

Welsh Language Standards Annual Report 2022-2023



South Glamorgan Community Health Council (CHC) is the independent voice of people across Cardiff & Vale of Glamorgan who use NHS services. We are made up of local volunteers who act as the eyes and ears of patients and the public.

There are 7 CHCs covering different parts of Wales. With the Board of CHCs [the Board] existing to support, assist, advise and manage the performance of CHCs. It represents the collective views of CHCs across Wales.

An electronic copy of this document can be found on our website: www.southglamorganchc.wales

This document is also available in Welsh. If you would like this publication in an alternative format and/or language, please contact us:

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Executive summary

Within this our third Welsh Annual Report set against the backdrop of the standards we are now having to comply with.

The self-assessment clearly provides the South Glamorgan CHC Executive Committee the assurances that as a public body we are compliant or working towards full compliance against the Welsh language standards.

We are very pleased that we have attained such a good level of compliance. However, we are not complacent and will continue to develop our services and reach out into our communities and encourage them to interact with us through the medium of Welsh.

We are actively promoting the use of the Welsh Language in everything we do, and this extends into our public engagement and advocacy services.

The South Glamorgan CHC has confidence that the use of the Welsh Language will increase in our area and therefore it is really important that we continue to work on a firm foundation as demonstrated in this report.

We welcome support and advice from our local communities on the use of the Welsh Language in our work and will of course take note of any suggestions for us to take forward in the future.

Introduction

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on the 7 CHCs across Wales and the Board of CHCs to comply with standards relating to the Welsh language. The Welsh Language Standards [“the standards”] came into force on 30 May 2019.

As 8 separate statutory bodies, made up of 7 CHCs and the Board of CHCs all have received separate notification of the Standards that apply to them, determined by the Welsh Language Commissioner and based upon their particular circumstances.

The link below provides details of the standards that have been applied to South Glamorgan Community Health Council.

www.southglamorganchc.wales

Stephen Allen, Chief Officer, has overall responsibility at South Glamorgan CHC for the Welsh language. He is responsible for ensuring the implementation of the standards from day to day.

Our Governance committee has reviewed and scrutinised this report and our Executive Committee has approved this for publication.

Our year at a glance

All Welsh Language calls are now received via the central Welsh line. We do not have figures on how many calls relating to SGCHC were received

We continued to provide our services bi-lingually including complaints advocacy

We updated our website to ensure compliance and we produced and placed online bi-lingual complaint forms to ensure ease of access

As part of our role we hosted engagement meetings and arranged simultaneous translation for these events

What we've been doing

During 2022 the CHC through our hard efforts and determination are pleased that despite the challenges faced due to staff shortages and the continued effects of the pandemic, we maintained and actually improved our position in relation to the standards.

Handling complaints about the Welsh language

Our 'making a complaint about us' procedure sets out the process for dealing with complaints about compliance with the Welsh language standards. You can find out more at the following link <https://southglamorganchc.nhs.wales/files/our-governance/chc-internal-complaints-procedure-pdf/>

During the period between 1 April 2022 and 31 March 2023 we received no complaints in relation to the Welsh language.

How we have met the Welsh language standards in 2022-2023

South Glamorgan CHC has met the standards, through a comprehensive self-assessment against the Board of CHC compliance criteria with the standards. The detailed findings are included at **Appendix (A)**. A summary of our assessment is shown in the following paragraphs.

Service delivery standards

These standards focus on providing services. Their aim is to promote and facilitate the use of Welsh or to ensure that the Welsh language is not treated less favourably than the English language in service provision.

They cover the Welsh language services we provide to the public, e.g. services by telephone, using the Welsh language in meetings, letters and documents, on-line services.

Service Delivery	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards	46 Increase by 6 areas	2 Decrease by 2 area	0	1

South Glamorgan CHC continues to promote and facilitate the use of the Welsh Language across all our functions. In the last report we indicated we would concentrate on the red areas we are pleased to advise the progress we have made against the standards

Policy making standards

The policy making standards require us to consider the effect that its policy decisions may have on people's opportunities to use Welsh and the guiding principle not to treat the Welsh language less favourably than the English language.

These standards require us to do the following 3 things:

1. consider the effects or impacts of our policy decisions on the Welsh language (both positive and negative);
2. consider how to increase positive effects, mitigate or reduce adverse effects and take all opportunities to promote the use of Welsh'
3. seek views on the effects on the Welsh language when engaging or consulting and to seek the views of Welsh speakers and users of the language.

Policy making	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards	9	0	0	0

South Glamorgan CHC has made progress against these standards and are pleased to note we are now fully compliant.

Operational standards

These standards deal with the way the Board and CHCs promote and use Welsh internally, working towards a bilingual workplace.

Operational Standards	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards	16	0	0	0

We have promoted the use of Welsh internally by undertaking a new Welsh word a week scheme where we are supported by a fluent member of staff to enable other staff to progress in the language. We are pleased by the end of this period we were fully compliant.

