



# Welsh Language Standards Annual Report 2020-2021

Based on data collected 1<sup>st</sup> April 2020 – 30<sup>th</sup> March 2021

Mae'r ddogfen hon ar gael yn Gymraeg  
This document is available in Welsh

This report was prepared by the Equality and Welsh Language Department  
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## **Foreword**

I am pleased to present this annual report on the progress we have made with the implementation of the Welsh Language Standards during the period 2020-2021.

Although this year has been very challenging for the Health Board, we have embraced digital technology and new ways of working which have improved services and paved the way for future innovation. Our new bilingual Artificial Intelligent Covid-19 Chat bot was the first of its kind in Wales and provided an opportunity to work collaboratively with a global organisation.

The initiatives outlined in this report are testament to our commitment to providing the best possible service to our Welsh speaking communities and we will continue to develop these and other initiatives over the next year.

### **Paul Mears**

Chief Executive, Cwm Taf Morgannwg University Health Board

# Introduction

The Welsh Language (Wales) Measure established a legal framework to impose duties on certain organisations to comply with Standards. NHS Wales is one of these organisations and must comply with Welsh Language Standards (No 7) Regulations 2018. These regulations led to a compliance notice being served, and these were received by Cwm Taf Morgannwg University Health Board (CTMUHB) on 30<sup>th</sup> November 2018.

The Welsh Language Standards aim to:

- provide greater clarity to organisations on their duties in relation to the Welsh Language
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
- ensure more consistency of Welsh Language services and improve their quality.

The duties which derive from the Standards mean that organisations in Wales should not treat the Welsh Language less favourably than the English language.

From 30<sup>th</sup> May 2019 Cwm Taf Morgannwg University Health Board had a statutory duty to comply with the Welsh Language Standards as stated in the Compliance Notice. The Welsh Language Standards supersedes the Health Board's Welsh Language Scheme.

In accordance with the requirements of the Standards, the Health Board must produce an annual report in relation to each financial year, which deals with the way in which CTMUHB has complied with the Standards. The report must be published no later than 6 months following the end of the

financial year to which the report relates. This annual report covers the period between 1<sup>st</sup> April 2020 and 30<sup>th</sup> March 2021.

The matters that must be reported on include:

- How the Health Board has complied with the Standards with which we were under a duty to comply during that year.
- The number of complaints received in relation to the Standards.
- The number of staff who have Welsh Language skills.
- The number of new and vacant posts that we advertised which were classed as:
  - (i) Welsh Language skills essential
  - (ii) Welsh Language skills needed to be learnt
  - (iii) Welsh Language skills desirable
  - (iv) Welsh Language skills not necessary

This report has been compiled to cover the requirements above, and is set out to conform with specific guidance from the Welsh Language Commissioner.

## **Background / Context**

From 30<sup>th</sup> May 2019 Cwm Taf Morgannwg University Health Board (CTMUHB) had a statutory duty to comply with the Welsh Language Standards as stated in the Compliance Notice. The Welsh Language Standards supersedes the Health Board's Welsh Language Scheme.

The compliance notice for CTMUHB can be accessed on the Welsh Language Commissioner's website. It is also available via the Cwm Taf Morgannwg [website](#) and [intranet](#) site.

If an individual or a group believes there has been a failure on the part of the Health Board to comply with a standard, they can address this via the [concerns](#) section of our website.

### **Accountability**

Responsibility for compliance with the Welsh Language Standards sits with every member of staff in the Health Board to the extent that the individual Standards are relevant to their own role(s). The job description of each member of staff includes a commitment to comply with relevant legislation, and more recent job descriptions specifically mention the Welsh Language Standards.

Overall responsibility for corporate compliance with the Standards sits within the Equality Diversity and Inclusion department, part of the Workforce and Organisational Development Directorate and thus under the Director of Workforce and Organisational Development.

This report was produced by that team, who are responsible for supporting the Health Board with complying with the Standards.

# **Matters Arising During the Reporting Period**

## **Governance**

A Welsh Language Standards working group was established in February 2019 to ensure information about the Standards was shared across the whole of the Health Board. The working group includes representatives from all directorates who are responsible for ensuring compliance in their area. Each Integrated Locality Group also has responsibility for implementing Welsh Language Standards action plans within their area. Progress is monitored by the Health Board's Welsh Language Manager and reported to the People and Culture Committee and Executive Management Board.

