



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

# Welsh Language Standards Annual Report 2023

JORDAN MORGAN-HUGHES  
WELSH LANGUAGE OFFICER



# Contents

- 4** Introduction
- 5** Accountability
- 6** Service Delivery
- 10** Policy
- 11** Operational Standards
- 15** Nurturing a Bilingual Community
- 18** Conclusion and Priorities for the year ahead
- 21** Record Keeping

# Introduction

Swansea Bay University Health Board has a statutory duty under the Welsh Language (Wales) Measure 2011 to produce and publish an annual report on its compliance with standards set by the Welsh Language Commissioner.

This report will illustrate how this Health Board has performed in relation to our compliance notice for the reporting period; 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023.

We recognise and understand that being able to offer and deliver services in Welsh is vital to many of our service users. We are committed to increasing our ability to operate bilingually whilst maintaining the high-quality care our patients expect.

Our dedicated staff are showing enthusiasm and commitment to delivering Welsh language services to patients, despite the significant pressures placed on all our services. For this, we must offer them our thanks and admiration.

Our Welsh Language Services Team are working proactively across the organisation to raise awareness of the Welsh language measure and the standards imposed on the Health Board. As a result of this work, we continue to see growth in demand for our translation service. During this reporting period our in-house team have translated over a million words for departments across the organisation. This is in addition to audio translation and transcription work also being conducted.

# Accountability

Producing an annual report is a public display of accountability. At Swansea Bay University Health Board, the content of our annual Welsh Language Standards report is scrutinised by members of the Welsh Language Delivery Group. It is then escalated for further scrutiny by the Workforce and Digital Committee and finally the Health Board before being made public.

The Director of Corporate Governance is the responsible officer for the Health Board under the Welsh Language Act, ensuring compliance with its requirements, advising on specific cases as necessary, and promoting Health Board-wide awareness of the legislation.

The Head of Compliance is responsible for leading on compliance with the Welsh Language Standards for the Health Board.

The Welsh Language Officer is responsible for providing specialist advice and direction to all departments across the Health Board in order to strengthen the provision of bilingual services, thus assisting the Health Board in delivering its statutory legal requirements in order to comply with the Welsh Language Standards (No.7) 2018 under the Welsh Language Measure (Wales) 2011.

The strategic guidance that this team offers to managers and staff across our organisation ensures that, as a body, we are interpreting and implementing the standards appropriately.

Our Welsh Language Standards Delivery Group exists to provide assurance to the Board that systems and processes are in place to enable the organisation to meet its responsibilities under the Welsh Language Measure. This group is chaired by an Independent Member of the Board, and reports through him to the Workforce and Digital Committee, which in turn reports to the Health Board.

This report has been compiled in line with guidance set out by the office of the Welsh Language Commissioner.

# Service Delivery

## Correspondence

Departments across the organisation send hundreds of pieces of correspondence to patients every day. These communications could be in letter form, or as an email, text message or update to our patient portal.

We have robust guidelines in place to support staff in preparing these communications, ensuring that the output created is of high quality and compliant with Welsh language legislation. Staff can access this guidance through the support pages, which are dedicated to the Welsh language on our intranet site.

This year we have carried out a significant project to improve the quality of the Welsh language letters some of our administration systems produce. This piece of work was completed during March and means that we can now have greater confidence in our Welsh language output.

We have also begun work on introducing Welsh language email addresses for areas of the organisation that receive a high volume of emails. Whilst providing a Welsh domain address is not within our authority, where we do have control of content, we are working to improve the user experience for our Welsh speaking patients. For example, our inquiries email address [SBU.Inquiries@wales.nhs.uk](mailto:SBU.Inquiries@wales.nhs.uk) now has a Welsh language equivalent [BIPBA.Ymholiadau@wales.nhs.uk](mailto:BIPBA.Ymholiadau@wales.nhs.uk). The domain name being in English has been raised as an issue with DHCW and they are considering how this could be addressed in the future.

Where a Welsh language email address exists, our webpages and correspondence have been updated to reflect this.

## Telephony

During this reporting period we have started a major project to update our automated telephone lines. This project will see all Health Board telephones lines which use routing systems re-recorded, so that we can offer greater sound quality for all callers and a better experience for Welsh speaking callers. Significant progress has been made on this project, with many lines now live. It is anticipated that the project will be complete by the end of 2023.

To complement this project, we are also delivering in-house training to all staff who regularly answer incoming phone calls from members of the public to ensure that they understand how to respond if presented with a request for a Welsh language service. Staff engagement with this training has been high, with all members of staff of our main switchboards having completed the training by the end of January 2023. The training was then rolled out to departmental staff across the organisation from February 2023. The aim of this training is to educate relevant staff of the legal requirement to be able to offer a service to callers in Welsh as well as the procedures to follow if they receive a request for a Welsh service and are not able to deliver that personally.