Record keeping standards

This standard covers keeping a record of the number of complaints received relating to our compliance with the standards.

Record keeping	Compliant	Working towards	Non-compliant	Not applicable
Number of Standards	1	0	0	0

South Glamorgan CHC has undertaken a review of its contacts and recorded language of choice. We have a constant reminder to staff to remember to seek this information.

Welsh language skills

We have reminded staff of the opportunities to learn Welsh and the importance on how this will enhance the support to our constituents. We have introduced a Welsh Word of the week scheme where we are supported to learn a word a week and use it in context.

We asked our CHC staff to self-assess their Welsh language skills using the framework at **Appendix B**. The table below shows the results:

WELSH LANGUAGE SELF-ASSESSMENT COMPETENCIES MATRIX							
Numbers and levels of Welsh speaking staff working in South Glamorgan CHC							
Pay band	0	1	2	3	4	5	Total
8b		X					1

7						X	1
6	X						0
6	X						0
6	X						0
5	X						0
4	X						0
4	X						0
4	Vacant						0
3	X						0

Staff attending Welsh language courses

One member of staff is currently attending a weekly Welsh course. All staff have completed the NHS Wales Welsh language assessment training.

Staff recruitment

The table below shows the number of vacancies advertised during the year requiring:

- Welsh language skills essential
- Welsh language skills need to be learnt when appointed
- Welsh language skills desirable
- Welsh language skills not necessary

Category	Advertised internally	Advertised externally
Essential	0	0
Learnt when appointed	0	0
Desirable	3	3
Not necessary	0	0
Total	3	3

Looking forward

We are pleased with the progress made since our last report and we ensure further encouragement of staff to learn Welsh and to actively promote the use this internally and with members of the CHC.

We continue to ensure that both social media and website platforms also help to promote the use of Welsh from the wider general public in accessing our services.

Welsh language self-assessment tool

	LISTENING / SPEAKING	READING / UNDERSTANDING	WRITING
LEVEL 0 NO SKILL	<ul style="list-style-type: none"> • No appreciable ability 	<ul style="list-style-type: none"> • No appreciable ability 	<ul style="list-style-type: none"> • No appreciable ability
LEVEL 1 ENTRY	<p>I can:</p> <ul style="list-style-type: none"> • Pronounce Welsh words, place names, department names, etc. • Greet and understand a greeting. • Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. • Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...' • State simple requests and follow up with extra questions / requests in a limited way 	<p>I can:</p> <ul style="list-style-type: none"> • Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters. 	<p>I can:</p> <ul style="list-style-type: none"> • Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.
LEVEL 2 FOUNDATION	<p>I can:</p> <ul style="list-style-type: none"> • Understand the gist of Welsh conversations in work • Respond to simple job-related requests and requests for factual information 	<p>I can:</p> <ul style="list-style-type: none"> • Understand factual, routine information and the gist of non-routine information on familiar matters 	<p>I can:</p> <ul style="list-style-type: none"> • Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area

	<ul style="list-style-type: none"> ● Ask simple questions and understand simple responses ● Express opinions in a limited way as long as the topic is familiar ● Understand instructions when simple language is used 	related to my own job area, e.g. in standard letters, leaflets, etc.	
LEVEL 3 INTERMEDIATE	<p>I can:</p> <ul style="list-style-type: none"> ● Understand much of what is said in an office, meeting, etc. ● Keep up a simple conversation on a work related topic, but may need to revert to English to discuss / report on complex or technical information ● Answer predictable or factual questions ● Take and pass on most messages that are likely to require attention ● Offer advice on simple job-related matters 	<p>I can:</p> <ul style="list-style-type: none"> ● Scan texts for relevant information ● Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used. 	<p>I can:</p> <ul style="list-style-type: none"> ● Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker ● Make reasonably accurate notes while someone is talking
LEVEL 4 HIGHER	<p>I can:</p> <ul style="list-style-type: none"> ● Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information 	<p>I can:</p> <ul style="list-style-type: none"> ● Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or 	<p>I can:</p> <ul style="list-style-type: none"> ● Prepare formal letters of many familiar types such as enquiry, complaint, request and application ● Take reasonably accurate notes in meetings or straightforward dictation

	<ul style="list-style-type: none"> ● Contribute effectively to meetings and seminars within own area of work ● Argue for/against a case 	technical information is involved	<ul style="list-style-type: none"> ● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker
LEVEL 5 PROFICIENCY	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences ● Give a presentation/demonstration ● Deal confidently with hostile or unpredictable questions ● Carry out negotiations using complex / technical terms ● Give media interviews 	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc. 	<p style="text-align: center;">I can:</p> <ul style="list-style-type: none"> ● Write letters on any subject ● Write full / accurate notes of meetings while continuing to follow discussions and participate in them ● Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar