



Welsh Language

Standards

Annual Report 2019-2020

Based on data collected 30th May 2019 – 30th March 2020

Mae'r ddogfen hon ar gael yn Gymraeg
This document is available in Welsh

Content

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Foreword

I am pleased to present this annual report on the progress we have made on the implementation of the Welsh Language Standards since their introduction on 30th May 2019.

Our staff have embraced their responsibilities with compliance and are committed to providing excellent care for our Welsh speaking patients. Examples of this work are provided throughout this report, however, I am particularly proud of staff who choose to learn Welsh so that the Health Board can increase its ability to provide a bilingual service.

In April 2019, Cwm Taf became Cwm Taf Morgannwg with the addition of the Bridgend services. We have raised to the challenge of ensuring the Welsh Language Standards are embedded across all areas of the Health Board with the introduction of working groups which have supported the Welsh Language team to get key messages to staff in all departments.

The initiatives outlined in this report is testament to our commitment to providing the best possible service to our Welsh speaking communities and we will continue to develop these and other initiatives over the next year.

Paul Mears

Chief Executive, Cwm Taf Morgannwg University Health Board

Introduction

The Welsh Language (Wales) Measure established a legal framework to impose duties on certain organisations to comply with Standards. NHS Wales is one of these organisations and must comply with Welsh Language Standards (No 7) Regulations 2018. These regulations led to a compliance notice being served, and these were received by Cwm Taf Morgannwg University Health Board (CTMUHB) on 30th November 2018.

The Welsh Language Standards aim to:

- provide greater clarity to organisations on their duties in relation to the Welsh Language
- provide greater clarity to Welsh speakers about the services they can expect to receive in Welsh
- ensure more consistency of Welsh Language services and improve their quality.

The duties which derive from the Standards mean that organisations in Wales should not treat the Welsh Language less favourably than the English language.

From 30th May 2019 Cwm Taf Morgannwg University Health Board has a statutory duty to comply with the Welsh Language Standards as stated in the Compliance Notice. The Welsh Language Standards supersedes the Health Board's Welsh Language Scheme.

In accordance with the requirements of the Standards, the Health Board must produce an annual report in relation to each financial year, which deals with the way in which CTMUHB has complied with the Standards. The report must be published no later than 6 months following the end of the

financial year to which the report relates. This annual report deals with the period between 30th May 2019 and 30th March 2020.

The matters that must be reported on include:

- How the Health Board has complied with the Standards with which we were under a duty to comply during that year.
- The number of complaints received in relation to the Standards.
- The number of staff who have Welsh Language skills.
- The number of new and vacant posts that we advertised which were classed as:
 - (i) Welsh Language skills essential
 - (ii) Welsh Language skills needed to be learnt
 - (iii) Welsh Language skills desirable
 - (iv) Welsh Language skills not necessary

This report has been compiled to cover the requirements and above, and is set out to conform with specific guidance from the Welsh Language Commissioner.

Background / Context

From 30th May 2019 Cwm Taf Morgannwg University Health Board (CTMUHB) has a statutory duty to comply with the Welsh Language Standards as stated in the Compliance Notice. The Welsh Language Standards supersedes the Health Board's Welsh Language Scheme.

The compliance notice for CTMUHB can be accessed on the Welsh Language Commissioner's website. It is also available via the Cwm Taf Morgannwg [website](#) and [intranet](#).

If an individual or a group believes there has been a failure on the part of the Health Board to comply with a standard, they can address this via the [concerns](#) section of our website.

Accountability

Responsibility for compliance with the Welsh Language Standards sits with every member of staff in the Health Board to the extent that the individual Standards are relevant to their own role(s). The job description of each member of staff includes a commitment to comply with relevant legislation, and more recent job descriptions specifically mention the Welsh Language Standards.

Overall responsibility for corporate compliance with the Standards sits within Diversity and Inclusion department , part of the Workforce and Organisational Development Directorate and thus under the Director of Workforce and Organisational Development.

This report was produced by that team, who are responsible for supporting the Health Board with complying with the Standards.

Matters Arising during the Reporting Period

Governance

A Welsh Language Standards working group was established in February 2019 to ensure information about the Standards was shared across the whole of the Health Board. The working group initially reported to the Equality and Welsh Language Forum, the Quality and Safety Committee and the Executive Board although this will change with the establishment of new committees.

The working group includes representatives from all directorates who are responsible for ensuring compliance in their area. Each department/ service was asked to complete an action plan outlining their levels of compliance. With support from the Welsh Language team, compliance with the Standards between 30th May 2019 and 30th April 2020 has improved and achievements are outlined in this report.

