



**Bwrdd Iechyd Lleol
Local Health Board**
Powys

WELSH LANGUAGE SCHEME

Powys Local Health Board

**Prepared in accordance with the
Welsh Language Act 1993**



1. STATEMENT

The Scheme received the Welsh Language Board's full approval under Section 14 (1) of the Act on 7th April 2005.

Powys Local Health Board has adopted the principle that in the conduct of public business it will treat the English and Welsh languages on a basis of equality. This Scheme sets out how the Local Health Board will implement that principle when commissioning and providing services for the public in Powys and for the people of Wales in respect of the Local Health Board's Business Services Centre Directorate.

The Local Health Board recognises that members of the public can express their views and needs better in their preferred language, and that enabling them to use their preferred language is a matter of good practice rather than a concession, and that denial of that right could place members of the public at a real disadvantage. The Local Health Board will, therefore, offer the public the right to choose which language to use in dealings with it, and will apply this principal to its expectations of the bodies with whom it deals.

The Local Health Board's aim is: -

- To enable everyone who receives or uses the Local Health Board's services to do so through the medium of Welsh or English, according to personal choice;
- To encourage others to use and promote the Welsh language in the health sector.

2. INTRODUCTION TO POWYS LOCAL HEALTH BOARD

Powys is a rural county; covering 517,900 hectares, with no individual town having a population greater than 15,000.

The Powys Local Health Board was established on 1st April 2003, following the dissolution of Powys Health Care NHS Trust and the abolition of the five Health Authorities in Wales.

The Local Health Board is a key player in working with local authorities and leaders in local health communities to assess needs, plan and commission high quality health and care services for the local population.

The Local Health Board's roles will be commissioning primary and secondary health care, and in providing secondary health care services within Powys. Moreover, Powys Local Health Board manages the Business Services Centre Directorate, which is based in six offices across Wales.

The Local Health Board's core activities centre around the provision of accessible extended community services. A comprehensive range of community based services are provided, including district nursing, health visiting, child health and community based therapy services. The range of services provided from its community hospitals varies with consultant and GP led services provided at all hospitals. Minor casualty, consultant led out-patient services and midwifery led maternity services are provided at the majority of hospitals. The largest range of services is centred upon the largest centres of population, at Brecon, Llandrindod Wells, Newtown and Welshpool.

In addition, the Local Health Board provides community and hospital based services for people with mental illness and for those with learning disabilities and is actively involved with other statutory and voluntary agencies in developing community based mental health teams providing a range of services for people with mental illness across the country.

The Local Health Board works within the health promotion department, managed by the National Public Health Service which supports community based health promotion activities throughout the country. The Local Health Board provides a residential chronic pain relief programme, taking advantage of its therapeutic geographical environment.

The Local Health Board's scheme is designed to enable all Welsh speakers to have equal access to Welsh medium services provided by the Local Health Board. Wherever possible bilingual staff will be employed in response to the needs of the population. It is the Local Health Board's intention to continue to work with educational and professional establishments to improve this situation. In discussing training, the Local Health Board will indicate its requirements to the appropriate bodies with regard to numbers of bilingual nurses or care associated personnel it estimates are required to provide treatment to the patients in their language of choice.

Existing permanent members of staff who are not already bilingual will be encouraged to improve their knowledge of the Welsh language to ensure that the minimum standards are at least achieved.

In scarce specialities, the Local Health Board will encounter difficulties in recruiting suitably qualified and experienced staff. The Local Health Board aims to influence professional organisations and bodies to encourage the recruitment and training of Welsh speakers in under represented professions and will indicate its desired requirements to these bodies.

Other functions of the Powys Local Health Board include: -

- Securing secondary services for the population through long-term agreements with NHS Trusts and other providers;
- Providing leadership to local health communities;
- Taking the lead role in tackling the improvement of health in the population;
- Heading the development of health and well-being and the joint planning processes with the Unitary Authority.

A wide range of services are bought and provided on behalf of the people of Powys through contracts with providers including: -

- Medical and surgical care in general hospitals
- Community services and hospitals
- Hospital patient transport
- Practitioners: GPs, dentists, pharmacists and opticians

The Local Health Board is required to: -

- Protect and promote public health
- Enhance quality and choice
- Support GPs and other professional contractors

The task involves working in partnership with other public bodies in Powys, especially: -

- Powys County Council
- Montgomery and Brecknock and Radnor Community Health Councils

- Powys Association of Voluntary Organisations
- Gwent Health Care NHS Trust
- Hereford City Hospitals NHS Trust
- Royal Shropshire Hospitals NHS Trust
- Shropshire County Primary Care Trust
- Ceredigion & Mid Wales NHS Trust
- Pembrokeshire & Derwen NHS Trust
- Swansea NHS Trust
- North Glamorganshire NHS Trust
- Cardiff & Vale NHS Trust
- Carmarthenshire NHS Trust
- General Medical and dental practices in Powys and through the Business Services Directorate with practices across Wales
- Pharmacists and Optometrists in Powys and across Wales
- Independent Sector nursing home providers in Powys

This is not a definitive list on partner organisations but identifies key relationships.