We continue to offer support and guidance documents around handling telephone calls on our dedicated support pages on our intranet site. These pages also contain recordings of useful Welsh phrases so that staff who have little, or no Welsh can hear and learn pronunciation with a view to introducing more Welsh into their interactions with Welsh speaking patients.

## **Meetings**

A wide variety of meetings are conducted across the Health Board each day. We have refreshed our guidance around meetings so that staff who are regularly arranging meetings understand when it is appropriate to collect language preference information from participants and how to respond to that information when a participant would prefer to use Welsh.

We hold a wide range of meetings. They can vary from case conferences and inter-agency meetings to internal meetings and public meetings of the Health Board. The requirements placed upon us under the Welsh language standards can be slightly different for each of these, so it is important that staff understand what is required of us and know who to contact for support.

Guidance has been created for staff which is accessible through our intranet site, and our Welsh Language Officer is able to support staff with further advice and booking simultaneous translation when required.

## **Publicity, Display Materials including signage, Documents and forms.**

Our in-house translation service continues to support staff to produce high quality written materials in Welsh. Our Welsh language policy requires that all signage and posters produced by us are bilingual and that documents and forms for use by the public are available in both languages at the time of publication.

There is a high level of awareness of the need to publish text bilingually across the organisation and we are seeing consistent growth of demand for translation of written materials. To ensure that our translation resource is used effectively, where possible, templates for frequently used texts and quick reference translations have been produced and published to our intranet site. This has been particularly useful in reducing the number of requests for translation of job titles and department names.

The Health Board has thousands of signs across its estate. All signage installed since the introduction of the Welsh language standards has been produced in line with guidance produced by the Welsh language commissioner. Guidance has been issued to support staff in identifying non-compliant signage which was installed prior to the imposition of the standards. As costs to replace signage would be prohibitive, such signage will be brought into compliance when it reaches the end of its useable life.

## **Website and social media**

The Health Board has a fully bilingual web presence. Updates to our English website are automatically translated by machine to produce our Welsh website [www.bipba.gig.cymru](http://www.bipba.gig.cymru). The automated translations are proofread for quality before

being made live at the same time as updates to our English language site. As the website is maturing, we are seeing improved quality translations being produced, with reduced interventions required by our translators.

Our English website carries a statement in bold at the foot of each page informing the visitor that the page is available in Welsh. We regularly sample the Welsh language website for quality and accuracy to ensure that it is compliant with the Welsh language standards.

Our organisation has a presence on the following social media platforms where we operate separate Welsh and English corporate profiles.

	English Account Subscribers	Welsh Account Subscribers
Facebook	43, 969	171
Twitter	19, 239	339
Instagram	1, 075	79
LinkedIn	2, 951	8

### Reception services

Each of our hospital sites has a main reception area run by volunteers, complemented by smaller reception areas within each department run by Health Board employees. Each of these desks display the Iath Gwaith logo prominently, and staff who can speak Welsh are encouraged to wear either a lanyard or badge with the same logo. For staff and volunteers who wear a uniform, we can also arrange for the logo to be embroidered when new uniform is ordered. We aim to offer a consistent bilingual service at each of our reception points and have developed training to support staff in achieving this. Where a reception desk is manned by a volunteer or staff member who does not speak Welsh, that member of staff will be aware of the procedure they must follow to support the visitor in accessing a Welsh service. The training offered covers this and equips staff with tools to make the Welsh speaking visitor feel welcome.

Reception staff and volunteers are offered access to courses to improve their Welsh language skills, as are all Health Board staff. The initial course is 10 hours of online study aimed at staff working in a Health care environment. On completion of this course, staff who wish to continue developing their skills are supported to continue their learning through courses provided in the local community.

- Morrison Hospital

16 members of staff cover the reception desk within the Emergency Department (ED). Of these, 2 (12.5%) are Welsh speakers.

10 directly employed staff provide main Outpatients Department reception services, 2 of whom (20%) are Welsh speaking.

- Singleton Hospital

15 part-time staff provide reception services for our Outpatients department at this hospital. None of these staff speak Welsh.

- Neath Port Talbot Hospital

9 staff provide reception services on a rota at our Minor Injuries Unit. 1 of them is a Welsh speaker. (11.1%)

20 staff welcome patients to our main Outpatients department at this hospital. 1 (5%) of them is a Welsh speaker.