The Welsh Language Standards include:

1. Service Delivery Standards
2. Policy Making Standards
3. Operational Standards
4. Record Keeping Standards
5. Standards which deal with Supplementary Matters

1. How the Health Board has complied with the Standards with which we were under a duty to comply during 2019-20.

Welsh Language Manager Summary

Service Delivery Standards

Communication, reception and telephone services

- Extensive work with the performance and information department has ensured work on providing bilingual communication for patients has resulted in the translation of 681 different types of patient letters and 449,736 individual bilingual letters being distributed within the Health Board.
- A new Agored Cymru accredited reception skills course has been rolled out across all areas of the Health Board and 29 staff have received training.
- Staff across all departments and services are aware that patient information leaflets need to be available in Welsh. Over the last year **343** patient information leaflets have been translated. These are in addition to leaflets already available in



Cwrs: Cymraeg Gwaith - Sgiliau Derbynfya Course: Workplace Welsh - Reception Skills



10yb -12yp am 6 wythnos
Ysbyty Prince Charles
Cofrestrwch [drwy ESR](#)

10am-12pm for 6 weeks
Prince Charles Hospital
Enrol [via ESR](#)

24/02	10:00 – 12:00	Classroom 1
02/03	10:00 – 12:00	Classroom 2
09/03	10:00 – 12:00	Classroom 2
16/03	10:00 – 12:00	Classroom 2
23/03	10:00 – 12:00	Classroom 2
30/03	10:00 – 12:00	Boardroom

Bydd y cwrs hwn yn cynnig sgiliau Cymraeg sylfaenol ar gyfer unrhyw un sy'n deio'n uniongyrchol â'r cyhoedd drwy'r ffôn neu ar dderbynfya a bydd yn sicrhau bod staff Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg yn cydymffurfio â Safonau'r Iaith Gymraeg. Ar ôl cwblhau'r cwrs bydd staff yn:

- Gwybod sut i agor a chloï trafodaethau gydag ymwelwyr â'r Bwrdd Iechyd, neu ar y ffôn.
- Gwybod sut i gynnal trafodaethau wyneb yn wyneb neu ffôn mewn cyddestunau gwaith sylfaenol.

Mae'r cwrs yn addas ar gyfer staff heb unrhyw wybodaeth flaenorol o'r Gymraeg.

This course will provide basic Welsh language skills for anyone who deals directly with the general public by telephone or on a reception desk and will ensure staff at Cwm Taf Morgannwg University Health Board comply with Welsh Language Standards. On completion of the course staff will:

- Know how to open and close conversations with visitors to the health board, or on the telephone.
- Know how to conduct face-to-face or telephone conversations in basic work contexts.

The course is suitable for staff with little or no prior knowledge of Welsh.

Am ragor o wybodaeth cysylltwch â / for more information contact
ctt_welshlanguageunit@wales.nhs.uk / 01656 75 3773 ext 53773

Welsh.

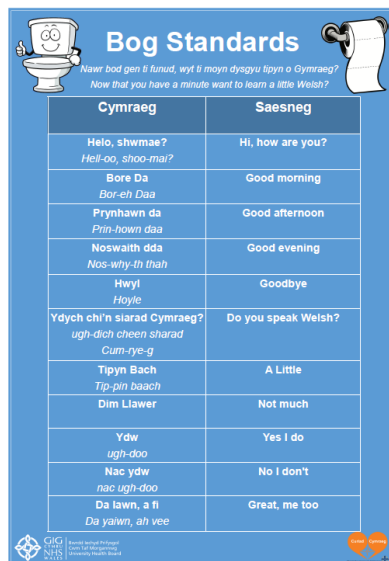
- The Health Board has invested in simultaneous interpretation equipment and has a member of staff able to provide this service for meetings and consultations.
- The Welsh Language team have carried out audits in all wards in the general and community hospital sites to ensure staff are aware of their responsibilities with the Standards. Information is gathered on:

- (i) Bilingual signage.
- (ii) Availability of Welsh patient leaflets.
- (iii) Bilingual telephone service
- (iv) Staff awareness of Welsh and which staff are Welsh speakers in the department.
- (v) Use of *Iaith Gwaith* (Orange logo) lanyards, badges or embroidered uniforms.
- (vi) Whether patient language choice is noted and the active offer is delivered.
- (vii) Whether a Welsh Language champion has been designated for the Ward.