According to the 2001 census, 20.80% of the residents of Powys spoke Welsh and the level of bilingualism varies according to unitary council area and age group.

The Local Health Board is committed to the principle that the English and Welsh languages should be treated on the basis of equality and that this will be reflected in the way it carries out its duties. It also acknowledges that it is important that patients and their families are able to communicate freely with those who offer treatment and care. In this context it will give careful consideration to the Welsh Language Schemes of the health care providers and take a leading role in promoting and enabling the use of the Welsh language in health care across its functions.

In 2003, the Local Health Board was visited by the Welsh Language Board as part of the survey being undertaken to inform the Assembly Minister of Health and Social Care of the progress being made by the NHS Wales covering the use of the Welsh Language. In summary, this visit drew attention to the need to progress the recommendations highlighted in the former Trust's Annual Welsh Language Report for 2002. The recommendations are set out at paragraph 6.5 of the draft Welsh Language Scheme. Powys Local Health Board is committed, through this scheme, to address the recommendations.

3. SERVICE PLANNING AND DELIVERY

- 3.1 On 1st April 2003 the Powys Local Health Board adopted the Welsh Language Scheme of the former Powys Health Care NHS Trust. This scheme is now operational.

The Local Health Board is eager to adopt a progressive Language Scheme which will:-

- Reflect strong support for the Welsh language
- Outline clear operational arrangements
- Ensure constant progress in service through the medium of Welsh within the health sector in its area

In the wider context of commissioning and providing first class health care for the people of Powys, the Local Health Board's staff will promote the Welsh Language Scheme and receive support and encouragement to develop their role through the medium of Welsh.

BUSINESS SERVICES CENTRE

The Business Services Centre (BSC), which is hosted by Powys Local Health Board, was established on 1st April 2003 to provide "shared services" support to the 22 Local Health Boards in Wales.

- 3.1.2 Its operation has evolved from the former five Health Authorities and operates out of six offices – Caernarfon, Mold, Pontypool, Cardiff, Swansea and Carmarthen with its Headquarters in Pontypool.

- 3.1.3 It provides support in four main areas:-

Financial – Processing, production of financial accounts, counter fraud and management information. This service is provided to the 22 Local Health Boards in Wales, both for the payment of Service Level Agreements with provider NHS Trusts and for the provision of financial management information to support performance management.

Contractor Services – Primary care contracts, patient and clinical services, business support, payment processing and post payment verification. Again, a service provided to the 22 Local Health Boards and to the general medical, general dental,

practitioners, pharmacists and optometrists in these areas. Contractor Services staff also have regular contact with patients and the general public.

Information Management & Technology –

Operational support and information management. This supports the operational needs of primary care practitioners and the needs of the Business Services Centre.

Human Resources – Development of Human Resources policies, Human Resources advice and support and some support to primary care sector. In general this involves Human Resources advice and services for the staff based in the offices of the Business Services Centre. Increasingly, this advice can be accessed by general medical, general dental, and other primary care practitioners.

3.1.4 All these functions will be in contact with health professionals, patients and the public and will seek to offer an increasingly bilingual service, whether in contact with patients and the public or when in contact with the Local Health Boards, primary care contractors, and NHS Trusts.

3.1.5 Powys Local Health Board recognises that to enable services to operate in both languages, there will need to be a commitment to training for staff, and a planned introduction of replacement proforma that are available in both languages. The Local Health Board will set a target date of 31st March 2006 for the complete introduction of replacement proforma, and 31st March 2006 for a measurable increase in the ability of the BSC Directorate to transact business in both languages.

3.2 Providing Business Services Centre support services to Local Health Boards

3.2.1 When providing support services to Local Health Boards, from the Business Services Centre Directorate, Powys Local Health Board will deliver these support services in such a way as

- a) To enable the Local Health Boards to comply with their schemes, and

- b) To enable NHS Trusts and other NHS organisations to comply with their schemes.

3.2.2 This will apply to financial, information management and technology, human resources, and contractor support services, and any other services commissioned from the Business Services Centre Directorate by the Local Health Boards individually or jointly.

Powys Local Health Board will monitor in a structured and regular manner the quality and appropriateness of the support services it supplies from the Business Service Centre Directorate to Local Health Boards, as part of testing compliance with its own scheme.

3.2.3 Providing other Business Services Centre Directorate support to the NHS in Wales

3.2.4 Powys Local Health Board, through the Business Services Centre Directorate, provides other support services to the NHS in Wales. In fulfilling these roles, it will operate as follows:

- a) **Research Ethics Committee** – involves the organisation and operation of the committees across Wales. These comprise health profession staff and representatives of patient and public interest. As part of facilitating the work of the committees, the Local Health Board will enable a bilingual service to be provided in dealings with the health profession staff and representative of patient and public interest. The target date to enable a bilingual service will be 31st December 2005.
- b) **Independent Review Panels:** The Panels, comprising lay representatives supported by health staff, can consider requests from patients and members of the public who feel dissatisfied with the response received to a complaint that they have made to a health service body. Formal panel hearings can involve patients, relatives, advocates and health professionals. The Local Health Board will enable a bilingual service to be provided by the panels in dealings with patients, relatives, advocates, health professionals and

others, including in the conduct of hearings. The target date for this will be 31st December 2005.

- c) **NHS Equality Unit:** which guides Local Health Boards and NHS Trusts in all aspects of equality, including race and language. The training and programmes being provided by the Unit will cover the linguistic equality dimension, and Welsh language support material will be provided by 30th September 2005.
- d) **Community Health Councils:** have been in operation since 1974 and have a role in supporting patients and the public in respect of the NHS. They can employ patients/public advocates, patients support officers and work closely with the public as part of the Patient Public Involvement Strategy. The Local Health Board will facilitate the bilingual communication needs of the councils, and where councils have a Welsh Language Scheme, operate in accordance with section 3.2.1.a. above, by 31st July 2005.
- e) **WAHIMS / Knowledge Management Support Function:** provides information within the NHS in Wales, including information for public use. The information systems will enable information which is intended for public use to be provided in Welsh, and enable patient records and other standard data to record and transfer the language of patients and other service recipients to those accessing the data by 31st December 2005.

3.3 Commissioning services from the National Public Health Service for Wales

- 3.3.1 The National Public Health Service for Wales (NPHS), which is part of Velindre NHS Trust, brings together the public health resource of the five former Health Authorities.
- 3.3.2 The whole range of public health services are provided by the NPHS, including advice on public protection issues, assessment of health needs, advice on evidence-based practice and promotion of health.

3.3.3 When commissioning services from the National Public Health Service, Powys Local Health Board will specify in the service arrangements that the services are to be delivered in such a way as:

- a) to comply with Powys Local Health Board's Welsh Language scheme.

3.4 New Policies and Initiatives

The Local Health Board will: -

- 3.4.1 assess the linguistic effect of each new policy and initiative and ensure that these are in agreement with the Welsh Language Scheme.
- 3.4.2 ensure that new policies and initiatives will facilitate and promote the use of Welsh wherever possible, and will move closer to implementing the principle of equality fully at every opportunity.
- 3.4.3 ensure that no new policy or initiative undermines the Local Health Board's Welsh Language Scheme or the Language Schemes of other Providers.
- 3.4.4 consult with the Welsh Language Board in advance regarding proposals that will affect the Scheme, or the Scheme of any other public body. The Scheme will not be altered without the Board's agreement.
- 3.4.5 ensure that those involved in formulating policy will be aware of the requirements of the Welsh Language Act 1993 and the Welsh Language Scheme.
- 3.4.6 ensure that the Welsh Language Scheme measures are implemented when introducing new policies and initiatives
- 3.4.7 publishing and distributing internal guidelines describing the arrangements made to implement these measures.

3.5 Delivery of Services

- 3.5.1 **Services provided to patients and the public by the Local Health Board**

In delivering a service in accordance with the contents of this Scheme, the Local Health Board will give priority to those areas of operation where contact with the general public is greatest. At present, this occurs primarily in the face-to-face contact staff have with patients, clients or other users of the services. The Local Health Board is committed to offering services wherever possible in the language of choice across the whole spectrum of contact with the patient (or any other member of the public) without the need for that individual to make a specific or exceptional request for it.

To achieve the above, the Local Health Board will strive to have sufficient Welsh speaking staff available in each hospital and department. In some service areas there may be a shortage of Welsh speakers and in such circumstances every effort will be made to overcome this shortage. The procedures used to provide a Welsh language service will vary according to the nature of the work, the service being offered, and the percentage of bilingual staff within each locality. Such procedures will reflect:

- * mechanisms for establishing the language choice of the client at the earliest opportunity. This may require liaison with other departments or agencies.
- * arrangements made to ensure that language choice is fully reflected in the service offered.
- * mechanisms to ensure that other departments are informed of language choice on referral to them so that the patient does not have to request a Welsh language service.

The Local Health Board will monitor each hospital and department to ensure that the above procedures are being implemented and a suitable Welsh language service provided.

3.5.2 **Non-public meetings/service to patients**

The Local Health Board is committed to ensuring that those members of the public who wish, or are required, to have face-to-face dealings with the Local

Health Board are able and welcome to do so in Welsh or English. The Local Health Board will make an on-going commitment to increase the number of bilingual members of staff. Where possible, Welsh speaking staff will be available, and progress will be made in relation to:

- * providing a bilingual service for patients and carers.
- * prioritising staff groups who are to receive Welsh language training and wherever possible, allocating Welsh-speaking staff to each department.
- * ascertaining the linguistic preference of patients of other users of the service at the initial contact, and wherever possible making this preference available.

Some specialist services may not be available in the language of choice for some time due to the under representation of Welsh speakers in these professions. In such cases the Local Health Board will make representations to the appropriate professional organisation highlighting service needs.

To improve access to Welsh speakers within each service area the Local Health Board is reviewing the present situation in every department and assessing the need for Welsh language recruitment and training.

3.5.3 **Other dealings with the public**

The Local Health Board mechanisms to enable people to deal with it in Welsh via other media (where applicable) e.g. computerised communication. Resources for use by patients (such as Welsh language magazines and books) will be provided bi-lingually where appropriate.

3.5.4 **All forms and associated explanatory material for use by the public in Wales**

The Local Health Board will ensure that: -

- All forms and associated explanatory material for use by the public will be bilingual.
- Every invoice and receipt issued will be bilingual
- Cheques will be accepted whether they are written in Welsh or English.
- Where staff fill in standard information (e.g. date, name, address) on forms, appointment cards etc they will do so bilingually on both versions if the item is to be subsequently used by members of the public.

When the Local Health Board distributes the material of the other organisations, bilingual versions will be distributed if they are available. If the material is in separate Welsh/English versions, the Local Health Board will ensure that both versions are issued to the public.

In summary, we will adopt the following options: -

- ensure that Welsh speaking staff are available to provide services in Welsh;
- adopt procedures or systems which facilitate service provision in Welsh;
- use professional translators.

3.5.5 Use of Welsh in services provided on the Local Health Board's behalf

- we will ensure that those organisations providing services on our behalf follow the relevant elements in the Scheme.

3.6 Standard of service in Welsh

The Local Health Board will: -

- 3.6.1 ensure the same standard of service in English as in Welsh.
- 3.6.2 declare the principle of equality of standard in key policy documents.
- 3.6.3 set and review standards for providing services and dealing with the public through the medium of Welsh.

- 3.6.4 ensure consistency of standards in its services commissioning and providing for the people of Powys.

3.7 Services by others

The Local Health Board will ensure that the linguistic dimension is considered and catered for in the following areas of its services: -

3.7.1 Primary and Community Health care

- in care standards
- in improvement programmes
- in new practice models
- in workforce development

3.7.2 Secondary Care Service agreements

- in service quality objectives
- in equality of access objectives
- in cross boundary matters e.g. speech therapy

3.8 Regulating/exercising statutory functions

The Local Health Board will: -

- 3.8.1 in its strategic role of promoting, purchasing and regulating health services encourage other organisations to deliver health care service bilingually to the people of Powys.
- 3.8.2 include appropriate measures with regard to the use of Welsh in their contracts with Trusts and others who provide health care to the population of Powys.
- 3.8.3 encourage and support Welsh language provision in the health sector including the Welsh Language Schemes operated by NHS Trusts.
- 3.8.4 provide a written procedure for staff for dealing with agencies, contractors and providers, specifying the requirements as to the use of the Welsh language in all its business arrangements.

3.9 Partnerships

- 3.9.1 The Local Health Board works in partnership with public bodies, including Powys County Council,

National Assembly for Wales, NHS Trusts and voluntary and independent sector organisations. The Local Health Board works on many levels when working with others:

- When the Local Health Board is the strategic and financial leader within a partnership, it will ensure that the public service provision is compliant with the Welsh Language Scheme, e.g. when services are provided to the Local Health Board by an independent/voluntary sector organisation under a service level agreement
- When the Local Health Board joins a partnership in which another body is leading, the Local Health Board input to the partnership will comply with the Welsh Language Scheme and the Local Health Board will encourage other parties to comply, e.g. working with the Community Health Councils concerning the Public and Patient Involvement Strategy.
- When the Local Health Board is a partner in a consortium, it will encourage the consortium to adopt a bilingual policy. When acting publicly in the name of the consortium, the Local Health Board will act in accordance with its Welsh Language Scheme, e.g. in working with the County Council in respect of the Health, Social Care and Well-being Strategy.
- When the Local Health Board joins or forms a partnership, it will ask prospective partners about their Welsh Language Schemes, Language policies or the means by which they will operate bilingually. Within any partnership, the Local Health Board will offer advice and support to the other partner organisations.

4. DEALING WITH THE PUBLIC WHO SPEAK WELSH

4.1 Written Communication

- 4.1.1 The Local Health Board will welcome letters in both English and Welsh

- 4.1.2 The time targets will be the same when replying to Welsh letters as for replying to English letters. Correspondence through the medium of Welsh will not in itself lead to any delay.
- 4.1.3 Every letter received in Welsh will receive a signed response in Welsh.
- 4.1.4 All correspondence following a face to face interview, meeting or telephone call where Welsh was established as the language choice of the person, will be in Welsh, even though the discussion may not have been held in Welsh.
- 4.1.5 All correspondence initiated with a member of the public will be in their language choice where it is known. If it is not known, the Local Health Board's initial correspondence will be bilingual.
- 4.1.6 All circulars, standard letters and other general correspondence sent by the Local Health Board to the public, where the language choice is not known, will be bilingual.
- 4.1.7 The Local Health Board will make arrangements to translate correspondence as required in order to respond promptly to letters in their original language, and the staff will be provided with detailed guidelines.
- 4.1.8 The Local Health Board's official headed paper will include a statement in both languages making it clear that correspondence is welcome in either Welsh or English.
- 4.1.9 The Local Health Board will arrange a list of names of those who wish to receive correspondence through the medium of Welsh. The Local Health Board will seek to achieve these commitments by 31st March 2005.