Progress on compliance with the Welsh Language Standards between 1<sup>st</sup> April 2020 and 30<sup>th</sup> March 2021 is outlined in this report.

The Welsh Language Standards include:

1. Service Delivery Standards
2. Policy Making Standards
3. Operational Standards
4. Record Keeping Standards
5. Standards which deal with Supplementary Matters



# **1. How the Health Board has complied with the Standards with which we were under a duty to comply during 2020-21.**

## **Welsh Language Manager Summary**

### **Service Delivery Standards**

#### **Communication, reception and telephone services**

Work on translating patient appointment letters continued over the last year. To date bilingual letters were sent to patients from 1765 clinics. We have succeeded in doing this by using the latest technology and best practice. We have incorporated translation memory software, predictive typing and machine translation with built-in AI functions under the control of competent translators who are members of Cymdeithas Cyfieithwyr Cymru. This has allowed us to process letters seamlessly, and save their content for later use.

- A new partnership with Merthyr College has enabled us to continue with the Agored Cymru accredited reception skills course. As well as the 29 staff who received this training last year, 5 new staff have enrolled onto a new online version of the course. We hope to increase the numbers enrolling onto this course as pressures ease with the Covid-19 pandemic.
- The Health Board is now able to offer a Welsh language service in the Concerns team, the Royal Glamorgan Hospital Outpatients reception and the Bridgend Medicines Management service. The new bilingual skills strategy enabled recruiting managers to identify the gap in provision and positions were advertised with Welsh language skills as an essential criteria.

**Sgiliau Derbynfya  
Cymraeg  
Welsh Reception  
Skills**

Would you like to learn Basic Welsh Reception Skills? Merthyr College are offering free online Welsh Reception Skill classes!

- The course is open to all staff including primary care wishing to learn Welsh
- The course is focused on the Welsh skills required to deal with telephone calls and reception enquiries effectively through the Welsh language
- The course will be delivered in three 2 hour sessions

Date: Thursday 25/02, 4/03, 11/03  
Time: 6PM

To book onto this course please contact the Welsh Language Team to receive the application form or to ask any questions

GIG Cymru NHS Wales | Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg University Health Board | Y Coleg Merthyr Tudful The College Merthyr Tydfil

- Our in-house interpreter has offered online interpretation at Board meetings over the last year. A second member of the translation team has begun interpretation training at the University of Wales Trinity St David to expand our provision of interpretation across the Health Board. It is hoped that developments within Microsoft Teams will improve our ability to offer interpretation going forward.

- The Welsh Language team have embraced digital technology during the Covid-19 pandemic. The creation of an online ward/departmental auditing tool on the Welsh intranet page enables the team to monitor compliance and ensure staff are aware of their responsibilities with the Standards. Information is gathered on:

- (i) Bilingual signage.
- (ii) Availability of Welsh patient leaflets.
- (iii) Bilingual telephone service
- (iv) Staff awareness of Welsh and which staff are Welsh speakers in the department.
- (v) Use of *Iaith Gwaith* (Orange logo) lanyards, badges or embroidered uniforms.
- (vi) Whether patient language choice is noted and the active offer is delivered.
- (vii) Whether a Welsh Language champion has been designated for the Ward.

#### Cynnal Awdit ar eich Adran/Ward



#### Department/Ward Audit Tool

The online auditing tool was introduced to staff in February 2021 and will be used widely throughout the year to monitor compliance. The auditing tool is part of a wider 'More Than Just Words' toolkit developed by our team. The Translation Manager also keeps internal records of all translation requests received, in terms of where they come from and who sends them. This information can be used in tandem with this unique digital tool to see where the demand for the translation element of our service comes from and where low-take up may be. As translation is

and will continue to be a significant method to ensure compliance. This can be used to create a service-use profile to allow us to target areas where there may be non-compliant patient documentation.

**Mwy na geiriau**  
**More than just words**

## Panel Darllenwyr

Mae Tim Gwasanaethau Cymraeg Bwrdd Iechyd Cwm Taf Morgannwg yn awyddus i sefydlu Panel Darllenwyr, i sicrhau bod ein taflenni gwybodaeth a deunydd i gleifion yn addas o ran iaith. Y bwriad yw i'r Panel wirfoddoli i ddarllen ein taflenni a'n deunydd, er mwyn sicrhau bod y fersiynau Cymraeg yn glir, yn hawdd eu darllen ac o safon uchel.