We continue to monitor the reception services offered at our main hospital sites for quality and patient satisfaction. In a recent survey which asked the question “Were you able to speak Welsh to staff if you needed to?” 66% of those to whom the question was applicable responded “Always”, with only 14% responding “Never”.

### **Awarding of contracts**

Our process for awarding of contracts is managed centrally by our partners at NHS Wales Shared Services Partnership. The process complies fully with the requirements of the Welsh language standards.

### **Primary Care**

We support our colleagues in primary care to carry out the six duties imposed on them by the Welsh Language Commissioner. We regularly circulate information to the sector to raise awareness of the obligations placed on them and we continue to offer support in promoting any services that can be offered by a primary care contractor in Welsh. We offer a limited translation service to the sector to ensure that signage and notices displayed by them at their premises are bilingual. This service is offered without charge.

# Policy Making Standards

The requirement to consider the effects on the Welsh language of any changes we make to our services or organisational structure are embedded in our policy development and review processes. We are committed to ensuring that any effects on the language as a result of policy change are either positive or neutral.

Our five-year Quality Strategy, which was launched in March 2023, acknowledges the importance of the Welsh language in providing high quality care to our patients and communities and gives a commitment to supporting the organisation in meeting our responsibilities under the Welsh Language Standards.

All new policies and those which are reviewed are subject to an Equality Impact Assessment which includes robust testing of effects on the Welsh language. This procedure applies to all Health Board policies; however, key policies are also subject to scrutiny by the Stakeholder Reference Group. The terms of reference of this group require at least one member be appointed as champion of the Welsh language and for them to address any issues that become apparent as part of the review process.

When undertaking consultation with the public, we have ensured that all documentation has been made available in Welsh and distributed along with English versions. This has meant that those documents have been readily available to Welsh speaking members of our community without them having to make a request.

Our commitment to improving the experiences of Welsh speaking service users as well as our process for considering the impact on the language is always outlined in these documents. Whilst we provide these documents in text format, we are also prepared to provide them in braille and audio formats in Welsh if required.

# Operational Standards

## Internal use of Welsh language

Our policy on the Welsh language establishes organisational responsibilities with regard use of the language throughout our internal operations. This policy aids staff in remaining compliant with the Welsh Language Standards and helps in promoting and facilitating the use of Welsh across our organisation.

Our Welsh Language Delivery Group are currently conducting a periodic review of the content of the policy and this process will be completed by the end of 2023.

## Software packages

We offer all our staff the option of installing software on their computer systems which will facilitate them using their Welsh language skills in their work. The software packages approved for use on our networks are:

Cysgliad – This suite of programmes offers a Welsh to English and English to Welsh dictionary, as well as a spelling and grammar check function.

To Bach – This programme, once installed, allows the user to access special characters used frequently in Welsh by means of a simple shortcut key stroke.

Microsoft 365 Interface - Microsoft have launched a Welsh language interface for their 365 suite of programmes. Staff can access and apply this interface through their personal user settings.

We regularly monitor the market for new applications which could support our staff in using their Welsh language skills in the workplace.

## Intranet

We have developed comprehensive support pages which can be accessed by all our staff and volunteers through our intranet site. These pages can offer staff help and guidance on all aspects of using the Welsh language in their role, whether they are fluent in Welsh, or only understand a few basic words and phrases.

Staff can access guidance on handling telephone calls and responding to correspondence, as well as information on how to use Welsh effectively in meetings and when posting to social media.

Through these pages, staff can also access information about the services offered by our translation team, learn more about the steps the Health Board are implementing to raise the profile of the Welsh language across our services, and access further details about legislation relating to the use of Welsh.

## **Documents and procedures relating to employment.**

Swansea Bay University Health Board automatically issue all its contracts of employment to staff bilingually.

We use the national ESR system to process annual leave and absence reporting. Due to linguistic limitations of the platform, it is not possible for us to implement these processes in Welsh at present. This is an issue that is not unique to us here at Swansea Bay and our partners at DHCW and NWSSP continue to push for improvements to the system at a UK level.

We manage the process of recording and supporting staff through sickness absence at a local level. All paperwork associated with this procedure is available to staff in both English and Welsh.

During this reporting year we have increased the number of organisational policies which are available in Welsh and continue to keep which policies require translation under review.

As an employer we are fully committed to ensuring that our staff can engage with us in the language that they are most comfortable using.

## **Linguistic profile of our Workforce**

At the end of March 2023, 30.2% of our workforce had self-assessed their Welsh language skill levels and recorded that information on the Electronic Staff Record (ESR). Up until recently, this Health Board had not had the functionality within ESR for staff to record this information. We are pleased to report that we have now overcome this obstacle and are working at pace to increase the data we hold in this area. At the time of publishing this report 39.88% of staff have recorded their skill level with us.