Results from the Ward audits are included in Appendix 1.

- New Welsh social media accounts have been set up and a dedicated translator ensures information is available bilingually.
- The Welsh Language Team have ensured new information on the Health Board's website is bilingual and translated to the highest standard.



Bog Standards
Nawr bod gen ti funud, wyt ti moyn dysgu tipyn o Gymraeg?
Now that you have a minute want to learn a little Welsh?

Cymraeg	Saesneg
Helo, shwmae? Hell-oo, shoo-mai?	Hi, how are you?
Bore Da Bor-eh Daa	Good morning
Prynhawn da Prin-hawn daa	Good afternoon
Noswaith dda Nos-why-tn thah	Good evening
Hwyl Hayle	Goodbye
Ydych chi'n siarad Cymraeg? ugh-dich cheen sharad Cum-rye-g	Do you speak Welsh?
Tipyn Bach Tip-pin baach	A Little
Dim Llwm Dim Llwer	Not much
Ydw ugh-doo	Yes I do
Nac ydw nac ugh-doo	No I don't
Da iawn, a fi Da yaiwn, ah vee	Great, me too

GIG
HEALTH
NHS
2015

•A bilingual signage bank is available for staff to access on the Welsh Language Team's SharePoint page. Ongoing work with the Estates and Facilities departments ensures all new signage is bilingual. These departments have supported the Welsh Language Team with the distribution of a new initiative called 'Bog Standards', a series of posters placed on the back of toilet cubicle doors to encourage staff to learn Welsh whilst sitting on the toilet!

•Translation of the public address system is completed and will be used in Outpatients and A&E departments.

•Ongoing work with Primary Care ensures staff are aware of free Welsh Language training available, staff are able to request iaith gwaith lanyards and badges and telephone recorded messages are bilingual.

Other Work related to Service Delivery Standards



- In conjunction with Menter Bro Ogwr and care homes in the Bridgend area, Health Board staff including the psychology team, Welsh Language team, the Arts in Health Co-ordinator organised an Eisteddfod for elderly residential care patients in the Bridgend local authority area. The Eisteddfod provided an opportunity for care home residents to enjoy singing in Welsh, as well as compete against each other in both Welsh and English recitals and poetry, as part of an ongoing programme of work using the Arts to promote health and wellbeing amongst the elderly.

- The Equality and Welsh Language Projects and Training Officer has continued work with patients and staff at Pinewood House, a mental health service in the Rhondda. This work involved providing basic Welsh lessons to patients as way to promote recovery and rehabilitation for residential mental health patients.



- Ward packs have been created to assist staff with the care and treatment of Welsh speaking patients. The packs include communication resources such as bilingual 'point to' charts as well as information about arranging interpretation.

Areas for Improvement

Further work is required to ensure all patient letters are bilingual.

Policy Making Standards

- The Health Board's policy group monitors the quality of new and revised policies to ensure that they adhere to the Equality Impact Assessment policy. This includes ensuring the policy has positive effects, or increased positive effects on
 - (a) Opportunities for persons to use the Welsh Language and
 - (b) Treating the Welsh Language no less favourably than the English language.

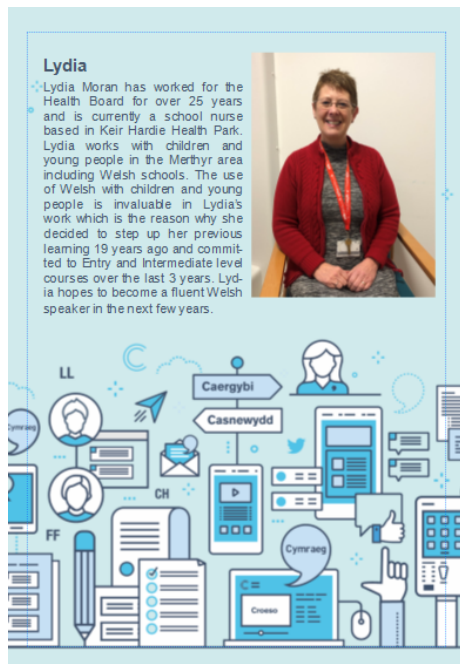
Areas for improvement

- The Equality Impact Assessment process is being reviewed on an All Wales basis and this will include updating the Welsh Language impact assessment section. This new assessment will be used in all new policies going forward.
- Work on a new primary care policy was planned in March 2020, however this has been delayed due to the Coronavirus pandemic. We are aiming for this to be approved shortly.