**Beth fydd gofyn i fi ei wneud?**

- Darllen y wybodaeth yn eich amser eich hun;
- Ateb ychydig o gwestiynau byr am y daflen i wirio eich bod wedi ei deall;
- Rhoi adborth i ni am iaith, termau a geiriau, a sut mae gwybodaeth wedi ei geirio;
- Rhoi unrhyw sylwadau eraill i ni sydd gyda chi am y gwaith.

**Sut alla i gymryd rhan?**

Bydd y taflenni a'r deunydd yn cael eu hanfon atoch chi trwy e-bost, a bydd holiadur adborth byr i chi hefyd. Y cyfan fydd eisïau i chi ei wneud yw darllen y wybodaeth ac ateb y cwestiynau byr. Bydd cyfle hefyd i chi roi unrhyw sylwadau yr hoffech chi eu gwneud.

Bydd eich adborth chi yn gyfraniad mawr at ansawdd ein gwaith ac addasrwydd deunydd Cymraeg i'r gymuned ehangach. Byddwn ni'n defnyddio eich sylwadau i wella ein gwasanaethau cyfieithu ac i ddarparu gwasanaeth sy'n diwallu anghenion ein defnyddwyr. Os hoffech chi gymryd rhan, anfonwch e-bost at [CTT\\_WelshLanguage@wales.nhs.uk](mailto:CTT_WelshLanguage@wales.nhs.uk)

E-bost:  
[CTT\\_WelshLanguage@wales.nhs.uk](mailto:CTT_WelshLanguage@wales.nhs.uk)

**GIG Cymru NHS Wales**  
Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg  
University Health Board

- Over the last year, the Welsh Language Team have worked closely with NWSSP and the Welsh Risk Pool to ensure patient consent leaflets are translated to the highest standard and are reviewed regularly to ensure consistency and accuracy. The translation of all therapy related patient leaflets was completed in 2020 and an ongoing programme of translation of other patient leaflets is ongoing and prioritised according to use.
- A patient reader group has been set up to ensure patient leaflets are clear and easy to read. This has coincided with an internal protocol for the translation of clinical material. The feedback from this group assists with the standardising of terminology and will lead to clearer communication in Welsh. Over time the translation team will analyse trends in comments to fine-tune our internal style and approach to clinical translation. Further information about this project can be found in the Translation project update in **Appendix 1**

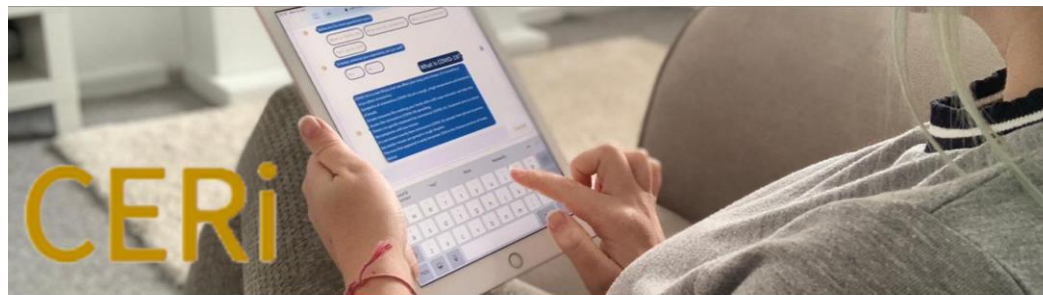
- Collaborative work with NHS Wales' translators to develop a bank of health related terminology is ongoing. The next step is to work with Welsh speaking consultants and field experts to verify the work. This will ensure consistency in the use of terminology across Wales. Further information about this project can be found in the Translation project update in **Appendix 1**
- An extensive programme of translation of the Health Board's website content took place over the summer period in preparation for the transfer to a new platform. The Communications team, NHS Wales Informatics Service and the Translation team have ensured that the new website is bilingual and has the ability to publish both English and Welsh content at the same time.

- A new Regional More Than Just Words Forum has been set up to support collaborative work between the Local Authorities, Colleges and 3<sup>rd</sup> Sector organisations within the Health Board area. One of the first projects for the group involved gathering resources for an online Welsh in the Workplace Careers Fair organised by Careers Wales. The Welsh Language team gathered information from NHS Wales' organisations and delivered a seminar on the day which was streamed live to every Welsh Comprehensive School in Wales.
- A Welsh in Health Care presentation has also been produced for English Comprehensive Schools and is available in a Careers Wales teacher resource pack.