Members of the Welsh Language Services team have been holding engagement sessions with staff and circulating frequent briefings encouraging staff in all roles across the Health Board to complete this information.

Where we identify a staff member with sufficient Welsh language skills to be able to converse with patients and visitors, we are providing them with Iaithe Gwaith badges and lanyards to raise awareness of their Welsh ability not only to members of the public, but also to colleagues. To the same aim, we are also providing staff with appropriate badges to include in email signatures.

During the reporting period, we have also introduced a Welsh language awareness module as mandated by Welsh Government. This module offers our workforce some context to the work we are doing to comply with the Welsh language standards. The module also looks at specific case studies where staff and patients relay their experiences using the Welsh language in the workplace and how this has improved the quality of care that patients have received. At the time of publication of this report 74.31% of the workforce have completed this training.

## **Opportunities to learn Welsh.**

All our staff have access to resources to help them learn Welsh. The first step in this journey will be 10 hours of self-study courses tailored for staff working in a health care environment. These courses are provided by the National Centre for Learning Welsh. These courses can be studied at the learner's own pace, and the modules can be reviewed by them at any time. On their completion, staff can advance to a range of courses offered in the community, and our Welsh Language Officer can offer support to staff who need assistance in finding an appropriate course. The Health Board can also offer funding and study leave for staff to pursue this learning.

Following a feasibility exercise at our headquarters to gauge interest in entry level classes, 64 members of staff registered their interest with managers approval. As a result of this interest, two pilot classes will launch in May of 2023. The cohort will be made up of staff from a range of departments based at headquarters and if successful, we will look to roll out classes at other Health Board locations into the future, subject to funding.

## **Public address and recorded announcements**

We do not use live public address systems at our sites. We do make limited use of pre-recorded messages at our hospitals. We use them at our main entrances to remind visitors that smoking is not permitted on hospital grounds. These messages are bilingual. We also use them in lifts across our sites to announce arrival at each floor as well as other safety information. Unfortunately, not all the lifts are currently able to announce bilingual. Maintenance and service of our elevators is carried out under a nationally negotiated service agreement. This means that we have limited influence to demand upgrades to their capabilities. Our estates officers are aware that some of the equipment on our sites is non-compliant with our compliance notice, and they continue to push for system upgrades.

2 out of 3 lifts at Neath Port Talbot Hospital announce bilingually.

5 out of 10 lifts at Singleton Hospital announce bilingually.

There are a total of 20 lifts at the Morriston Hospital site and this site manager is also responsible for the one lift at Cimla Hospital. Of the total 21 lifts, 8 of them announce messages bilingually.



# Nurturing a Bilingual Community

We offer our staff a programme of informal opportunities to use and develop their ability to use the Welsh language and develop a greater understanding of Welsh Culture.

Our Cornel Cymraeg project is aimed at staff who have a good knowledge of Welsh but lack the confidence to use it. The group was established as a virtual activity which was well supported. The group meets at varying times on varying days, so that no member of staff who wishes to take part is excluded due to their working patterns. The activities offered vary from quiz sessions to discussions around popular Netflix programmes and as the group continued to grow and establish itself in-person activities have also been offered. The group is made up of 30 members and sessions regularly see 10 people in attendance. We see this activity as being a key component of our language skills development support for staff and will look to develop this programme further into the future.

We have also worked collaboratively with officers from other health boards to offer regional activities for our staff. We staged a big quiz for 'Diwrnod Shwmae' and celebrated the 'Hen Galan' with a talk from an expert on the Mari Lwyd.

The culmination of this work was the successful staging of the inaugural NHS Eisteddfod. This saw competitors from all over Wales submit entries to competitions for literature, paintings, sculpture and photography. The competitions were adjudicated by experts in their fields and the standard of submissions was exceptionally high. We are proud that a member of our team here at Swansea Bay was declared winner of the photography category.

We understand that compliance with the Welsh language standards and the implementation of the More Than Just Words strategy are vital to growing our ability to deliver services to patients in Welsh if that is their preferred language. However, we also recognise the positive effect that the provision of accessible social activities promoting and encouraging the use of Welsh can have on staff confidence and their willingness to use their skill in a professional environment.

# Staff Profile

## Jomi Jose – Individual Patient Care Commissioning Officer

I was born in India and grew up in the Middle East. I have always been fascinated by languages, I already speak five and after moving to Swansea in 2016 learning Welsh became an ambition of mine. My interest in the language grew stronger after meeting my girlfriend, who is a fluent Welsh speaker. I wanted to be able to communicate with her in her own language.

