

# **Welsh Language Annual Performance Report**

## **2022 – 2023**

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## **Introduction**

This Welsh Language Annual Performance Report outlines key achievements during 2022/2023 in our delivery of our services through the medium of Welsh, and performance in line with the Welsh Language Standards (no.7) 2018 and the Welsh Language (Wales) Measure 2011.

Overall, we've had a successful year in implementing the Welsh language standards and increasing our capacity to offer Welsh language services through dynamic systems.

The increase for our translation services continues to grow, and we have invested in staff and technology resources in order to meet the increasing demand for our services.

The Welsh Language Standards (no.7) 2018 are an integral part of our service planning as are the priorities of the More Than Just Words Strategy for 2022 – 2027, which launched in September 2022. Both standards and strategies remain at the forefront of our future planning and benchmarking of our services.

## Service Delivery Standards

In order to ensure that we maintain and improve our compliance with all the Welsh Language Service Delivery Standards within NWSSP, each division or service delivery area are required to self-assess against the requirements of the each of the standards in category areas.

The self-assessment tool provides a basis for conversations and putting in place local improvement and action plans, and also informs us where further support is required to strengthen the service offer.

The self-assessment will also enable us to share best practice between divisions and service delivery areas across the organisation.

The overall outcome of the Self-Assessment for 2022/23 were as follows:

Set of Standards	Level of compliance
Correspondence (1,4,5,6,7)	High level of compliance
Telephone services main number/contact centres (8,9,10,11,12,13,14,15,16)	Low to medium level of compliance
Telephone services direct numbers (16,17,18, 19)	Low to medium level of compliance
Telephone automated systems (20)	Medium to high level of compliance
Meetings (21,22, 22A, 22CH)	High level of compliance
Public Meetings (26,27,28,29)	Not applicable
Displaying written material at public meetings (30)	Not applicable
Public Event (31,32,33,34)	Medium to high level of compliance
Forms to be completed by individuals (36)	High level of compliance
Documents available to individuals (37)	High level of compliance
Documents and Forms (38)	High level of compliance
Websites (39,40,,41,42,43)	High level of compliance
Apps (used on electronic devices) (44)	High level of compliance
Social media (45,46)	Medium to high level of compliance
Signage in publicly accessible areas (47,48,49)	Medium to high level of compliance
Reception services (50, 52, 53)	Medium level of compliance
Applications and documents for grants (54,55,56)	High level of compliance
Invitations to Tender (57,58,59)	High level of compliance
Promote Welsh language services (60-61)	High level of compliance
Corporate Identity (62)	High level of compliance
Public Address Systems (64)	Not applicable

We review our protocols that are available to all members of staff employed by NWSSP annually to ensure that our protocols and processes are deliverable across all service delivery areas. All protocols are available on our internal Welsh language support page.

We promote that we welcome correspondence and telephone calls in Welsh on our websites and in emails and corporate letterheads.

Most meetings are now hosted on virtual platforms, such as Microsoft TEAMS and Zoom. We have a protocol as to how meetings can be facilitated in both languages and the Welsh language Unit supports all divisions and service delivery areas to source interpreters as and when required.

As an organisation, we do not host public meetings where the public are invited to participate or speak, therefore, we consider these standards as not applicable. However, it is important to state that agendas and minutes of the Shared Services Partnership Committee are available in Welsh on our website.

The majority of our events are not public facing. However, when an event is organised, we have a protocol and a checklist in place for event organisers to ensure that they consider and accommodate the Welsh language when planning events.

All NWSSP Forms and Documents intended for use by individuals are available in Welsh, whether they are hard copies or whether they are digital copies. We also recognise that it is important for us to give instruction as to how to use these resources where staff manage their administration and dissemination.

Our websites and pages are available in Welsh. The websites are audited on a quarterly basis by the Welsh Language Unit, and if any content is found to be non-compliant, the web authors are contacted immediately with a list of recommendations and corrections to be made. Our websites have a high level of compliance and we have a robust protocol in place to ensure that our website pages remain fully compliant.

Applications to be used on electronic devices that are for use by patients, the public at large or by staff, in specific relation to their employment are made available in Welsh from the outset. We have an effective EQIA system that determines the Welsh language requirements for applications. The Welsh Language Manager works closely with our Planning and Performance Directorate which also hosts our ICT and Project Management Office.

Our social media posts are planned ahead and are translated, if required in advance of any social media events and activities. We reply to Welsh language social media posts in Welsh if a reply is required.