Operational Standards

- A policy on using Welsh internally is available on the Health Board's intranet.
- Performance review documentation is available in Welsh and staff are able to receive this in the language of their choice.

- All policies relating to Operational Standard 82 are published in Welsh on the Health Board's intranet. These are a number of a workplace policies relating to areas such as Grievance and Discipline which must be published in Welsh.
- All staff are able to access free Welsh courses either on site or in the community. 32 staff took up the offer of training in September 2020.
- The Health Board is able to offer Welsh translation and interpretation to deal with complaints and disciplinary procedures.
- Two additional full-time Welsh translators have been recruited, meaning the Health Board now has three translators making it the third Health Board in Wales to employ a team of translators.
- All staff are able to access software for checking spelling and grammar in Welsh. This is included by default for all staff irrespective of their ability to use Welsh, and does not need to be requested.
- The Health Board has a fully functioning bilingual area on the intranet dedicated to providing services and support material to promote the Welsh Language and to assist staff to use the Welsh Language.



- 1,968 Staff carried out a self-assessment of their Welsh Language skills as part of the mandatory training programme. These skills are recorded on Electronic staff record (ESR).

- Welsh Language training (at all levels) is available to staff at all levels via *Cymraeg i Oedolion* either at the three District General Hospital sites or in the community. The Health Board covers the cost of these sessions for all staff, subject to a commitment that they will complete a course and use the skills obtained in their role where appropriate.

- 620 new staff have undertaken Welsh Language awareness training during the induction process in the period of this report. This training is also offered to staff in all directorates.

- The Welsh Language Team's intranet page includes information for staff on providing bilingual email signatures and out of office replies.

- Staff are able to request Welsh speaking lanyards or badges through the Welsh Language team. This is also monitored during Ward auditing.
- A new bilingual skills strategy has been developed to assist recruiting managers to assess new posts this has been used recently to appoint a new Welsh speaking member of staff to the physiotherapy department at the Princess of Wales Hospital.

- The Welsh Language team is able to provide support with the translation of application forms and related documents as well as interpretation during interviews.
- The Welsh Language team's SharePoint (intranet) page includes a bilingual signage bank for staff to use and the translation team offer support to the facilities and estates department when new signage is required.

Areas for Improvement

- Ensure managers understand and implement the bilingual skills strategy.
- Develop a process for translating job descriptions and advertisements.

Record Keeping Standards

- The Patient Care and Safety team deal with all complaints on behalf of the Health Board and a record of these is held on a system called Datix. Information on making a complaint is available bilingually on the Health Board's website.
- The Health Board keeps a record of staff Welsh Language skills on ESR and provides staff with a list of Welsh speakers able to support patients on SharePoint which can be accessed when required.

Areas for Improvement

- Extend the use of dedicated Welsh recruitment websites to promote Welsh essential jobs.

Standards which deal with Supplementary Matters

- The document which the Health Board are under a duty to comply, and the extent to which it is under a duty to comply with those Standards is available on the website.
- The Patient Care and Safety team deal with all complaints on behalf of the Health Board and a record of these is held on a system called Datix. Information on making a complaint is available bilingually on the Health Board's website.
- This report includes information on the way in which the Health Board has complied with the Standards with which it is under a duty to comply with during the period 30th May 2019 and 30th April 2020. This report is available on the website.

Areas for Improvement

- Increase the capacity of the Complaints and Concerns team to deal with enquiries in Welsh.