I have started learning Welsh through lessons provided by the Health Board. I am at beginner level and can understand little bits, but I'm not very good at speaking it yet. My girlfriend is helping me practice at home and she was very impressed when I proposed to her in Welsh.

I am really enjoying learning Welsh and feel that I am making progress. I am learning new words and phrases every day, and my confidence is growing all the time. I know that my Welsh learning journey is likely to be long, but I am determined to keep going. I'm having fun learning Welsh. It is challenging but also rewarding. I am learning about a new culture, and I am expanding my linguistic horizons.

Working for the NHS, I am aware that there is a growing demand for Welsh-speaking staff. There are several benefits to using Welsh across our services. For patients, it can mean that they can communicate with their healthcare providers in their own language. This can help to improve their understanding of their care and treatment. For staff, it can mean that they can better understand the needs of their patients, helping to create a more welcoming and inclusive environment for patients and staff alike.

I believe that learning Welsh will benefit my career in the NHS. It will allow me to communicate more effectively with my patients, and it will help me to connect with my colleagues and other healthcare professionals across Wales. I am confident that learning Welsh will make me a more effective and well-rounded healthcare professional.

I am excited to continue learning Welsh, and I am confident that I will become fluent one day. I know that it will take a lot of hard work, but I am up for the challenge. I am also motivated by being able to communicate with my girlfriend in her own language. That is something that I have always wanted to do, and I am excited to make it a reality.

# Staff Profile

## Eleri Ash – Clinical Nurse Specialist – Tŷ Olwen

There is one common theme that I recognise when using Welsh. It makes people feel safe. Safe in my care. They sometimes feel that they receive better care because I am likely to better understand their feelings when they express their thoughts and fears in their native language. This often increases confidence and lifts spirits.

Having used my Welsh skills since starting my career, I have found that they have helped me in a variety of roles I have had over the years. I use it with colleagues who speak it, but it has been of particular help to me in my roles working with the elderly and with patients with dementia. Often, hearing and conversing in Welsh will help settle a dementia sufferer.

My current role in Palliative care sees me having deep conversations with 'end of life' patients who have a life-limiting illness, about their diagnosis, prognosis and treatment while facing death. Using the Welsh language with patients who speak Welsh can make discussing these themes easier for the patient and their families.

I conduct detailed holistic assessments which consider physical, psychological, social and spiritual needs. I ask questions to try and reach the root cause of problems and try to suggest how we can make situations easier or better for the patient in the time they have left. Being able to do this in the patient's preferred language is essential.

Good communication can make a big difference to the patient experience and to the experience of the friends and family the patient leaves behind. We must ensure that there is an understanding of what is happening, using language that is understood fully. My experience of using Welsh professionally has given me a greater appreciation of the importance of using other languages and communication methods such as BSL, lip reading or other minority languages as well as the way differences in culture can impact the how a patient copes with their care.

Being the only professional who can respond to the expectations and hopes of Welsh speaking patients can sometimes be a burden; however, I realise that I am making a difference. My team will ask me for support in visiting patients who need a service from us in Welsh so that they are offered the best care possible. I hope that in time we will have more Welsh speakers to share this responsibility.

I feel honoured that my contribution can make such a difference to our patients. It is important that patient dignity is maintained by being able to offer care in Welsh to those who need it.

# Conclusion and priorities for the year ahead

It is no secret that services provided by the NHS in Wales continue to face unprecedented pressures. Whilst the pandemic may now be behind us, the aftereffects will remain with us for many years to come. The current financial pressures being felt across the country are also having an impact on Health Care providers and despite these pressures, we are continuing to make progress with the Welsh language and our staff continue to be willing to engage.

Feedback collected from our patients has shown once again this year that a high percentage of those who needed to speak with our staff in Welsh were able to do so. We collect this information from patients by means of surveys distributed after contact with us. This could be via SMS message, email or interactive voice recognition.

We have conducted a thorough review of all our automated telephone lines. We have spent time reviewing, upgrading and re-recording content to ensure quality and consistency in the Welsh language messages presented to the public. We are now in the final stages of this project and anticipate that all upgrades will be completed by the end of 2023.

We have introduced an all-Wales training module around Welsh language awareness to our staff. We were pleased to see a high level of staff engagement with this module from its introduction. Feedback from staff has been positive and we have seen an increase in requests for 'Iaith Gwaith' badges and lanyards as a result. To put the training offered in this module into context, our Welsh Language Services team have been delivering face to face training for staff across the organisation which looks at our community profile, common myths associated with the Welsh language and how even non-Welsh speakers can contribute to improving the service we offer our patients who need their care in Welsh.

We will continue to prioritise increasing the data we hold around the Welsh language skills of our staff. We recognise that this data is the foundation of our future workforce plans and is at the core of being able to increase our ability to offer services in Welsh to patients.