4.2 Electronic Mail

When we receive correspondence via e-mail the same principles will apply as with written correspondence.

4.3 Telephone calls

- 4.3.1 The Local Health Board will welcome telephone calls in both English and Welsh.
- 4.3.2 The switchboard greeting will always be bilingual: -
- i) If the caller wishes to continue the conversation through the medium of Welsh and the receptionist/telephonist is unable to do so, the call will be transferred to a bilingual person who can deal with the call.
 - ii) If this is not possible, the caller will be given the choice of a bilingual person returning the call as soon as possible, or writing to the Local Health Board in Welsh, or continuing the call in English. The Local Health Board will seek to achieve these commitments by 30th September 2004.
- 4.3.3 If a call is made directly to a particular department, it will be necessary to establish the language choice of the caller: -
- i) The aim will be to ensure that a bilingual person is available to deal with the call.
 - ii) If a suitable person is not available in the department, arrangements will be made for a Welsh speaker to return the call, or the caller will be given the choice of writing to the department in Welsh, or continuing the conversation in English.
- 4.3.4 If a call has to be returned, it should be made within four working hours.
- 4.3.5 The messages and greeting on any of the Local Health Board's answerphones will be bilingual.
- 4.3.6 The Local Health Board will publish guidelines on dealing with telephone calls, and ensure that all members of staff are aware of the protocol when calls are received from Welsh speakers. The Local Health Board will seek to achieve this by 31st March 2005.

- 4.3.7 A data base of staff who are available to deal with Welsh calls will be established and this list will be available at the switchboard.

4.4 Public Meetings organised by or on behalf of the Local Health Board

- 4.4.1 Contributions are welcomed in either Welsh or English at public meetings held by the Local Health Board. This will be stated clearly in the notices that inform or publicise the meeting.
- 4.4.2 All publicity for public meetings will be bilingual, and will invite those attending to notify the Local Health Board of their language choice. This will be done well in advance so that appropriate translation arrangements can be made for non Welsh-speakers.
- 4.4.3 When the Local Health Board is aware that a member of the public wishes to speak Welsh in a public meeting that would otherwise be conducted in English, this should be respected by providing appropriate translation arrangements.
- 4.4.4 Every effort will be made to ensure that an officer is present at each meeting to answer any questions asked in Welsh.
- 4.4.5 In any public meetings where the Welsh language is used, any written materials such as leaflets or acetates or Powerpoint presentations used will be bilingual. The Local Health Board recognises that it may take some time to fully address these issues, but will seek to have arrangements in place by 31st March 2006.

4.5 Other Meetings

- 4.5.1 Very few Welsh speakers work for the Local Health Board, and though every effort will be made to get hold of a Welsh speaker to deal with members of the public who wish to speak Welsh, the availability of a Welsh speaking member of staff may prove difficult. However, should this be the case, the Local Health Board will offer the opportunity to discuss the matter in English or send in their query in written form in Welsh.

- 4.5.2 The Local Health Board will ensure that a bilingual press release is available in all press conferences, and will aim to have bilingual press releases available by 31st March 2005.

5. THE LOCAL HEALTH BOARD'S PUBLIC FACE

5.1 Corporate Identity

The corporate identity of the Local Health Board is fully bilingual.

- 5.1.1 The name of the Local Health Board is "Bwrdd Iechyd Lleol Powys Local Health Board".
- 5.1.2 The Local Health Board has already adopted a bilingual corporate identity.
- 5.1.3 The official stationery and website of the Local Health Board will show its name, logo, address and any other standard information bilingually, treating both languages equally.
- 5.1.4 Compliment slips, fax sheets, staff badges, business and identity cards are bilingual.
- 5.1.5 Staff, consultants and providers will be issued with written guidelines regarding the bilingual identity of the Local Health Board.

5.2 Internet

- 5.2.1 The site will have a bilingual homepage along with any interactive pages. Whenever a public document is placed on the site, both languages will be placed at the same time. The website will include the following bilingual documents: -
- The Vision Statement
 - The Welsh Language Scheme
 - The Freedom of Information Publication Scheme

Other documents will be added as appropriate. The Local Health Board aims to have a fully bilingual internet site by 31st December 2005.