- The Welsh language team worked collaboratively with the NHS Wales Informatics Service, Research and Development staff and IBM to develop a new bilingual Coronavirus chat bot. This is the first use of Artificial Intelligence for patient information in Wales and will provide a platform for similar healthcare chat bots in the future. Further information about this project can be found in the Translation project update in **Appendix 1**. The chat bot is available on the Cwm Taf Morgannwg University Health Board website:

<https://cwmtafmorgannwg.wales/ask-ceri/>



Holi CERi

**Pwy yw CERi?**

Mae CERi yn asiant rhithwir sydd wedi ei hyfforddi gan staff y GIG ac aelodau'r cyhoedd yn ardal Cwm Taf Morgannwg i ateb cwestiynau cyffredinol sydd gyda chi am COVID-19, iaf y Coronavirus.

Mae CERi'n dechrau oher ymuno chi ac nad ydych chi'n ariar beth ddifnch chi ei wneud ac osopi ei wneud wrth i ni ddechrau symud allan o'r cwarantn yn raddol. Mae CERi wedi cael ei hyfforddi i roi atebion a chymgwr cyffredinol i chi gan ffunonellau ddyrnadev.

Mae CERi yma i chi 24/7 i'ch helpu i gael v cymorth a'y cngwr cywir.

Dyma beth gallwch chi ei ddsgevyl gan CERi:

- Tin empathetig
- Atebion ynghylch COVID-19 wrth iddo barhau i newid bywydau pob un ohonon ni.
- Cymorth i gaelion, gweithwyr iechyd a'r cyhoedd.
- Dwybodaeth grŵpigo, a fali o ariadau i Gansffannau Galw'r GIG o ganlyniad
- Atebion yn v Gymraeg, os hoffech chi spwrto yn v Gymraeg
- Flordd i ni ddrygu ac estlygu wrth i ni fynd trefv hyn gyda'n glyddi

**Sut gallwch chi ddefnyddio CERi?**

Defnyddwch CERi ar eich ffn cyfar, tsechen, gliniadur neu griffidur ar unrhyw adg.

## Areas for Improvement

- Further work is required to ensure all patient leaflets and consent forms are bilingual.
- Increase the number of staff attending the new online reception skills course as pressures of the Coronavirus pandemic ease.
- Increase use of the online Ward/departmental auditing tool as pressures of the COVID-19 pandemic ease.

## Policy Making Standards

- The Health Board's policy group includes a member of the Equality and Welsh Language team who is able to monitor the quality of new and revised policies to ensure that they adhere to the Equality Impact Assessment policy. This includes ensuring the policy has positive effects, or increased positive effects on
  - (a) Opportunities for persons to use the Welsh Language and
  - (b) Treating the Welsh Language no less favourably than the English language.
- A new policy for the development, review and approval of organisational wide policies includes guidelines about the Welsh Language Standards. This policy is published on the Health Board's website and can be found [here](#).



- A new Welsh Language and Primary Care Policy was produced in collaboration with Aneurin Bevan UHB and Cardiff and Vale UHB. This policy was approved by the Director of Primary Care and People and Culture Committee. The policy has been published on the Health Board's website and can be found [here](#).

### **Areas for improvement**

- Ensuring the new Welsh Language and Primary Care Policy is implemented through the development of staff training.

### **Operational Standards**

- The new Bilingual Skills Strategy is slowly making a difference with the recruitment of Welsh speakers into key job roles. The concerns team recently appointed a Welsh speaking member of staff to deal with compliments and complaints through the medium of Welsh. Other roles filled by Welsh speakers include a receptionist at the Royal Glamorgan Hospital, a Physiotherapy Assistant and position in the Medicines Management Call Centre in Bridgend.
- The Welsh language team support recruiting managers with the translation of Welsh essential job descriptions and the advertising of jobs on Welsh recruitment sites. Support is also offered with shortlisting and interviewing to ensure the successful candidate has the appropriate Welsh language skills for the job.