2. The number of complaints received in relation to the Standards.

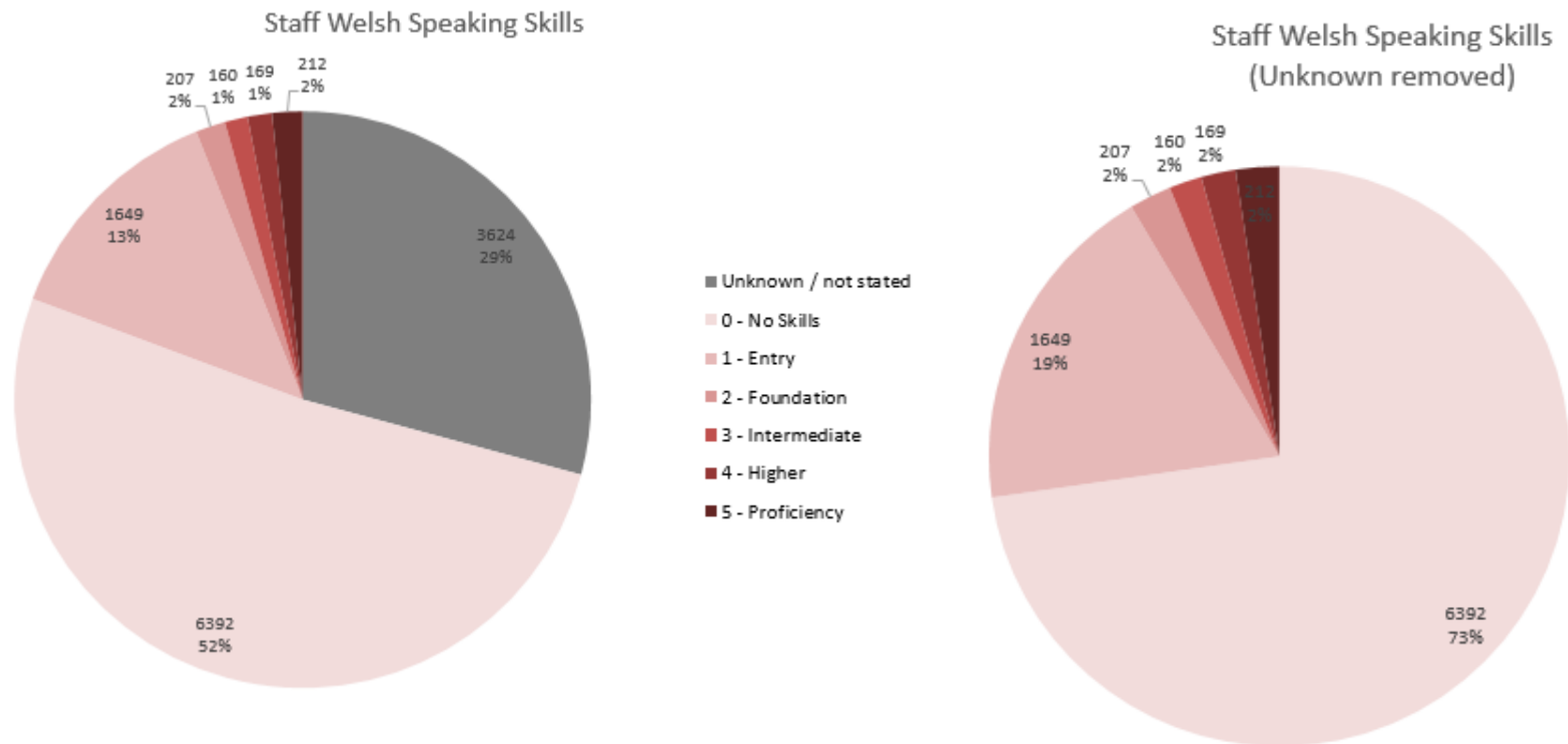
- The Health Board received a single formal complaint in the 2019-20 year in which the Welsh Language was mentioned, although the complaint was primarily regarding other matters.

The complaint did not mention any individual standard, but related to the provision of Welsh information leaflets and the wearing of badges by Welsh speaking staff, as well as the quality of the Welsh page regarding complaints.

In response to the complaint, the Health Board ensured that information leaflets in Welsh were available on the ward in question. Badges are available on request and are pre-emptively distributed in ward packs and other contexts. The concerns page of the website had been translated via the machine translation system formerly used by the Health Board and this was in the process of being updated; the page has now been translated by a qualified Welsh translator.

3. The number of staff who have Welsh Language skills.

The following graphs depicts the Welsh skills (Speaking/Listening) of the Health Board's staff as of 31st March 2020. The graph on the right depicts the same figures with the "Unknown" staff removed, for clarity.



- These statistics are the first to be released which reflect the new boundaries of the Health Board. The fall in the overall % of staff whose skill levels are known compared to previous reports is largely attributable to the lower level of returns in the Bridgend area, as well as inclusion of temporary staff recruited in response to the Covid-19 Pandemic.

- Statistics are based on staff group as reported by ESR. Levels refer to the NHS Language Skills matrix and are self-reported. All statistics refer to ability at 'Speaking and Listening'; figures are also collected for 'Reading' and 'Writing' and are available on request, but do not significantly differ from the above.
- The proportion identifying as being able to speak Welsh to a reasonable degree (Level 3+) - 6% of staff whose skills are known - is significantly lower than the proportion of the local population able to speak Welsh according to the 2011 Census (11%).
- Full tables by Department are available in Appendix 2.