We currently have 12 social media accounts for NWSSP, which consist of 2 You Tube channels and 10 Twitter accounts. All accounts have dedicated administrators from the divisions that they represent. They are trained by the Communications Team and as part of that training, they are made aware of the requirements of the Welsh language standards. All accounts are monitored for compliance by the Communication team on a monthly basis and we have a social media protocol for staff to follow to ensure that posts are compliant

with Standards 45 and 46. If we were to find that accounts were non-compliant at any one time, we will pick this up with the administrators and rectify the situation.

Signage and notices in our buildings/sites are bilingual and the site leads/managers are responsible for ensuring that all NWSSP signage and notices are available in both languages. They undertake a regular audit to check signage at our sites.

We have reception services across 4 administration sites for NWSSP.

Our office in Cardiff is supported by the building's reception services, for which we are not responsible for. Our reception at our north Wales office offers Welsh language services to visitors.

Reception staff at our other two sites in south Wales have been supported to learn key Welsh language phrases to be able to greet visitors to our buildings. There is a protocol in place to support Welsh reception services further if required.

The average number of visitors we welcome to our buildings post the Covid-19 pandemic averages 10.5 visitors per month per site. Most of our staff now work from home and tend to host meetings/appointments virtually.

During 2022/23 we developed a new Student Bursary System, the system will launch on the 1<sup>st</sup> of April 2023, and will be fully functional in Welsh. The Student Awards System is the only grant giving programme that we host in NWSSP. During 2023/24 we will be developing the Student Streamlining System to be fully bilingual and launch by 2024/25.

We received no requests for Invitations to Tender through the medium of Welsh during 2022/23. We received no tenders through the medium of Welsh in 2022/23. However, we do train all our procurement staff to challenge all commissioning staff in Health Boards and Trusts about the Welsh language requirements in the contracting of services. We also focus on the specification of service/system or goods that are required and outline those requirements clearly in invitations to tender.

#### **Investigation to Telephone Services – outcomes pending.**

We received no complaints or concerns about our services in 2022/23.

However, we were contacted by the Welsh Commissioner's Office in October 2022, notifying us that the Commissioner's office had undertaken a series of mystery shoppers calls to selected Velindre University NHS Trust telephone numbers, one of those numbers was our main telephone number, where we failed to offer a Welsh language service on our main telephone number 01443 848585 at 11.54am on 24 June 2022.

The Welsh Language Manager investigated internally and provided a response to the Welsh Language Commissioner by the 31<sup>st</sup> of January 2023. As of the 31<sup>st</sup> of March 2023, we are still awaiting the outcomes of the investigation from the Welsh Language Commissioner's Office.

We have outlined improvements we intend to make in our investigation and have begun to roll those improvements in priority areas. This work will continue in 2023/24.

## **Policy Making Standards (Standards 69 – 77)**

NHS Wales Shared Services Partnership is hosted by Velindre University NHS Trust. All our policies are therefore Velindre University NHS Trust policies.

Velindre University NHS Trust follows all Wales policies, which consider the Welsh language when they are produced or reviewed.

Whenever we need to develop or review a local NWSSP protocol, we ensure that the Welsh language is considered in the development or review of that protocol. All relevant protocols are available in Welsh.

We do have a policy on the use of the Welsh language in NWSSP and it is available on our Welsh Language support intranet page.

## **Operational Standards (Standards 79 – 114)**

As part of the self-assessment process we also included the operational standards. The outcomes from the self-assessments for Operational Standards are as follows:

<b>Set of Standards</b>	<b>Level of compliance</b>
Welsh Language Policy – Using Welsh internally (79)	High level of compliance
Contract of Employment (80)	High level of compliance
Documents relating to employment of employees (81)	High level of compliance
Policies relating to employment & workplace (82)	High level of compliance
Complaints made by staff & disciplinary matters (83 – 88)	High level of compliance
Computer software for spelling and grammar & interfaces (89)	Medium to high level of compliance
Intranet pages (90 – 95)	High level of compliance
Assessing Welsh language skills of employees (96)	Medium level of compliance
Training for staff in key areas (97 & 98)	Medium to high level of compliance
Opportunities to learn Welsh (99 – 103)	High level of compliance
Email signatures, wording and Welsh language logo (104)	High level of compliance
Welsh badges and branding for staff (105)	High level of compliance
Assessing skills, advertising, recruiting & onboarding (106 – 109)	Medium to high level of compliance.
Signage & notices (113)	High level of compliance
Recorded announcements (114)	Not applicable.

