

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 20th JANUARY 2016

Welsh Language in Social Care Services for Older People

To consider and comment on the following issues:

- This briefing provides information on the department's performance indicators being prepared in order to promote the Active Offer. A separate update will be offered for a future Scrutiny Committee on the training and 'up-skilling' of staff with regards to the Active Offer.

Reasons:

- To provide an update briefing on the department's progress with regards to the Welsh Government's Strategic Document "More than Just Words", which sets out the importance of the Welsh language when caring for older people. A corporate response by Policy Officers and Learning & Development is in progress and can be shared at a later date.
- To enable members to exercise their scrutiny role.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holder: Cllr. Jane Tremlett (Social Care & Health)

Directorate: Communities	Designations:	Tel Nos. / E-Mail Addresses:
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EXECUTIVE SUMMARY

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Welsh Language in Social Care Services for Older People

The Citizen's Advice Bureau's report, English By Default (2015), has drawn further attention to the requirement for services to be naturally available bilingually without the need for vulnerable individuals to request services in their first language. Carmarthenshire has been working on promoting the Active Offer following the Welsh Government's guidance document, "More Than Just Words". This work has involved, amongst other things:

The Active Offer

1. The department has ensured that individuals' language is recorded correctly and consistently at all times. Which languages an individual speaks and which one is his/her first language is now a mandatory question on the enquiry forms for the department. However, as a large proportion of enquiries are prepared by other health professionals the information is not always accurate.
2. The department is working with the Human Resource Department and the Learning and Development Department to support linguistically appropriate recruitment practices and training in order to 'up-skill' existing staff. We would aim in all service areas to ensure that the percentage of Welsh speaking service users is matched by the percentage of Welsh speaking staff percentage. All staff should undertake the Language Awareness e-learning that is available and to be made aware of the Active Offer Training pack which is available.
3. When an individual is known to be a Welsh speaker then the active offer should be ensured. This entails ensuring that staff working with that individual is able to work bilingually, thus providing a natural choice to individuals who are often in crisis and do not wish to have to request a Welsh speaker to work with them.

This is not a small challenge as, for example, the percentage of Welsh speakers in Carmarthenshire within the working age range is significantly lower than the percentage of Welsh speakers within the older population of the county. However, Carmarthenshire is committed to providing services in Welsh speakers' first language and intends to promote the Active Offer through using Performance Indicators which will demonstrate successful provision of the Active Offer.

Service Area	Active Offer – what does good look like
Contact Centres: To include – Careline+, Contact Centre, MASH etc	1. Answering calls bilingually 2. Staff responding in language of contact
Assessment Teams/Workers: To include – ‘assessment teams’ (children), long term teams (children), Fostering teams, adoption teams, LD teams, CMHT, AMHT, Community Resource Teams.	1. Knowing language of service user 2. Matching worker with appropriate language skills to service user
Tailored Services: childcare/playgroups, dementia groups, energy conservation groups, expert patient programmes	1. Available bilingually or in either languages as appropriate
Provider Services for Groups: To include – family centres, Integrated Children Centres, day services etc	1. Knowing language of service users 2. Matching language of group with appropriate language skills to service user
Provider Services for Individuals: To include – Domiciliary care (in-house and commissioned), dementia specific services, rapid response service, reablement service, LD day services etc	1. Knowing language of service user 2. Matching worker with appropriate language skills to service user 3. 24/7 Welsh speaker available
Residential Services: To include – Residential Care, respite care, convalescence services, LD respite etc	1. Knowing language of service user 2. Matching key worker with appropriate language skills to service user 3. 24/7 Welsh speaker available
Telephone & Cold Contact: To include – Business Support staff, all office staff who answer calls etc	1. Answering calls bilingually according to council policy 2. Offering access to appropriate language speaker 3. Responding to written communication in language of correspondence

Measuring performance for the Active Offer will be undertaken from April 2017 following the 3 year “More Than Just Words” plan. The measures will be:

1. **Language Awareness Training –**
 - a. Learning and Development to access Learning Pool statistics on staff who have completed the e-learning Language Awareness Training – Annual Reporting
 - b. Commissioning Team to include this requirement within contracts with provider agencies with a request for annual reporting – Annual Reporting

<p>2. Welsh Speaking Skills –</p> <p>a. Percentage of social care staff – including office staff, assessment staff, provider services staff, commissioned agencies’ staff, who have achieved ALTE Level 1 (Association of Language Testers in Europe) Welsh speaking skills – Annual Reporting</p> <p>3. Active Offer –</p> <p>a. Percentage of Welsh Speaking service users who receive an assessment from a Welsh speaking member of staff (ALTE Level 3).</p>	
DETAILED REPORT ATTACHED?	<p>NO – However, the following documents are attached:</p> <ul style="list-style-type: none"> • WAG - More Than Just Words – Delivering the Active Offer Information Pack • Citizen’s Advice Bureau - English by Default

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Rhian Dawson Head of Integrated Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	NONE	YES	YES	YES	NONE

1. Policy, Crime & Disorder and Equalities – As well as the requirements of the Welsh Language (Wales) Measure 2011 and the forthcoming associated Standards and Compliance Notices of Section 44 of the above, the “More Than Just Words” strategic guidance places the Welsh language firmly within the equalities agenda and considers the language as a need within the clinical setting.

2. Legal – As above in Policy, Crime & Disorder and Equalities, this paper is relevant to the implementation of the Welsh Language (Wales) Measure 2011 and the forthcoming associated Standards and Compliance Notices of Section 44 of the said Measure, as well as the “More Than Just Words” strategic guidance.

4. ICT – The Care First Team are preparing the statistical measure.

5. Risk Management Issues – The risks of failing to implement the Active Offer include possible complaints; breach of the forthcoming Standards and Compliance Notices of Section 44 of the Welsh Language (Wales) Measure 2011; as well as the potential to fail to assess an individual’s needs correctly and appropriately.

6. Staffing Implications – As mentioned, the social care staff will need to access the e-learning on language awareness and be supported to achieve the ALTE Level 1 in speaking Welsh. The Human Resources Department will need to support implementation of language skills requirements for recruitment within the department.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Rhian Dawson Head of Integrated Services

1. Local Member(s) – N/A
2. Community / Town Councils – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
More Than Just Words – Welsh Government	Cymraeg http://gov.wales/topics/health/publications/health/guidance/words/?skip=1&lang=cy English http://gov.wales/topics/health/publications/health/guidance/words/?lang=en
English by default – Understanding the use and non-use of Welsh language services by the Citizens Advice (24th March 2015)	Welsh and English documents https://www.citizensadvice.org.uk/about-us/policy/policy-research-topics/citizens-advice-cymru-wales-policy-research/english-by-default-understanding-the-use-and-non-use-of-welsh-language-services/