4. The number of new and vacant posts that we advertised which were classed as:

- (v) Welsh Language skills essential**
- (vi) Welsh Language skills needed to be learnt**
- (vii) Welsh Language skills desirable**
- (viii) Welsh Language skills not necessary**

- The number of jobs and the Welsh Language skill level required advertised over during the last financial year April 2019 to March 2020 is as follows:

Total number of jobs advertised: 2283

Jobs advertised which were classed as Welsh skills essential – **3**

Jobs advertised which were classed as Welsh skills needed to be learnt – **2**

Jobs advertised which were classed as Welsh skills desirable – **2278**

Jobs advertised which were classed as Welsh skills not necessary - **0**

The number of jobs advertised as Welsh essential remains the same as the previous year. Roles where Welsh skills were considered essential included two translators and a switchboard operator.

Following the approval of the new Bilingual Skills Strategy in March 2020, the Health Board expects the number of jobs advertised as requiring Welsh skills to increase in the next financial year. The Strategy requires that all future vacancies are assessed, and then designated as a job requiring Welsh Language skills (and if so, to what level), having Welsh skills as desirable, or not requiring Welsh skills.

As part of the strategy, the Health Board has made the decision to end the previous practice of designating all vacancies as ones in which Welsh skills are desirable as a default. Whilst this means that fewer vacancies in the future will have Welsh skills as desirable, this will ensure recruiting managers assess vacancies appropriately before advertising, and will in fact increase the weight given to Welsh Language skills in recruitment by increasing the number of roles where Welsh is classed as essential.

Conclusions and Proposed Actions

The Health Board has made considerable changes to its working practices during 2019-20 in order to comply with the Welsh Language Standards, particularly in the area of bilingual correspondence, translation, and providing training.

The Health Board intends to implement the following projects relating to the Welsh Language Standards during 2020-21:

Type of Standard	Project	Department responsible	Timescale
Service delivery	Full compliance with the standard in relation to bilingual appointment letters for patients	Performance and Information	Dec 2020
Service delivery	Collaborative work with NWIS to ensure the Health in Wales website provides information on primary care services available in Welsh.	Welsh Language Team NWIS	Dec 2020

Service delivery	Implement year one of the five year plan to increase the Health Board's ability to offer consultations through the medium of Welsh.	Welsh Language Team Directorate Managers	March 2021
Service Delivery	Creation of a bilingual Artificial Intelligence Coronavirus information bot	Planning IBM Welsh Language Team	Aug 2020
Service Delivery	Development of a More than just words tool kit to assist staff with the delivery of an Active Officer	Welsh Language Team Heads of Nursing	March 2021
Policy Making	Collaborative work with Aneurin Bevan and Cardiff and Vale UHBs to develop a Primary care policy on providing primary care services for Welsh speakers.	Welsh Language Team Primary Care Managers	Sept 2020
Policy Making	Collaborative work on the all Wales Equality Impact Assessment to include a Welsh Language impact assessment.	All Wales Equality and Welsh Language Managers	Dec 2020

Operational	Develop a programme of training sessions to ensure managers understand and implement the bilingual skills strategy	Welsh Language Manager Recruiting Managers Senior Workforce Managers	Nov 2020
Operational	Develop a translation process for job descriptions and advertisements	Welsh Language Team Workforce Managers	Dec 2020

Appendix 1: Ward Audits

Ward audits were carried out in every hospital and community site within the Health Board, covering not just hospital wards but also specialist departments, outpatient areas, receptions etc.

The focus of the auditing was on:

- bilingual signage and information leaflets
- staff answering the phone bilingually
- identifying Welsh speaking staff and ensuring that they are wearing the Iaith Gwaith logo
- ensuring staff are asking patients their preferred language
- building a network of Welsh Language champions.

Most Welsh speaking staff report being happy to use Welsh with patients, and that they do so at least occasionally.

The following chart indicates how staff at various Health Board sites responded to the following questions:

- 1) Is all the information—signs and posters—on display in all areas visible to the public bilingual?
- 2) Do you have Welsh or bilingual versions available of any forms, leaflets or information given out to patients?
- 3) Are staff answering telephones aware how to do so bilingually, and are they doing it?
- 4) Do you and your staff know who the Welsh speakers in your department are and how to contact them?
- 5) Are the Welsh speakers in your department wearing a 'Cymraeg' badge or lanyard?
- 6) Are your staff asking your patients if they'd like to use Welsh?
- 7) Does your ward / department have a Welsh Language champion? If not, could you volunteer someone?