We have a local Welsh language protocol for NWSSP and this is available to all staff on our Welsh language support page on the intranet. It is communicated widely and also referred to in meetings with divisions.

The contract of employment, policies and documents relating to employment are available in Welsh and are available on our People and OD intranet pages for all staff to access.

There is an all Wales policy on complaints and disciplinaries, and the Welsh language has been considered in the development and delivery of that policy. The policy is available in Welsh.

In most cases Welsh language software is made available to staff across the organisation.

All intranet pages detailed in our compliance notice are available in Welsh. When a new page is produced and published it is done so in Welsh at the same time as the English version of the page. Any reviews and updates are undertaken in both languages at the same time.

NWSSP's record for recording Welsh language skills is currently at 95%. We recognise that we need to find a solution to enable trainees on the SLE programme to be able to access ESR from smart devices to be able to update their skills on ESR. We will be addressing this in 2023/24.

We have developed a number of training courses in Welsh:

- All statutory and mandatory training on ESR is available in Welsh, these also include dealing with the public, health & safety
- We provide training for managers to cover recruitment and interviewing, performance management, complaints and disciplinary procedures, induction and dealing with the public. We embed Welsh language considerations into the training itself.
- We've also developed training on using the Welsh language in meetings and interviews and these are supported by local protocols.
- Training is available on the all Wales policy in handling and managing complaints and disciplinary procedures.

All the training is supported with local protocols for managers and staff to follow to ensure that we comply with standards 97 and 98.

We are committed to providing training to staff to learn the Welsh language and to be aware of the language and culture of Wales.

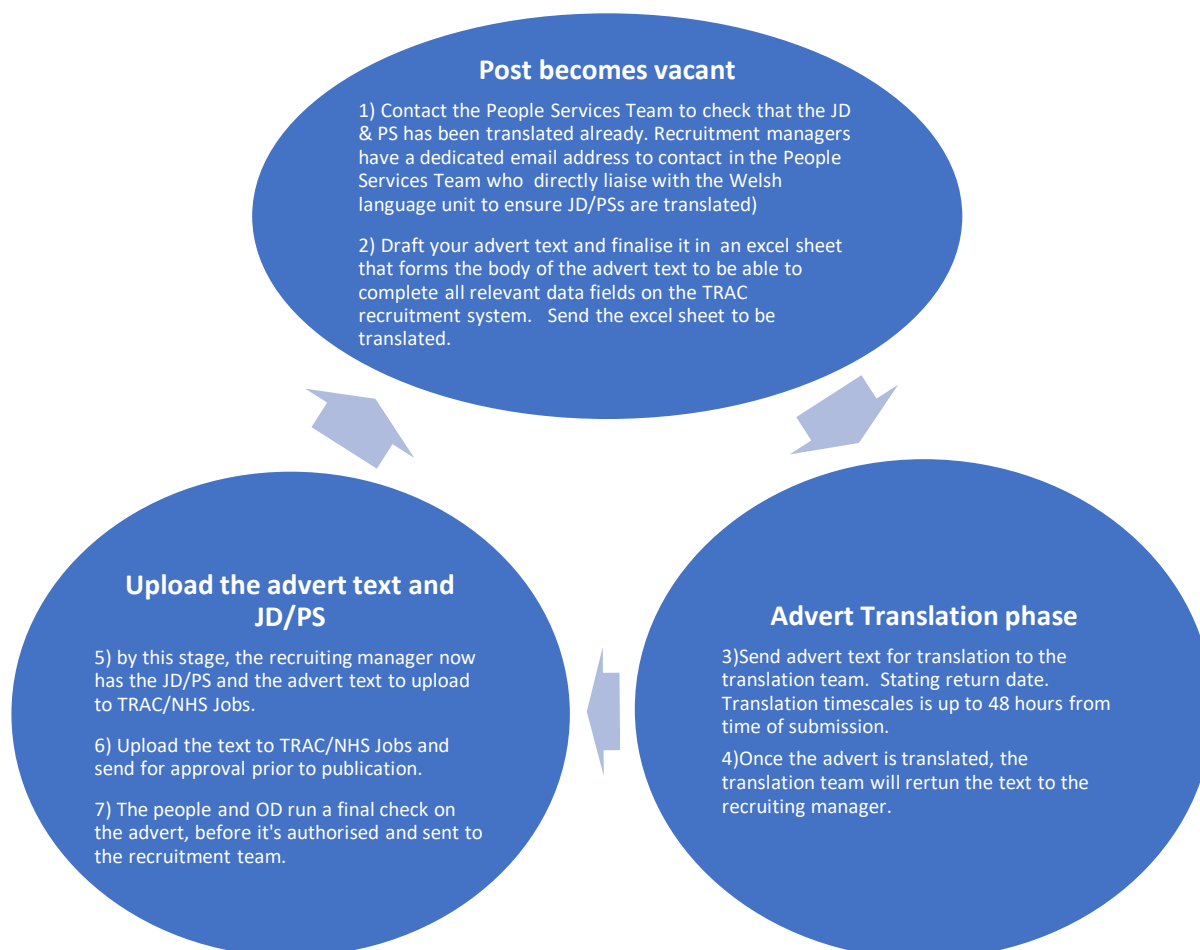
In 2022/23, 108 members of staff received induction training, and within that training there is information about the Welsh language and their obligations as employees to comply with our Welsh language standards. They are also informed and signposted to where they can find support to deliver our services through the medium of Welsh.

