

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

17<sup>TH</sup> NOVEMBER, 2016

## SOCIAL CARE WELSH LANGUAGE STRATEGY “MORE THAN JUST WORDS”

### Purpose:

To provide an update for members on progress relating to the implementation of the Welsh Government’s “More Than Just Words” Strategic Framework.

### To consider and comment on the following issues:

This briefing provides information on the position regarding the data being collected on the Welsh language skills of the social care workforce. Once the data has been collected and analysed, a report will be provided to the January meeting of this Committee with a full data profile on the Welsh language skills and an action plan.

The actions in the Welsh Government’s “More than Just Words” Follow-Up Strategy are also included in the report.

### Reasons:

For the Committee’s information.

To be referred to the Executive Board / Council for decision: NO

### EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. J. Tremlett (Social Care & Health Portfolio Holder)

#### Directorate:

Communities

Name of Head of Service:

Rhian Dawson

#### Designations:

Head of Integrated Services

#### Tel Nos.

01267 228900

Rhian.Dawson@wales.nhs.uk

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

17<sup>TH</sup> NOVEMBER, 2016

## SOCIAL CARE WELSH LANGUAGE STRATEGY

### “MORE THAN JUST WORDS”

At its meeting on 20<sup>th</sup> January, 2016, the Committee received an update on progress regarding the Welsh Government’s Strategic Document “More than Just Words”. A further report was requested to include a corporate response in relation to the training and ‘up-skilling’ of staff with regards to the Welsh language.

The corporate exercise on collecting data on the Welsh language skills of the workforce is nearly complete, with 76% of Communities staff (1,287 of 1,683) having completed the exercise. Collecting data from non-office based staff is more challenging and managers are chasing up the remainder of the responses.

The data collection exercise involves each member of staff assessing their verbal and written Welsh language skills against the ALTE (Associated Language Testers of Europe) framework. This data can then be matched with data held within our case management system (CareFirst) on the first or preferred language of service users, in order to identify relationships between Welsh-speaking service users and Welsh-speaking staff.

Completion of these data collection exercises will enable the Department to utilise its performance management tool for measuring how effectively the Welsh language needs of service users are being addressed. The information will also be used to improve Welsh language compliance down to team level across social care, and allow us to realign our workforce to ensure that we focus our existing Welsh language speakers on areas of most need.

Once the data has been collected and analysed, our aim is to provide a report to the January meeting of this Committee with a full data profile on the Welsh language skills across social care and an action plan. In addition, this will outline the next steps for building on the existing skill levels and addressing any shortfall, so that we can improve the Welsh language capability of the workforce, thereby proactively ensuring that people receive social care services in their language of choice.

In the meantime, the officers’ working group continues to progress the actions within the “More than Just Words” Follow-Up Strategy, which is phased over a three year period from 2016 to 2019. These actions are included as Appendix 1. Membership of the group covers both adult and children’s social care services, as well as representatives from the range of support services who advise on commissioning, I.T., policy and learning/development.

Members are asked to note the progress being made.

DETAILED REPORT ATTACHED ?

NO - (Appendix 1 attached)

# 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
<b>YES</b>	<b>YES</b>	<b>NONE</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>NONE</b>

## 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.

## 7. Staffing Implications

Once the Welsh language skills audit is complete, learning and development can be planned according to the identified needs. 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 Council - 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 Follow-On Strategic Framework		<a href="http://gov.wales/topics/health/publications/health/guidance/words/?lang=en">http://gov.wales/topics/health/publications/health/guidance/words/?lang=en</a>

## SOCIAL CARE WELSH LANGUAGE FOLLOW-ON STRATEGY 2016-19

### ACTION PLAN

#### 1.1. Objective 1: National and Local Leadership, and National Policy

Action number	Action	Lead responsibility	Completed by end of year
1.3	Social service departments to retain/appoint a senior officer as a Welsh Language Champion and Health Boards and Trusts to protect and promote the post of Welsh Language Officer within their organisations.	Directors of Social Services NHS Wales Chief Executives	By March 2017
1.8	Third and independent sector care organisations to promote awareness of people's Welsh language needs and share best practice and resources on providing care in Welsh to service providers.	All third and independent sector care organisations	By March 2017

#### 1.2. Objective 2: Mapping, Auditing, Data Collection and Research

Action number	Action	Lead responsibility	Completed by end of year
2.1	NHS and social services should map current provision and capacity to provide an Active Offer across all services (including primary care). Where capacity is low, an action plan should be formulated to increase capacity. The capacity to deliver an Active Offer to people within the identified groups with greater need for Welsh language services should be viewed as a priority.	NHS Wales Chief Executives Directors of Social Services	By March 2017
2.2	Health, social services and social care services should have systems in place to record when an Active Offer has been made by recording language needs / choices in the individual's records. This action also applies to all secondary and primary care service providers.	NHS Wales Chief Executives Directors of Social Services	By March 2017

2.5	<p>Data systems in health, social services and social care services should enable the service to operate bilingually to fulfil Welsh speakers' needs. For example:</p> <ul style="list-style-type: none"> <li>the Welsh language skills of staff should be captured and recorded electronically (the NHS Wales Electronic Staff Record should be amended to ensure that all staff are obliged to record their Welsh language skills)</li> <li>client and patient records to include sections to enable staff to record when an Active Offer is provided and to note the individual's language of choice for future reference</li> </ul>	<p>NHS Wales Chief Executives Directors of Social Services NWIS Welsh Government</p>	<p>By March 2017</p>
2.6	<p>The Welsh language skills of the workforce and Welsh language community profile should be included in the annual published report of social services departments and NHS IMTPs to demonstrate Welsh language needs.</p>	<p>NHS Wales Chief Executives Directors of Social Services</p>	<p>By March 2017</p>