- 5.2.2 Any written material produced bilingually, will also appear bilingually on the website. This includes, but is not confined to: -
- Press Releases
 - Public advice on health related matters
 - Minutes of Board meetings and public meetings in Wales
 - Any other information directed at the public e.g. annual reports, consultation documents, maps, directions etc.

5.3 Signs

- 5.3.1 Any sign designed by or for the Local Health Board will be completely bilingual or in Welsh and English separately, respecting the principle of equality in terms of size, form, quality and prominence for both languages. New signs already conform to this commitment. Replacement signs will be bilingual and will also conform to the requirements. By 31st December 2005, all signage in use Powys Local Health Board will comply with the Board's Welsh Language Scheme.
- 5.3.2 Any signs on the Local Health Board's vehicles are bilingual.

5.4 Publishing and printing material directed at the public in Wales

- 5.4.1 All publications issued by the Local Health Board for public use will be bilingual, with both languages appearing in the same document rather than in separate Welsh and English versions.

Where separate Welsh and English versions are published, both versions will appear at the same time and be distributed together. When that happens, both versions will include a bilingual message that the version is also available in the other language. Technical, professional and managerial documents will be in English only.

- 5.4.2 When a fee is charged for a publication, the price for the Welsh version will not be greater than that for the English version, and the price of a bilingual version will not be greater than that for single language versions.

- 5.4.3 The Local Health Board will ensure that the texts of both languages will be equally prominent in bilingual publications, and will respect the principle of equality in terms of size, format and legibility.
- 5.4.4 All other printed material for the public will be bilingual e.g. posters, cheques, donor/appointment cards, timetables, adverts, invoices, receipts, vouchers, maps, directions, parking tickets etc.
- 5.4.5 Staff, consultants, designers and printers will be given written guidelines on how to deal with bilingual publications.

5.5 Forms and associated explanatory material

- 5.5.1 Not all forms, questionnaires and associated material prepared by the Local Health Board for the public in Wales are currently in bilingual form. However, the Local Health Board is committed to developing a progressive programme in terms of producing and updating forms, questionnaires and related explanatory material bilingually.

The Local Health Board will have an editorial policy which will note clearly which forms and explanatory material will be produced bilingually, or in separate Welsh and English versions, or in one language only. This programme will depend upon the target audience and the text. Priority will be given to producing bilingual information leaflets to the public. This will be implemented immediately and the Local Health Board aims to have all forms, questionnaires and associated material, for public use, to be bilingual by 31st March 2006.

5.6 Press Notices

- 5.6.1 The Local Health Board does not currently prepare press releases bilingually. The Local Health Board does not usually prepare press releases in Welsh unless there is a specific matter of interest to the Welsh speaking public. In such cases the Local Health Board will prepare a bilingual press release.

5.7 Advertising and publicity activities

- 5.7.1 Not all the Local Health Board's advertising and publicity activities in Wales are entirely currently bilingual. However, the Local Health Board will develop its provision by the 31st March 2005 in order to accomplish its activities in a way that treats both languages equally, on consideration of the target audience and the text.

Any public surveys, whether by post, door to door, on the street, or otherwise will be bilingual.

5.8 Official and public notices

- 5.8.1 All official and public notices will be bilingual and equal in terms of size, form, quality, legibility and prominence for both Welsh and English.
- 5.8.2 Information regarding the Local Health Board's commitments under this scheme will be provided to all of its staff connected with publicity and advertising, and guidance will be given on design and production of adverts and public notices.

5.9 Staff Recruitment Advertising

- 5.9.1 All vacancies will be advertised bilingually in English language publications, newspapers, journals etc, Welsh language publications will have Welsh adverts only with a footnote in English.

5.10 Service delivered on behalf of the Local Health Board by other parties

- 5.10.1 Any arrangements made by the Local Health Board to use third parties to provide services to the public on its behalf e.g. conducting surveys, organising exhibitions etc, will comply with the specific measures in the scheme. The Local Health Board will note in the tendering specifications or contract with which relevant measures the third party needs to comply.
- 5.10.2 The third party will need to confirm that it has complied with the relevant measures of the scheme by providing evidence to the Local Health Board.

5.10.3 The Local Health Board will provide written guidelines for staff to deal with agents, contractors and providers.

6. IMPLEMENTING AND MONITORING THE SCHEME

6.1 Staffing and Recruitment

The Local Health Board will adopt a Language Skills Strategy as part of its human resources planning process. This strategy will enable the body to have an overview of the language needs of the organisation, along with an awareness of the current language skills so that it can combine appropriate training and recruitment to achieve the scheme's targets. The measures below will be part of that strategy:

The Local Health Board will: -

- 6.1.1 ensure that by 31st March 2006 there are adequate numbers of bilingual staff with the necessary skills to provide a bilingual service
- 6.1.2 consider language ability as one of many relevant skills when appointing staff
- 6.1.3 by 31st March 2005 identify the location and posts where the ability to speak Welsh may be essential or desirable and formulate team and job descriptions accordingly
- 6.1.4 note on the advertisements for posts when Welsh is either essential or desirable
- 6.1.5 ensure that managers and others responsible for recruitment, training and monitoring staff are aware of the commitments in the scheme.