We offer a number of opportunities to introduce our staff to the Welsh language and culture. As specified in Standards 99 to 103.



## Compliance with Standard 106A

NHS Wales Shared Services categorises vacant or newly created posts as either Welsh essential or Welsh desirable, and we have introduced a matrix to determine which skill category is most relevant to each vacancy. We have devised a protocol and a system whereby all advertisements are translated and published on the TRAC recruitment system and NHS Jobs in both Welsh and English since June 2022. We regularly review the system to capture any issues that arise in the creating vacancy advert process.



## Opportunities to learn Welsh:

We currently have a provider to host Welsh language courses to our staff.

The courses that were hosted in 2022/23 were as follows:

Course Level	Number of staff enrolled onto the courses
Entry Level 1	14
Entry Level 2	14
Foundation Level 1	4
Intermediate Level 1	3
Higher Level 1 part 2	5
Work Welsh Welcome part 1	10
Work Welsh Welcome back part 2	12

All these courses are hosted during work time. The cost of the courses and coursebooks are covered by NWSSP as the employing organisation. We actively promote opportunities to learn Welsh to all NWSSP employees. We also promote other opportunities apart from the Learn Welsh courses, such as Duolingo and Say Something in Welsh.

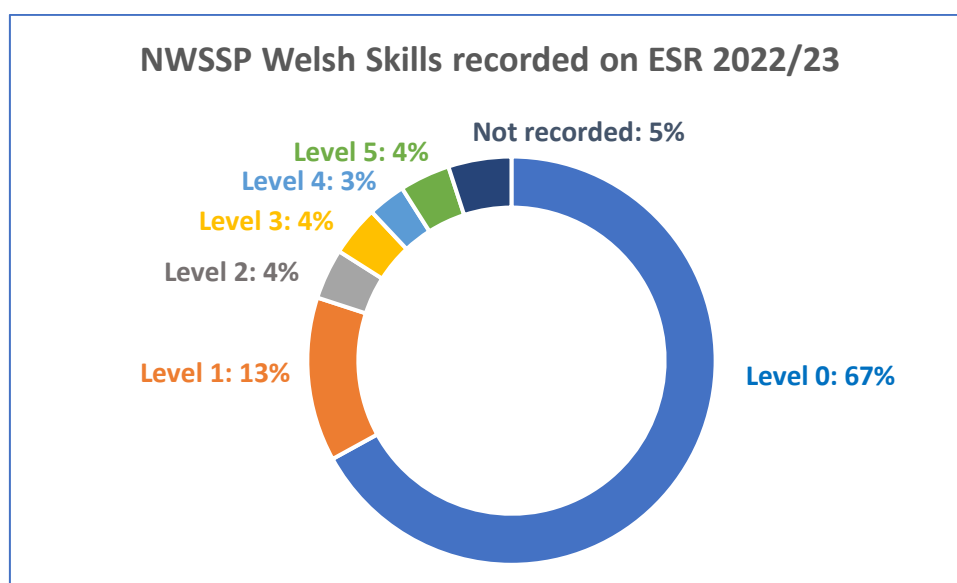
## Record Keeping Standards (115 – 117)

### Record Keeping Standards - Complaints and Concerns - Standard 115:

We did not receive a complaint nor a concern about our services in 2022/23.

However we did receive notice of investigation from the Welsh Commissioner's office in autumn 2022. We responded by 31 January 2023. Outcomes pending as at 31 March 2023.