### 1.3. Objective 3: Service Planning, Commissioning, Contracting and Workforce Planning

Action number	Action	Lead responsibility	Completed by end of year
3.1	<p>The need to make an Active Offer of Welsh language services to people will be communicated to all staff employed directly within NHS Wales, local authorities or within commissioned services (including primary care providers).</p>	<p>NHS Wales Chief Executives Directors of Social Services</p>	<p>By March 2018</p>
3.2	<p>NHS Wales and social services departments to establish their Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014) and use this information as a baseline for service planning to ensure that Welsh language speakers' needs can be met and to assess all posts for Welsh language skills needs before advertising.</p>	<p>NHS Wales Chief Executives Welsh Government Directors of Social Services</p>	<p>By March 2017</p>

3.3	NHS Wales and social services departments' planning and commissioning systems, such as published service plans, to take account of the Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014) and ensure that it is reflected in the planning, commissioning and delivery of services.	Directors of Social Services NHS Wales Chief Executives	By March 2017
3.4	The Welsh language needs of people to be met when commissioning or contracting services from the independent or third sector (e.g. residential or nursing care, advocacy, domiciliary care, out-of-hours services, GP services). Welsh language service provision to be included in contract specifications, service level agreements and grant funding processes.	NHS Wales Chief Executives Directors of Social Services NHS Shared Services	By March 2017
3.7	Heads of service to develop plans to maximise their ability to provide services in Welsh with their current Welsh-speaking staff. The required capacity will be informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014. Where gaps in workforce capacity to deliver services in Welsh are identified these should be reflected in the organisation's Bilingual Skills Strategy.	NHS Wales Chief Executives Directors of Social Services	By March 2017
3.8	The published Annual Report of Health Boards, Trusts and of Directors of Social Services to: <ul style="list-style-type: none"> <li>• include a commitment to providing and developing Welsh language services</li> <li>• reaffirm the importance of meeting Welsh language need as part of routine assessment and care.</li> <li>• provide detail on how services are currently meeting Welsh speakers' needs alongside targets which are identified by the Health Board, Trust or Social Service Department to ensure improvement.</li> </ul>	NHS Wales Chief Executives Directors of Social Services	By March 2018

## 1.4. Objective 4: Promotion and Engagement

Action number	Action	Lead responsibility	Completed by end of year
4.1	Best practice in providing Welsh language services to be shared to all staff involved in delivering health, social services and social care services to people (service heads and service managers in particular).	NHS Wales Chief Executives Directors of Social Services	By March 2018
4.3	The use of the 'Working Welsh' logo will be promoted amongst health, social services and social care staff to enable people to identify Welsh speakers.	NHS Wales Chief Executives Directors of Social Services Welsh Government	By March 2017
4.6	Welsh language interfaces and software (such as Cysgliad) to be available for health, social services and social care services staff to enable and help them to work bilingually. The adaption of current systems should be considered to meet this aim.	Welsh Government NHS Wales Chief Executives NWIS Directors of Social Services	By March 2018

## 1.5. Objective 5: Professional Education

Action number	Action	Lead responsibility	Completed by end of year
5.2	In partnership with the Welsh Government, health boards and social services departments to explore how both practising professionals and those undertaking education and training programmes in Wales might engage in the widening access agenda.	NHS Wales Chief Executives Directors of Social Services Welsh Government	By March 2018



5.6	Training and professional development programmes to include a module/strand on the impact of language sensitivity on the effectiveness of assessments and care, the Active offer; and the responsibility of public bodies to provide services in both English and Welsh.	Care Council for Wales (Social Care Wales) Health Boards and Trusts Higher Education Institutions Local Authorities	By March 2017
-----	--	--	---------------

### 1.6. Objective 6: Welsh in the workplace

Action number	Action	Lead responsibility	Completed by end of year
6.1	Staff training to deliver services in Welsh, focusing in particular on encouraging Welsh speakers to use their language skills in the workplace, will be supported. Language training opportunities and resources to increase the confidence of staff to deliver services in Welsh will also be promoted.	NHS Wales Chief Executives Directors of Social Services Care Council for Wales (Social Care Wales)	By March 2018
6.3	HEIs, FEIs, social services and NHS organisations to work in partnership to ensure that the value and benefits to service providers and to Welsh-speaking people of having bilingual staff are reflected in their recruitment, commissioning and staff development processes. Careers Wales can help by assisting the organisations to accurately target their promotional work to Welsh speakers.	NHS Wales Chief Executives WEDS CollegesWales Careers Wales Directors of Social Services Higher Education Institutions Further Education Providers	By March 2018
6.4	Welsh Language Officers (within the NHS Wales) and Welsh Language Champions (within social services) to become Business Ambassadors with Careers Wales to promote the need for Welsh-speaking staff in the health, social services and social care sectors within schools and FEIs in Wales.	NHS Wales Chief Executives Directors of Social Services CollegesWales	By March 2017

6.5	An awareness of the link between linguistically-sensitive services and individuals' dignity, as well as awareness of the Active Offer to be delivered to all NHS Wales, social services and social care staff as part of routine induction sessions. NHS Wales staff should also complete the Welsh Language Awareness e-learning module as a priority.	NHS Wales Chief Executives Directors of Social Services Care Council for Wales (Social Care Wales)	By March 2017
-----	---	--	---------------