Historically, Swansea Bay managers and staff have had limited access to the full range of tools within ESR. There has been a programme of developing access to self-service provisions, but this has not included the pay impacting areas. We have introduced a different approach to our use of ESR in recent years, but the adoption of the system by staff and managers across the workforce has not been as quick as we would have liked. This is a cultural challenge for us, which is inhibiting our ability to capture and develop data in multiple areas. Reluctance of our staff to use the system is holding us back.

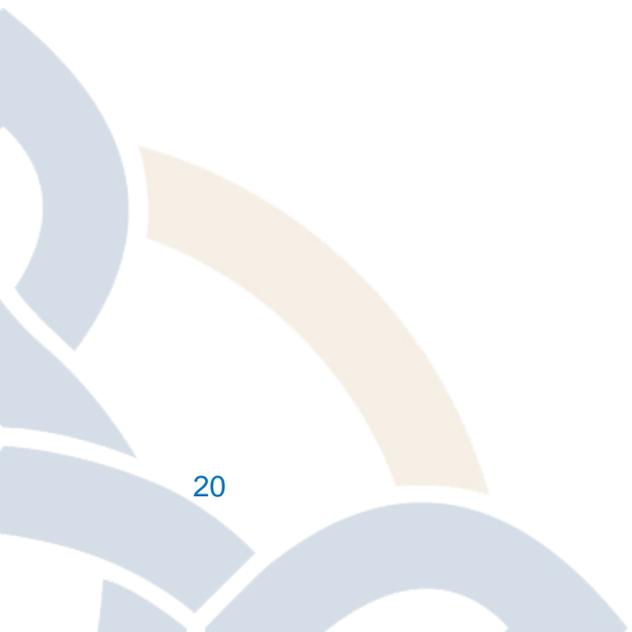
To overcome this, we are actively educating and encouraging staff to use ESR in its current form. However, this is presenting its own challenges. The system was built some time ago and developed over time. It is not intuitive to the contemporary digitally literate staff member. A National programme of work to procure a new workforce system solution for the NHS in Wales has begun. This project is in the initial stages of development, and we have volunteered our Health Board to be an early adopter of the new platform. Throughout development and when ready for testing and roll-out, Swansea Bay will be a key contributor to the project which will enable us to ensure that the new platform is fit-for-purpose and user-friendly.

We have developed a positive relationship with Swansea University which will benefit our staff members wishing to learn Welsh. We will continue to build on this relationship over the coming year with a view to offering learning opportunities to staff across all our sites. We will also work with the National Centre for learning Welsh to deliver tailored learning and coaching opportunities for staff who have a good understanding of Welsh but lack the confidence to use it professionally. We will also collaborate with external providers to ensure that staff who would benefit from fully immersive intensive coaching can take advantage of opportunities offered either virtually or by means of residential courses.

We will also continue our work of monitoring corporate and departmental compliance with the Welsh language standards, requiring service managers to conduct periodic self-assessment of their ability to comply in all areas of their delivery and present to our Welsh language delivery group. This group offers the clear strategic vision for our Health Board, supporting teams across the organisation to set achievable targets to embed the Welsh language across their provision. The Welsh language delivery group, through the Welsh language services Team will conduct compliance appraisals on thematic areas throughout the year.

The demand placed on our in-house translation service continues to grow, as do requests by departments for support from our Welsh Language Officer and Welsh Language Assistant. We will keep under continued review the resource available to the Welsh Language Services Team to ensure their ability to continue to effectively support departments across the organisation.

Our Welsh language Officer will continue to work collaboratively with other Health Boards, Trusts and Services across Wales to further the Welsh language agenda within the Health Care Sector. We will also develop links with other public bodies not connected to Health in order to learn from initiatives taking place elsewhere and to share best practice. We will also keep open effective lines of communication with the office of the Welsh Language Commissioner to ensure continued progress in meeting those obligations set out in our compliance notice.



# Record Keeping

## **Appendix 1**

**Record of New and Vacant Posts**

## **Appendix 2**

**Welsh Language Staff Competency**

## **Appendix 3**

**Complaints**

## **Appendix 4**

**The Welsh language in Swansea and Neath Port Talbot**

## **Appendix 5**

**Patient Experience – Survey Feedback**

## Record of New and Vacant Posts

### Recruitment

Statistics relating to the Welsh language status/requirements for jobs advertised by the Health Board during 2022/23 are set out in the table below. We have seen a significant decrease in the number of posts advertised as 'Welsh Not Required' when compared to last year.