- The Health Board has continued to offer free Welsh courses to all staff. The usual classroom lessons delivered by the Learn Welsh team were transferred to an online platform due to the COVID-19 Pandemic. The success and popularity of the online lessons this year led to the inclusion of other learning providers such as Say Something in Welsh and a course with Merthyr College.
- Despite the Coronavirus pandemic, the numbers of staff learning Welsh have continued to grow. 70 members of staff signed up for the following courses:

Entry level 1 – 11

Entry level 2 – 4

Intermediate – 2

Say Something in Welsh – 39

10 hour online course – 9

Reception skills course - 5

## Learn Welsh at Work

Whether your eventual goal is fluency or you just want to develop some basic workplace Welsh skills, CTMUHB can help you find a Welsh course best suited to your needs, either online, at work during working hours, or outside in the community.

We support all staff who want to learn Welsh and are willing to use those skills in their roles, so if you've always thought you wanted to learn some Welsh, now is a great time to start! Email us at [CTT\\_WelshLanguage@wales.nhs.uk](mailto:CTT_WelshLanguage@wales.nhs.uk) to find out more!

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<p><b>Welsh Reception Skills</b></p> <p>This course focuses on practical phrases that will enable you to deal with visitors or callers in Welsh.</p>	<p><b>Evening Classes</b></p> <p>Cymraeg i Oedolion offer courses for all levels, from beginner through to 'gloywi' courses for fluent speakers.</p>
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**Learn Welsh Online and Through Apps**  
There are many options for learning Welsh online or via an app here is just a small selection.

<p><b>Work Welsh: Healthcare Sector 10 Hour Course</b></p> <div style="text-align: center;">  </div>	<p><b>DuoLingo</b></p> <div style="text-align: center;">  </div>
<p><b>Say Something In Welsh</b></p> <div style="text-align: center;">  </div>	<p><b>Gofalu Trwy'r Gymraeg</b></p> <div style="text-align: center;">  </div>

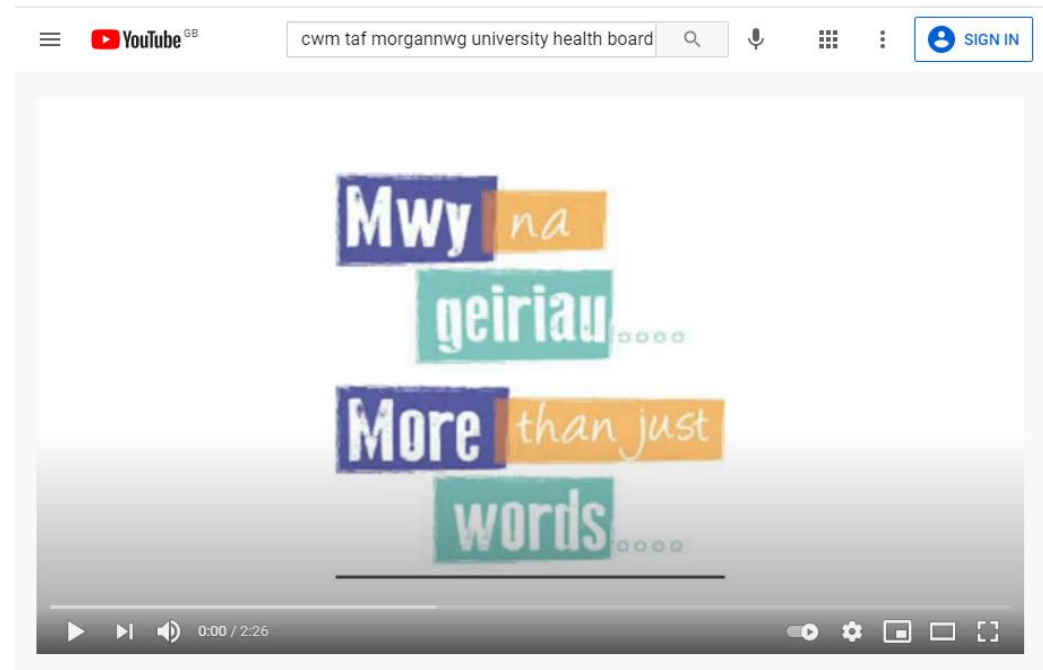


Bwrdd Iechyd Prifysgol  
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- The Health Board has a fully functioning bilingual area on the intranet dedicated to providing services and support material to promote the use of the Welsh Language. A new More Than Just Words Toolkit, developed by our team, includes information about the Welsh Government's More Than Just Words Strategy and Action Plan. The toolkit also provides resources for staff to use with patients such as Work Welsh posters, resources to learn Welsh phrases and words and a list of Welsh speaking staff to contact if support is required with Welsh speaking patients.