6.2 Learning Welsh

The Local Health Board will: -

- 6.2.1 encourage and support members of staff who wish to learn Welsh or to improve their Welsh;
- 6.2.2 ensure resources are provided for services where Welsh is used regularly to communicate;

- 6.2.3 nominate a senior officer to be responsible for a training programme

These measures will be in place by 31st March 2005.

6.3 Vocational Training

The Local Health Board will assess the need for specific training through the medium of Welsh and provide definite courses to fulfil these needs e.g. communication courses, word processing, familiarising and using the Welsh language within health care

6.4 Administrative Arrangements

The Local Health Board will: -

- 6.4.1 ensure that the measures in the Welsh Language Scheme carry the full authority of the Board as they are implemented
- 6.4.2 nominate a senior officer to be responsible for integrating the Welsh elements of the service wherever that is possible within the usual administrative processes, but Managers will have the responsibility of implementing the aspects of the scheme relevant to their departments. These commitments will be implemented from the time that the Board approves its Welsh Language Scheme. The responsibilities of the senior officer will include:
- ensuring the participation of each directorate, department, hospital clinics of the Local Health Board in the Welsh Language Scheme
 - establishing a co-ordinating team of representatives from each department
 - providing written directives and guidelines to staff
- 6.4.3 provide written guidelines and directions to staff, and ensure that Local Health Board staff are familiar with the scheme, and that they know how to implement it and what is required of them.
- 6.4.4 ensure that any translators employed are properly qualified and can provide a service of high quality.

- 6.4.5 ensure translation facilities are available for staff and Board members wanting to ensure that the bilingual signs are correct, and staff will be notified of any arrangements to accomplish this.
- 6.4.6 ensure that any computer programmes can produce a bilingual output.

6.5 Implementing the recommendations from the 2002 Annual Welsh Language Report of the former Powys Health Care NHS Trust

The recommendations from the 2002 Report are set out below:

- 6.5.1 The availability of Welsh language services for people whose preferred language is Welsh should be seen as part of good clinical governance.
- 6.5.2 The additional skills of Welsh speaking staff should be valued and used effectively.
- 6.5.3 Welsh language awareness training is important, but needs to be regularly reinforced.
- 6.5.4 The Welsh Language Scheme and Link Staff need to be supported at Board and senior manager level.
- 6.5.5 I.T. systems need to be able to deal with and provide bilingual information/correspondence.
- 6.5.6 H.R. systems need to include Welsh language considerations in recruitment, retention and workforce planning.
- 6.5.7 Training/education needs to include in-house arrangements for Welsh language training including video-conferencing facilities. Consideration needs to be given to the appointment of a Welsh Language Facilitator to co-ordinate and undertake training in association with other agencies.
- 6.5.8 Individual departments will need to consider their Welsh Language requirements in line with the Welsh Language Act and the Board's Welsh Language Scheme. These will need to link with the workforce planning agenda.

- 6.5.9 Where it is not possible to recruit Welsh speakers to posts where Welsh is essential or highly desirable, then a training programme should be agreed to meet the level of expertise required and the progress should be regularly monitored.

Powys Local Health Board will include these as it implements and monitors its Welsh Language Scheme.

Evidence of improvement and implementation will be made clear by means of the Local Health Board's annual compliance reports.

6.6 Monitoring/Reporting

- 6.6.1 The Senior Officer nominated by the Board of the Local Health Board will chiefly be responsible for monitoring the scheme, and for constantly reviewing it.
- 6.6.2 The Local Health Board will structure the monitoring process and will prepare internal progress reports on the scheme's implementation to be presented to the Executive Management Team, and the Board's Human Resources Committee.
- 6.6.3 The Local Health Board Board will receive an annual compliance report that will:
- Measure whether Powys Local Health Board is complying with the Scheme;
 - Measure how well that compliance is;
 - Measure whether the scheme is being appropriately managed;
 - Note any fundamental weaknesses.

A copy of this report will be sent to the Welsh Language Board.

- 6.6.4 In the third year of the Scheme's implementation Powys Local Health Board will prepare a comprehensive evaluation report that will assess and evaluate performance in implementing the Scheme since its inception. This report will: -

- i) provide an overview and thematic analysis of compliance and performance over the first three

years of the Scheme, from two perspectives – service delivery and scheme management;

- ii) outline priorities for the following three years, together with a revised timetable for implementing the measures in the Scheme.
- iii) assess the progress within the health sector in terms of the provision of a bilingual service.

At this time, Powys Local Health Board will revise and update the Welsh Language Scheme.

