales staff as part of routine induction sessions. NHS Wales staff should also complete the Welsh Language Awareness e-learning module as a priority.	NHS Wales Chief Executives. Directors of Social Services. Care Council for Wales (Social Care Wales).	March 2017	Most NHS organisations undertake this as part of their induction training. Only some NHS organisations are using the Welsh Language Awareness e-learning module as not all regard it fit for purpose. A new e-learning module is currently being developed. In Social Services Welsh Language awareness is included in induction programmes on both a Corporate and Services level.
6.6	NHS organisations should ensure that Welsh Language Skills are mainstreamed into the KSF (Knowledge and Skills Framework) as core competencies.	NHS Wales Chief Executives.	March 2018	Discussions are on-going, but it should be noted that the Knowledge and Skills Framework is a UK wide framework therefore changing it is not a simple matter. Although no reference is made to the Welsh Language in the KSF it is currently possible to include Welsh Language Skills in it under each of the core dimensions, especially communications and equality and diversity.

Action Number	Action	Lead	By When	Delivering Objectives
6.7	The Welsh Government to work with the National Centre for Learning Welsh to meet the need within health, social services and social care sectors to develop the Welsh Language Skills of staff. This will include developing and promoting relevant resources and provision.	WG. National Centre for Learning Welsh.	March 2018	The Welsh Government has worked closely with the National Centre for Learning Welsh to promote the offer and opportunities available to the sector. The National Centre for Learning Welsh has developed a new on-line course specifically for the health sector as part of its 'Work Welsh' scheme. The 10 hour course is free and introduces relevant words and phrases to frontline staff. Advice on pronunciation and other various exercises are also included. A similar course has been developed for social care.
6.8	All qualifications required by the social care workforce to be reviewed to ensure they adequately reflect the principles of language need and the Active offer.	Social Care Wales.	March 2018	Social Care Wales is currently supporting the awarding body consortium to identify recommended pathways and as such will be recommending anyone completing Children's Care, Play, Learning and Development should also complete the Welsh Language optional pathway.

Action Number	Action	Lead	By When	Delivering Objectives
Objective 7: Regulation and Inspection				
7.1	All service audits should include questions relating to people's perception of the availability of Welsh language service provision from the service provider, alongside the Welsh speakers' experiences of those services. (NHS Wales only.)	NHS Wales Chief Executives.	March 2018	<p>Eight of the health bodies showed evidence of undertaking audits/questionnaires.</p> <p>Betsi Cadwaladr reported that collecting information about their service users' perceptions and expectations in relation to Welsh medium healthcare was a main target in 2017-18.</p>
7.2	Healthcare Inspectorate Wales(HIW) inspectors continue to inspect and report on whether Welsh speakers are offered Services in Welsh as a Natural part of their care, and whether Welsh speakers are able to use the Welsh Language to express themselves when receiving care as per the Health and Care Standards.	Healthcare Inspectorate Wales.	March 2017	<p>Healthcare Inspectorate Wales has continued to inspect healthcare settings in Wales to identify whether Welsh speakers are offered services and can communicate in Welsh as part of their care package.</p> <p>In primary care services, e.g. GPs and dentists, around half of the patients HIW engaged with during inspections said that they could always speak to staff in Welsh when they wanted to; however, this varied depending on the health board.</p> <p>In secondary care services, predominantly NHS hospitals, the majority of patients reported to HIW during inspections that they were offered the option to communicate with staff in the language of their choice.</p> <p>HIW also consider other areas in relation to the 'Active Offer' during its inspections, such as:</p> <ul style="list-style-type: none"> • Is patient information available bilingually? • Is a bi-lingual service provided? • How does the healthcare setting ensure patients who want to communicate in Welsh can do so?