- The following staff training video was created to help staff understand the principles of the More Than Just Words Strategy:



[https://www.youtube.com/watch?v=myjFFPjcq\\_U](https://www.youtube.com/watch?v=myjFFPjcq_U)

- 9294 (73.4%) of Staff have carried out a self-assessment of their Welsh Language skills as part of the mandatory training programme. These skills are recorded on Electronic staff record (ESR).
- A new online programme of corporate induction has been developed including a new Welsh language awareness session. This session is mandatory for all new staff and supports compliance with standard 102.
- Collaborative work with the NHS Wales Shared Services Partnership Welsh Language Team on the translation of job descriptions is ongoing. To date the Health Board has translated 40 of the most used job descriptions including Nursing and Therapies positions. This work will continue throughout 2021.
- A new five year plan to increase clinical consultations in Welsh was published on the Health Board's website in October 2020. This plan can be found [here](#).

### **Areas for Improvement**

- Ensure managers understand and implement the Bilingual Skills Strategy. This will be included in the new management development course and delivered to recruiting managers in each Integrated Locality Group.

- Continue to develop a process for translating job descriptions and advertisements in collaboration with NHS Wales Shared Services Partnership.
- The new online corporate induction programme needs to be translated to ensure the Health Board complies with standard 97(ch).
- Extend the use of dedicated Welsh recruitment websites to promote Welsh essential jobs as well as local community group such as the Mentrau iaith.

### **Record Keeping Standards**

- The Patient Care and Safety team deal with all complaints on behalf of the Health Board and a record of these is held on a system called Datix. Information on making a complaint is available bilingually on the Health Board's website and a Welsh speaking member of staff is able to deal with enquiries through the medium of Welsh.
- The Health Board keeps a record of staff Welsh Language skills on ESR and provides staff with a list of Welsh speakers able to support patients on SharePoint which can be accessed when required.

- NHS Wales Shared Services Partnership keep a record of the posts advertised by the Health Board and provide a report in respect of standard 117 in April each year.

### **Standards which deal with Supplementary Matters**

- The document with which the Health Board is under a duty to comply, and the extent to which it is under a duty to comply with those Standards is available on the Health Board website and can be found [here](#).
- The Patient Care and Safety team deal with all complaints on behalf of the Health Board and a record of these is held on a system called Datix. Information on making a complaint is available bilingually on the Health Board's website and can be found [here](#).
- This report includes information on the way in which the Health Board has complied with the Standards with which it is under a duty to comply with during the period 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021. This report is available on the website.

## **2. The number of complaints received in relation to the Standards.**

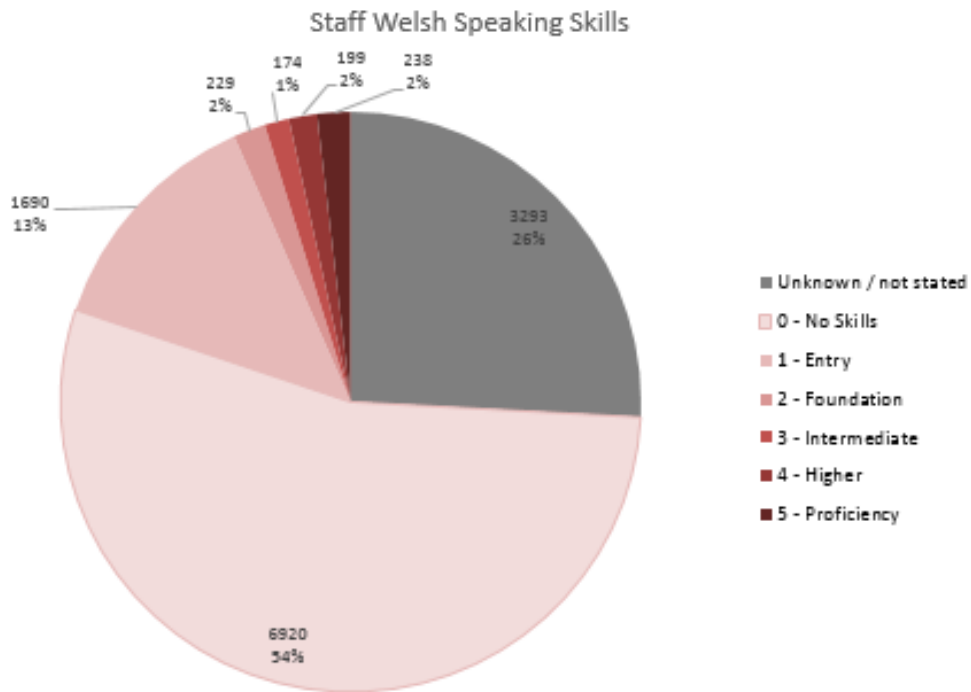
- The Health Board received one complaint during this reporting period in which the Welsh Language was mentioned.