	Bilingual Signs?	Bilingual Forms + Leaflets	Answering phone Bilingually?	Who are the Welsh speakers?	Cymraeg badge / Lanyard?	Asking patients to use Welsh?	Welsh Language champion?	%
Prince Charles Hospital	22.58	32.26	54.84	77.42	67.74	54.84	77.42	55.30
Princess of Wales	64.29	64.29	78.57	100.00	92.86	71.43	71.43	77.55
Royal Glamorgan Hospital	43.48	73.91	86.96	82.61	86.96	43.48	69.57	69.57

Ysbyty Cwm Cynnon	64.00	76.00	76.00	96.00	80.00	72.00	64.00	75.43
Ysbyty Cwm Rhondda	40.00	40.00	60.00	80.00	80.00	50.00	50.00	57.14
Total	46.87	57.29	71.27	87.21	81.51	58.35	66.48	

The figures provide a baseline from which subsequent audits will be able to monitor progress, as well as providing a means of identifying which areas/departments showed the most scope for improvement.

Appendix 2: Detailed Breakdown of Welsh Skills by Department

The following table depicts the Welsh Language skills of Cwm Taf Morgannwg University Health Board staff by department. "Total Known" refers to the number of individuals in that department whose Welsh Language skills are known; these individuals have self-reported their skills using the ESR system. The following statistics should be interpreted with reference to the points outlined earlier in this report. Additionally:

- Departments with fewer than 20 staff are not shown, though they are included as part of the the overall organisation total. Agency staff without ESR accounts are not shown.

- 'DE Covid Response' refers primarily to senior medical and nursing students employed on temporary contracts as a response to the Covid-19 crisis. These staff may not have had an opportunity to record their skills.

Department Name	Total in Dept.	Total Known	% Known	L5	L4	L3	L2	L1	No Skills
DE COVID-19 Response	107	1	0.9%	0	0	0	0	1	0
Chief Executive	23	5	21.7%	0	0	0	1	2	2
Bridgend ILG Management	47	15	31.9%	0	0	0	1	4	10
Bridgend Acute	1502	670	44.6%	6	13	13	9	87	542
Womens and Childrens - Obstetrics,Gynaecology and Sexual Health	590	340	57.6%	5	11	4	8	35	277
Bridgend Primary Care and Community	215	125	58.1%	2	3	1	1	27	91
Merthyr and Cynon Acute	1277	770	60.3%	7	8	6	15	107	627
DE Medicine Management	323	198	61.3%	10	5	7	10	33	133
Bridgend Mental Health	372	233	62.6%	1	5	4	3	27	193
Rhondda and Taf Acute	1327	857	64.6%	27	16	12	19	62	721
Estates	169	110	65.1%	3	0	2	0	8	97

Cwm Taf Morgannwg UHB Total	12413	8789	70.8%	212	169	160	207	1649	6392
Patient Care and Safety	112	81	72.3%	5	1	1	3	28	43
Research and Development	22	16	72.7%	0	1	1	0	7	7
Womens and Childrens - Paediatrics, Acute and Community and CAMHS Network	973	743	76.4%	17	20	18	18	197	473
DE Cancer Services	23	18	78.3%	0	1	1	1	11	4
Welsh Health Specialist Services Committee	65	53	81.5%	3	2	3	1	7	37
DE Primary Care	414	338	81.6%	11	6	11	11	83	216
DE Facilities	176	144	81.8%	1	2	4	1	31	105
Clinical Support Services and Facilities - Medical Records and Pathology	1128	930	82.4%	25	12	11	26	246	610
Workforce and Organisational Development	210	176	83.8%	14	3	5	9	31	114
Rhondda and Taf Primary Care and Community	404	341	84.4%	9	11	5	7	170	139
Corporate Development	28	24	85.7%	3	0	1	1	9	10
Clinical Support Services and Facilities - Therapies	1103	951	86.2%	25	21	21	25	152	707

Planning and Partnership	31	27	87.1%	2	0	1	2	5	17
Transformational Project	38	34	89.5%	4	0	3	0	5	22
Rhondda and Taf Mental Health	446	403	90.4%	11	8	7	11	41	325
Merthyr and Cynon Primary Care and Community	324	294	90.7%	3	2	5	5	154	125
ICT	65	59	90.8%	2	1	3	1	9	43
Performance and Information	58	53	91.4%	1	0	2	2	17	31
Merthyr and Cynon Mental Health	237	219	92.4%	5	9	3	5	12	185
Finance	68	64	94.1%	3	3	2	2	12	42
Bridgend Clinical Support Services and Facilities	434	417	96.1%	5	3	2	3	14	390
Therapies and Healthcare Sciences	23	23	100%	0	2	1	0	4	16

The following table depicts the percentage of staff with different levels of skills, by Department. The table considers only those staff whose skills are known; in other words the “unknown” in the above table have been disregarded in the following table.