We continue to keep our bilingual skills strategy under review, emphasising the need to ensure that the Welsh language requirements of all vacancies are robustly assessed prior to any advertisements being placed. This will help to ensure the development of a workforce with the capacity to deliver care and services in the recipient's preferred language.

Posts advertised by us between 01 April 2022 and 31 March 2023.

Category	Number of posts
Welsh Essential	6
Welsh Desirable	2411
Learn Welsh Following Appointment	0
Welsh Not Required	281
<b>Total</b>	<b>2698</b>

We are fortunate to have the use of the TRAC website and also NHS Jobs which enables us to promote and administer posts through the medium of Welsh. Both gateways enable applicants to submit applications in Welsh, and all communication with the applicant is bilingual. Applications submitted to us in Welsh are given priority by our translation team, so that managers can score the application within a specified timeframe. The electronic application form asks the applicant if they wish any interview to be conducted in Welsh, and we have a process in place to enable this to happen.

Staff Welsh Language Competency

Total staff headcount	13, 724
Total staff yet to record WL competence	9, 572
Total staff with at least one competence recorded	4, 152
Total staff with at least one competence recorded (%)	30.25%*

*\*This figure has increased to 39.88% at the time of publication of this report*

Welsh Language Competence

Competence	Speaking/Listening	Reading	Writing
Level 5	244	238	207
Level 4	241	233	178
Level 3	179	129	143
Level 2	202	210	229
Level 1	848	796	716
Level 0	2436	2430	2518
Not recorded*	2	1	1

Welsh Language Competence (%) *(Of those with competencies recorded)*

Competence	Speaking/Listening	Reading	Writing
Level 5	5.87%	5.89%	5.18%
Level 4	5.80%	5.77%	4.45%
Level 3	4.31%	3.19%	3.58%
Level 2	4.86%	5.20%	5.73%
Level 1	20.42%	19.71%	17.93%
Level 0	58.67%	60.19%	63.07%
Not recorded*	0.04%	0.02%	0.02%

*\*Not recorded refers to those staff members who have opted not to record at least one element of competency. Speaking/Reading/Writing.*

Welsh Language Competence at Levels 4 and/or 5

Competence	Speaking/Listening	Reading	Writing
Level 4 and/or 5	485	471	385

### Complaints

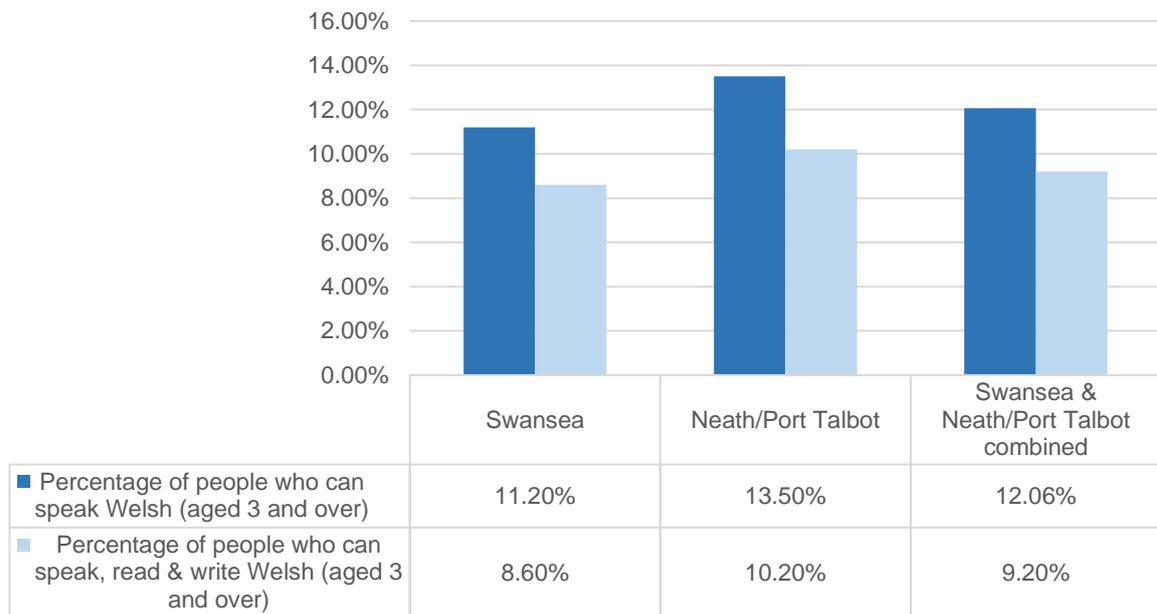
Details of the Health Board's complaint procedure, including complaints relating to our compliance with the Welsh Language Standards, are published on our website in line with the requirements of our compliance notice.