The complaint was in relation to non-compliance on the Health Board's Facebook account. A post including a video was posted on the English Corporate Facebook page and was not available in Welsh on the equivalent Welsh page. This post was in relation to public COVID-19 information and the communications team believed the urgency of the post was covered by the Civil Contingency Act 2004. The complainant also received correspondence in English from a new member of staff. This message should have been referred to a Welsh speaking member of staff and an apology was issued. The complainant did not respond to the letter explaining the Health Board's actions.

In response to the complaint, new staff in the communications team have received information about the Welsh Language Standards and guidance on the Health Board's communications protocol.

## **3. The number of staff who have Welsh Language skills.**

The following graph depicts the Welsh skills (Speaking/Listening) of the Health Board's staff as of 31<sup>st</sup> March 2021.



- These statistics are the second set to be released which reflect the new post-2019 boundaries of the Health Board (following the incorporation of the Bridgend Local Authority area).

- The table below compares the numbers with those reported in the previous reporting year. The statistics show a small increase in the number of Welsh speakers in the health board at all skill levels.

Category	2019-20	2020-21	Change	% change
Unknown/unrecorded	3624 (29.20%)	3292 (25.84%)	-332	-3.36%
Level 0	6392 (51.49%)	6920 (54.30%)	+528	+2.81%
Level 1	1649 (13.28%)	1690 (13.26%)	+41	-0.02%
Level 2	207 (1.67%)	229 (1.80%)	+22	+0.13%
Level 3	160 (1.29%)	174 (1.37%)	+14	+0.08%



Level 4	169 (1.36%)	199 (1.56%)	+30	+0.20%
Level 5	212 (1.71%)	238 (1.87%)	+26	+0.16%

- This increase is not more than could be accounted for by the decrease in the number of staff whose skill levels are unknown (the biggest increase was seen in those reporting no Welsh skills). It is therefore not possible to definitively claim that the Welsh language skills amongst the staff body have increased, although this is likely given the increase across all levels.
- Statistics are based on staff group as reported by ESR. Levels refer to the NHS Language Skills matrix and are self-reported. All statistics refer to ability at 'Speaking and Listening'; figures are also collected for 'Reading' and 'Writing' and are available on request, but do not significantly differ from the above.
- A breakdown by Integrated Locality Group is available in **Appendix 2**.

**4. The number of new and vacant posts that we advertised which were classed as:**

- (i) Welsh Language skills essential**
- (ii) Welsh Language skills needed to be learnt**
- (iii) Welsh Language skills desirable**
- (iv) Welsh Language skills not necessary**

- The number of jobs and the Welsh Language skill level required advertised over during the last financial year April 2020 to March 2021 is as follows:

Total number of jobs advertised: **2406**

Jobs advertised which were classed as Welsh skills essential – **10**

Jobs advertised which were classed as Welsh skills needed to be learnt – **0**

Jobs advertised which were classed as Welsh skills desirable – **2206**

Jobs advertised which were classed as Welsh skills not necessary - **190**

- The number of jobs advertised as Welsh essential has increased slightly on the previous year. Roles where Welsh skills were considered essential included a concerns officer, a receptionist, a physiotherapy assistant and a medicines management call centre operator.
- Following the approval of the new Bilingual Skills Strategy in March 2020, opportunities to embed the strategy have been limited due to the COVID-19 Pandemic. The strategy will form part of an updated recruitment and retention policy this year as well as the focus of Welsh language awareness training in a new management course. The Health Board therefore expects the number of jobs advertised as requiring Welsh skills to increase in the next financial year.

## Conclusions and Proposed Actions

The Health Board made considerable changes to its working practices during 2020-21, partly due to the COVID-19 pandemic. We are working with the Project Management office to ensure that equality impact assessment is fundamental to the current 're-set' of services and this will provide further opportunity to embed the Standards.