6.7 Publishing Information

The Local Health Board will arrange to publish information which will identify performance against standards which are mentioned in the Welsh Language Scheme by:

- * publishing an annual performance review
- * including a summary of the performance review in the Annual Report
- * publishing the information in other documents and exhibiting them in offices

7. PUBLICITY

The Local Health Board will: -

- 7.1** publicise its Welsh language service regularly by distributing copies of the language scheme, including to all the Local Health Board staff and Board Members, and explaining how the public can deal with the body in Welsh e.g. on notice boards and in offices etc.

8. COMPLAINTS/SUGGESTIONS AND CONTACT POINT

- 8.1** If you are of the opinion that we are not implementing the commitment made in this scheme, we are keen for you to tell us. If, therefore, you have any complaints or suggestions about the Welsh language service/provision of the Local Health Board, please write to: -

J David Adams
Director of Corporate Services
Powys Local Health Board

Mansion House
Bronllys
Brecon, Powys LD3 0LS

9. IMPLEMENTATION TIMETABLE

Unless otherwise stated below, the commitments in this scheme will become operational on the date of scheme approval.

Paragraph	Commitment	Officer Responsible	Timescale
3.1.6	<p>Business Services Centre functions to operate in both languages</p> <ul style="list-style-type: none"> • introduction of replacement English/Welsh proforma to be complete • The BSC Directorate to be able to transact 30% of its business in both languages. <p>Monitoring the progress towards achievement of the target would focus on the numbers of bilingual staff, the action taken to promote bilingual business and the level of response by staff to external contacts wishing to transact business in Welsh.</p>	<p>Director Business Services Centre</p> <p>Director Business Services Centre</p>	<p>31/3/2006</p> <p>31/3/2006</p>
4.1.9	Develop a list of names of those who wish to receive correspondence through the medium of Welsh	Director Corporate Services	31/3/2005
4.3.2	<p>The switchboard greeting will always be bilingual</p> <ul style="list-style-type: none"> • if the caller wishes to continue the conversation through the medium of Welsh and the receptionist/telephonist is unable to do so, the call will be transferred to a bilingual person who can deal with the call 	Director Corporate Services	Within three (3) months of the Scheme's approval

	<ul style="list-style-type: none"> If this is not possible, the caller will be given the choice of a bilingual person returning the call as soon as possible, or writing to the Local Health Board in Welsh, or continuing the call in English 	Director Corporate Services	
4.4.5	In any public meetings where the Welsh language is used, any written materials such as leaflets or acetates or Powerpoint presentations used will be bilingual. The Local Health Board recognises that it may take some time to fully address these issues, but will seek to have arrangements in place by 31 st March 2006.	Director Corporate Services	31/3/2006
4.5.2	The Local Health Board will ensure that a bilingual press release is available in all press conferences, and will aim to have bilingual press releases available by 31 st March 2005.	Director Corporate Services	31/3/2005
5.2.1	<p>The site will have a bilingual homepage along with any interactive pages. Whenever a public document is placed on the site, both languages will be placed at the same time. The website will include the following bilingual documents: -</p> <ul style="list-style-type: none"> The Vision Statement The Welsh Language Scheme The Freedom of Information Publication Scheme <p>Other documents will be added as appropriate.</p>		

	The Local Health Board aims to have a fully bilingual internet site by 31 st December 2005.	Director Corporate Services	31/12/2005
5.5.1	<p>Not all forms, questionnaires and associated material prepared by the Local Health Board for the public in Wales are currently in bilingual form. However, the Local Health Board is committed to developing a progressive programme in terms of producing and updating forms, questionnaires and related explanatory material bilingually.</p> <p>The Local Health Board will have an editorial policy which will note clearly which forms and explanatory material will be produced bilingually, or in separate Welsh and English versions, or in one language only. This programme will depend upon the target audience and the text. Priority will be given to producing bilingual information leaflets to the public. This will be implemented immediately and the Local Health Board aims to have all forms, questionnaires and associated material, for public use, to be bilingual by 31st March 2006.</p>	Director Corporate Services	31/3/2006
5.7.1	Not all the Local Health Board's advertising and publicity activities in Wales are entirely currently bilingual. However, the Local Health Board will develop its provision by the 31 st March 2005 in order to accomplish its activities in a way that treats both languages equally, on consideration of the target audience and the text.	Human Resources and Corporate Services	31 st March 2005 on approval of the Scheme

	Any public surveys, whether by post, door to door, on the street, or otherwise will be bilingual.	Directors	
6.1.1	Ensure that by 31 st March 2006 there are adequate numbers of bilingual staff with the necessary skills to provide a bilingual service.	Director Human Resources	31/3/2006
6.1.3	By 31 st March 2005 identify the location and posts where the ability to speak Welsh may be essential or desirable and formulate team and job descriptions accordingly.	Director Human Resources	30/3/2005
6.2	Encourage and support members of staff who wish to learn Welsh or to improve their Welsh. Ensure resources are provided for services where Welsh is used regularly to communicate. Nominate a senior officer to be responsible for a training programme. These measures will be in place by 31 st March 2005.	Director Human Resources	31/3/2005