During this reporting period, our complaints team have overseen 1 complaint relating to a possible breach of the Welsh Language Standards. This complaint related to our use of English only e-mail addresses. The action we have taken to address this has been referenced in the 'correspondence' section of this report.

## Cymraeg in the Community

The number of people who are able to speak, read and write in Welsh is captured as part of the national census. The results of the 2021 census were released earlier this year and data for the communities we serve is shown here.

### Welsh speaking, reading & writing skills

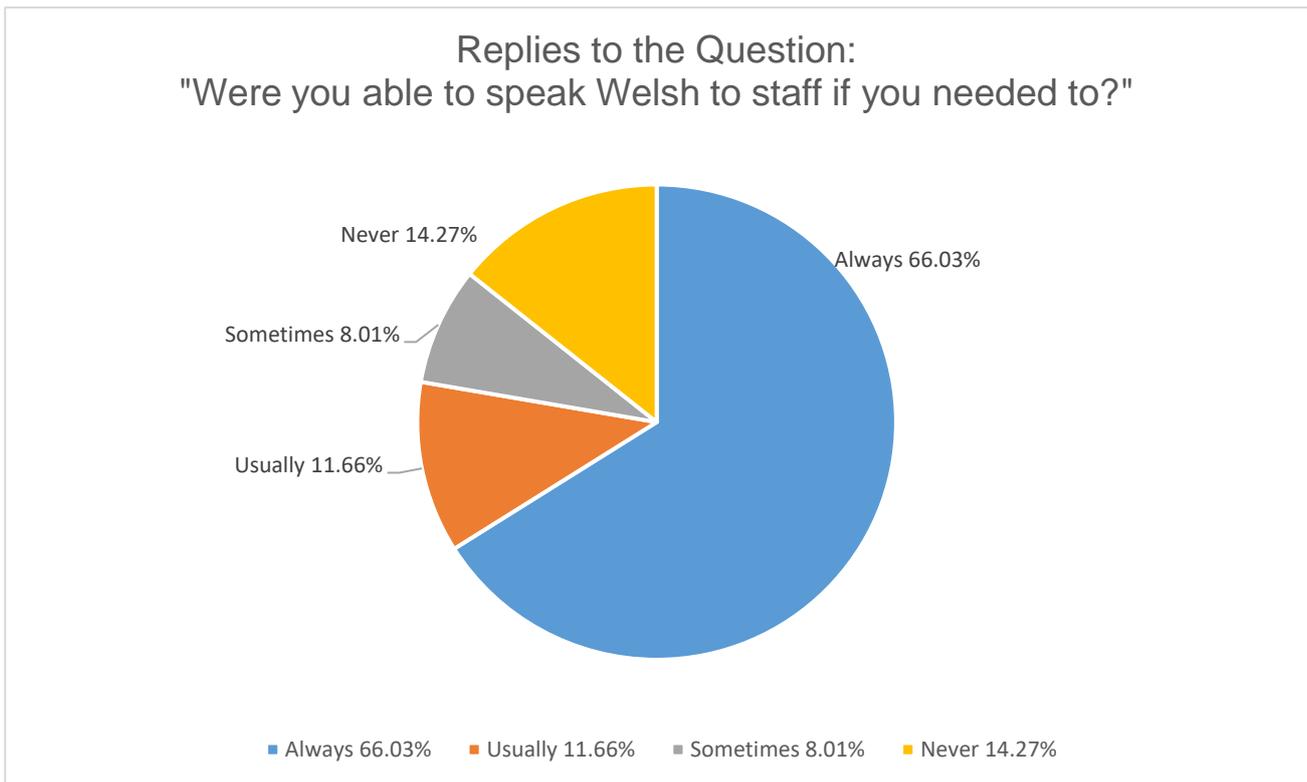


### Office of National Statistics (ONS) data

We use ONS data to guide our ambitions in developing a bilingual workforce. We are aiming to demonstrate a greater correlation between the two data sources as we develop the skills of our current workforce and recruit more Welsh speakers into key 'More than just words' roles.

Patient/Service User Experience

Survey Feedback



*This question was asked during the 2022-23 reporting period.*

*Total number of respondents 11,348  
The question was 'not applicable' to 9,702 (85.49%) of respondents.  
The data presented is based on the responses of the 1,646 persons to whom the question was relevant.*

**You can direct questions relating to this report to:**

Welsh Language Services Department  
Swansea Bay University Health Board  
Headquarters  
1 Talbot Gateway  
Baglan  
SA12 7BR

[SBU.Cymraeg@wales.nhs.uk](mailto:SBU.Cymraeg@wales.nhs.uk)