Throughout the COVID-19 pandemic, the Welsh Language Team worked remotely to ensure patients received information bilingually and developed new digital resources for staff to use with patients. The Health Board has made considerable progress with the translation of patient letters and communication but there is a significant amount of work to do to ensure the Health Board is a fully bilingual organisation. The action plan below highlights the areas for improvement over the next year.

The Health Board intends to implement the following projects relating to the Welsh Language Standards during 2020-21:

<b>Type of Standard</b>	<b>Project</b>	<b>Department responsible</b>	<b>Timescale</b>
Service Delivery Standards	Identify and translate non-compliant patient letters and leaflets	Welsh Language Team	Ongoing

Service Delivery Standards	Continue to develop a bank of terminology in collaboration with NHS Wales' Translators and clinical experts. This will feed into the Welsh Government consultation	Welsh Language Team	Ongoing
Service Delivery Standards	Promote and monitor the use of the online auditing tool to ensure all wards and departments are compliant with the Standards.	Welsh Language Team Clinical Staff	July 2021
Service Delivery Standards	Promote and increase participation in the reception skills course	Welsh Language Team Facilities Primary Care Managers	December 2021
Policy Making Standards	Develop Welsh Language Awareness Training for Primary Care staff to ensure the Welsh Language Policy for Primary Care (standard 78) is implemented	Welsh Language Team Primary Care Managers	March 2022
Operational Standards	Ensure managers understand and implement the Bilingual Skills Strategy. This will be included in the new management development course and delivered to recruiting managers in each Integrated Locality Group.	Welsh Language Team Learning and Development Recruiting Managers	Nov 2021

Operational Standards	Continue to develop a process for translating job descriptions in collaboration with NHS Wales Shared Services Partnership	Welsh Language Team NWSSP	Ongoing
Operational Standards	Provide a fully bilingual Corporate Welcome induction for new staff	Welsh Language Team Learning and Development Team	Sept 2021
Operational Standards	Increase the numbers of staff attending Welsh courses focusing on confidence building.	Welsh Language Team	March 2022

# Appendix 1: Translation Update

## Translation projects completed or commenced during this statutory reporting period

### Project 1: Improve the availability of clinical terminology, and ensure consistency in the field

#### This project aimed to achieve the following:

- Establish a system of clinical supervision over terms coined by CTM's Welsh Language Services Team and other NHS teams;
- Establish a system for sharing these coined and verified terms with others in NHS Wales through a common platform, to promote consistency.

#### Advantages we saw in terms of compliance under the Welsh Language Standards:

- An increase in clinical terminology available to NHS Wales translators, that is terms that have been checked by clinical experts for translation work. This will ensure that translation work is of a better standard so that Welsh is not treated less favorably than English;
- Time savings as less time is spent researching and coining terms. The cumulative effect of this will be to free up translation staff time to focus on other pieces of work, which will have a positive impact on our level of compliance as further translation can be achieved;
- Correct terminology, to ensure that Welsh is not treated less favorably than English.

Note: We will respond in full to the Welsh Government's consultation on linguistic infrastructure and terminology, "National policy on Welsh linguistic infrastructure" in due course.

## **Project 2: CERI Chat Bot**

### **The aim of the project from the perspective of the Welsh Language Services Team:**

- Offer advice on machine translation to Health Board and IBM staff, and find and offer domain-specific data for the health field from the Health Board's translation memory resources;
- Translate up to 30k words to the highest standard for the Welsh language output of the chat bot.

### **Advantages we saw in terms of compliance under the Welsh Language Standards:**

- The Health Board's first ever chat bot available in Welsh without issue;
- As these types of technology are going to be increasingly used, it was important to include Welsh in this bot using artificial intelligence and professional translation services, to set the foundation for the future.

## **Project 3: Establish a protocol for translating clinical leaflets and other clinical information including the Readers' Panel**

### **The project aimed to achieve the following:**

- Create a formal protocol to be followed to ensure the quality and safety of clinical translation work, following best practice in the field based on research;
- Readers' Panel for translation work, to check the readability of clinical leaflets.

### **Advantages we saw in terms of compliance under the Welsh Language Standards:**

- Ensure the safety and quality of clinical leaflets and other forms of clinical information in Welsh, to ensure that the Welsh language is treated no less favorably than the English language.

Further information on these projects, including the project brief, is also available.

## Appendix 2: Breakdown of Welsh Skills by ILG

The following graphs depicts the Welsh Language skills of Cwm Taf Morgannwg University Health Board staff by ILG (Integrated Locality Group).