Department Name	%L5	%L4	%L3	%L2	%L1	%No skills
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DE COVID-19 Response	0%	0%	0%	0%	100%	0%
DE Cancer Services	0%	6%	6%	6%	61%	22%
Chief Executive	0%	0%	0%	20%	40%	40%
Rhondda and Taf Primary Care and Community	3%	3%	1%	2%	50%	41%
Corporate Development	13%	0%	4%	4%	38%	42%
Merthyr and Cynon Primary Care and Community	1%	1%	2%	2%	52%	43%
Research and Development	0%	6%	6%	0%	44%	44%
Patient Care and Safety	6%	1%	1%	4%	35%	53%
Performance and Information	2%	0%	4%	4%	32%	58%
Planning and Partnership	7%	0%	4%	7%	19%	63%
Womens and Childrens - Paediatrics, Acute and Community and CAMHS	2%	3%	2%	2%	27%	64%
DE Primary Care	3%	2%	3%	3%	25%	64%
Workforce and Organisational Development	8%	2%	3%	5%	18%	65%
Transformational Project	12%	0%	9%	0%	15%	65%
Clinical Support Services and Facilities - Medical Records and Pathology	3%	1%	1%	3%	26%	66%
Finance	5%	5%	3%	3%	19%	66%

Bridgend ILG Management	0%	0%	0%	7%	27%	67%
DE Medicine Management	5%	3%	4%	5%	17%	67%
Welsh Health Specialist Services Committee	6%	4%	6%	2%	13%	70%
Therapies and Healthcare Sciences	0%	9%	4%	0%	17%	70%
Bridgend Primary Care and Community	2%	2%	1%	1%	22%	73%
Cwm Taf Morgannwg UHB Total	2%	2%	2%	2%	19%	73%
DE Facilities	1%	1%	3%	1%	22%	73%
ICT	3%	2%	5%	2%	15%	73%
Clinical Support Services and Facilities - Therapies	3%	2%	2%	3%	16%	74%
Bridgend Acute	1%	2%	2%	1%	13%	81%
Womens and Childrens - Obstetrics,Gynaecology and Sexual Health	1%	3%	1%	2%	10%	81%
Merthyr and Cynon Acute	1%	1%	1%	2%	14%	81%
Rhondda and Taf Mental Health	3%	2%	2%	3%	10%	81%
Bridgend Mental Health	0%	2%	2%	1%	12%	83%
Rhondda and Taf Acute	3%	2%	1%	2%	7%	84%
Merthyr and Cynon Mental Health	2%	4%	1%	2%	5%	84%

Estates	3%	0%	2%	0%	7%	88%
Bridgend Clinical Support Services and Facilities	1%	1%	0%	1%	3%	94%

The following tables depict the number and percentage of employees whose Welsh Language skills have been assessed working in priority group services. In some cases these will duplicate from rows in the above tables, however they are repeated here for convenience and ease of reporting:

Paediatrics:

	Unknown	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	Total
Number	230	473	197	18	18	20	17	973
%	24%	49%	20%	2%	2%	2%	2%	
% Known		64%	27%	2%	2%	3%	2%	

School nursing:

	Unknown	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	Total
Number	1	32	13	1	2	3	0	52
%	2%	62%	25%	2%	4%	6%	0%	
% Known		63%	25%	2%	2%	3%	2%	

Health visiting:

	Unknown	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	Total
Number	71	72	98	10	14	9	4	266
%	26%	27%	37%	4%	5%	3%	2%	
% Known		37%	50%	5%	7%	5%	2%	

Mental health services:

	Unknown	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	Total
Number	202	709	81	21	14	22	17	1066
%	19%	67%	8%	2%	1%	2%	2%	
% Known		82%	9%	2%	2%	3%	2%	

Speech and Language Therapy

	Unknown	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	Total
Number	14	28	23	1	4	5	2	77
%	18%	37%	30%	1%	5%	6%	3%	

% Known		44%	37%	2%	6%	8%	3%	
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It is not possible to accurately report on Elderly care medicine or learning disabilities due to this work being spread over a wide range of departments and disciplines.