### Record Keeping Standards - Recording Welsh Language Skills on ESR - Standard 116:



### Record Keeping Standards - Advertising vacancies – Standard 117:

Total number of vacancies advertised as:	
Welsh language skills are essential	2
Welsh language skills are desirable	646
Welsh language skills need to be learnt when appointed to the post	0
Welsh language skills are not necessary	33
Total Number of vacancies advertised 01/04/2022 - 31/03/2023	681

NHS Wales Shared Service's Senior Leadership Group, agreed unanimously in 2020/21 that the basic requirement for advertising vacancies at NWSSP would be Welsh Desirable. We are an inclusive organisation that welcomes and values Welsh language skills.

The two vacancies that were advertised as Welsh Essential were:

- Translator for the Welsh Language Unit – recruited
- Call Agent for the ESR Support Desk - recruited

There were fewer vacancies advertised where Welsh skills were not necessary:

- 15 of these vacancies were test vacancies, and were not advertised publicly.
- 4 of these vacancies were hidden/internal adverts for people on a redeployment list.
- 14 of these vacancies were due to human error\* and/or due to old vacancies stored in the TRAC recruitment system that had been noted as 'Welsh language skills are not necessary' previously.

There is a protocol in place to check the language skills required for vacancies, and this protocol will be implemented more rigorously in 2023/24 as we implement the Job Description Modernisation Strategy.

We have also identified posts within NWSSP where Welsh Language Skills would be 'Essential' until services can offer a minimum of 20% to 25% complement of Welsh speaking staff across service delivery areas. These posts are:

- Reception staff
- Call handling staff on main telephone and helpline numbers
- Communication roles

We intend to continue to build capacity in critical areas where there is engagement and liaison with customers, services users, patients and the public at large.

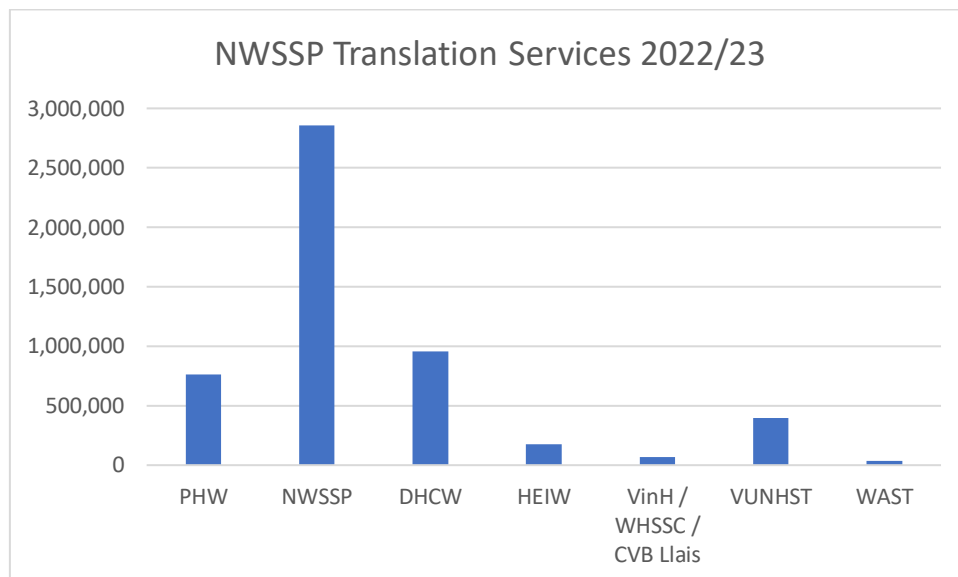
This will be achieved combined with opportunities to improve and build confidence in the use of the Welsh language amongst existing staff and targeting the offer of those courses to relevant service delivery teams.

## **Projects and Support Services 2022/23:**

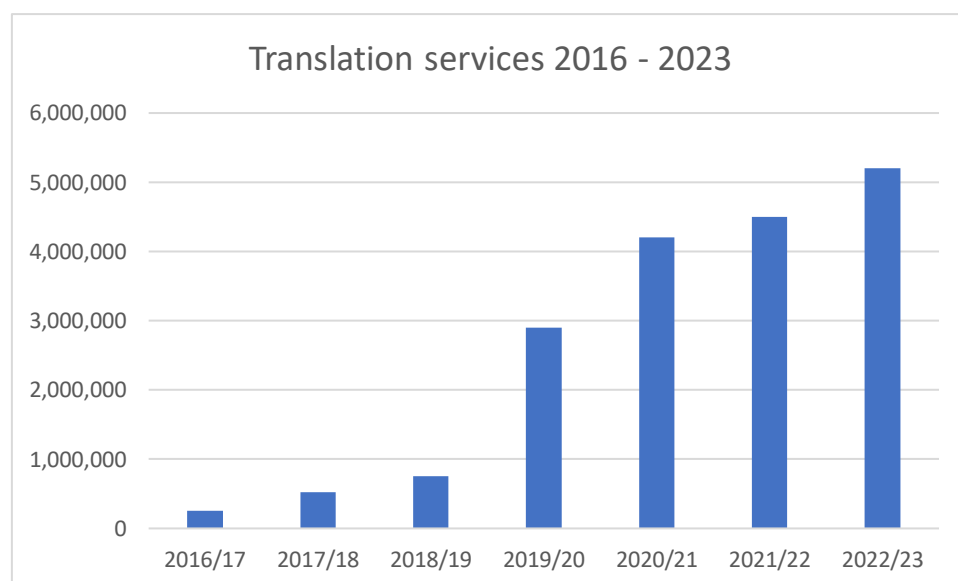
### **Translation services:**

The demand for translation services continues to grow, and this year we've translated even more words than in 2021/22. In 2022/23 NWSSP has translated a total of over 5.2million words for the following organisations:

- NHS Wales Shared Services Partnership
- Velindre University NHS Trust
- Public Health Wales NHS Trust
- Digital Health Care Wales
- Health Education Improvement Wales
- Wales Ambulance Service Trust
- Value in Health Care
- WHSSC



The illustration below demonstrates clearly the increase in demand for Welsh language translation services from the NWSSP Welsh Language Unit between 2016/17 and 2022/23. The introduction of the Welsh Language Standards has influenced the increase in demand in 2019/20 and the demand has steadily increased over the last four years. We continue to build capacity to be able to support smaller NHS organisations with translation services support.



It is clear to see that the Welsh Language Standards have been a driving force in the demand for Welsh language translation services from 2018/19 onwards. The aspiration and determination of NWSSP and other NHS organisations to improve service delivery through the medium of Welsh is clearly demonstrated in the increase in these figures.

### **Easy-read Patient Information Leaflets**

During the year, we've undertaken a full review of existing easy-read leaflets and new leaflets and have ensured that the translation of these leaflets are suitable for the audience for which they are intended.

### **Student Awards System**

We reviewed the old system to ensure that the user journey was entirely through the medium of Welsh. During 2022/23 we have commissioned a new developer and a new Student Awards System, whereby the interface for students will be available through the medium of Welsh as well as any mail tips, correspondence and messages that are generated by the system. This work will continue into 2023/24.

### **Workforce Reporting System**

This site provides a Web Portal for Primary Care Data accessible to GP practice staff, Clusters and Health Boards of NHS Wales and other approved stakeholder organisations. This site is only available to registered users. However, we have ensured that the system is bilingual.

### **Duty of Candour Public Video**

We have supported the production of an animated video for the public in Wales about the duty of candour in collaboration with Welsh Government. The video is available in both Welsh and English.

### **Counter Fraud Awareness Course and App**

The Counter Fraud Awareness Course for all Wales NHS Staff is available in Welsh, as is the application for NHS Staff to report fraud or suspicion of fraud in NHS Wales.

### **All Wales GDPR Awareness Course**

We have been supporting the production of the All Wales GDPR Awareness Course through the medium of Welsh and this will be available to launch in 2023/24.

### **All Wales Occupational Health System for NHS Wales Staff**

The specification in the tender process for this system has included detailed requirements for the system interface and any correspondence/messages and mail tips to be available through the medium of Welsh as well as English. Further work on this system will continue in 2023/24.

### **Audit and Assurance Services Promotional Video**

The NWSSP Audit and Assurance Services produced a promotional video to inform our customers of what Audit and Assurance Services do and how they conduct audits across NHS Wales. The promotional video is available in Welsh.

### **Finance Academy promotional video**

The Finance Academy hosted by NWSSP created a video to promote the opportunities that the Finance Academy offers in terms of training and careers in finance within NHS Wales. The video is available in Welsh.

## **More Than Just Words**

The More Than Just Words five year plan 2022 – 2027 was published in September 2022. We have developed a draft plan to identify areas of priority for NWSSP in supporting NHS organisations and ourselves in achieving the ambitions of the strategy and identifying further future opportunities in improving our services for the future. We will be reporting on our initial (September 2022 – March 2023) progress to Welsh Government by the end of June 2023.