

MEETING	Language Committee
DATE	20/6/22
TITLE	Report of the Adults, Health and Well-being Department
PURPOSE	To present information about the Department's contribution to the Language Policy

1. BACKGROUND

- 1.1 This report has been prepared in order to present information to the Language Committee on the contribution of the Adults, Health and Well-being Department to the Language Policy.
- 1.2 The Council's Language Policy is embedded in all of the Department's work and we will highlight in this report the opportunities that are available to improve the provision for our residents, while acknowledging the challenges facing the field.
- 1.3 In 2016, the 'Follow-on Strategic Framework for Welsh Language Services in Health, Social Services and Social Care (More than just words)' was launched. The Framework sets expectations on local councils and health boards to provide Welsh medium services and to make an "Active Offer" to all. Being able to provide the "Active Offer" means that no one in Wales should have to make a request for a Welsh language service as the service should be available to them in Welsh without them having to ask.
- 1.4 The framework supports the Council's Language Policy and we as a Council have committed to More than just words from the outset when it was published in 2012, and we have welcomed the principles of the Follow-on Strategic Framework published in 2016. The clear advantage of the framework is that it is a national framework that ensures consistency across the country, and also across organisations in the field. The Council's officers have contributed regularly to the Regional forum that has been established by Morwena Edwards, Gwynedd Council Corporate Director, to collaborate and share good practice. Following a change to the Council's staffing structures and relevant posts within the Department, it will be necessary to review the Department and Council representation at the forum by the next forum.

2. RESPONSE TO THE COMMITTEE'S QUESTIONS

<p>A matter that the members wish to discuss:</p>	<p>Question</p>
<p><u>Boosting and promoting</u></p> <p>How do we go beyond the bilingual provision to increase the opportunities for people to use the Welsh language in the community, to contribute to the national target of creating a Million speakers, and to the Well-being goal of ensuring that the people of Gwynedd are "Able to live in a natural Welsh community"?</p> <p>Gwynedd's Welsh Language Promotion Plan can be seen here: https://www.gwynedd.llyw.cymru/en/Council/Documents---Council/Strategies-and-policies/Language-and-equality/Welsh-Language-Promotion-Plan-for-Gwynedd-2018-2023.pdf</p> <p>It sets priorities for the promotion of the Welsh language in five fields:</p> <ol style="list-style-type: none"> 1. The language of the family 2. The language of learning 3. The language of work and services 4. The language of the community 5. Research and technology 	<p>1. Can you highlight any projects within your department that contribute to one of the priorities of the Council's language strategy, namely the Welsh Language Promotion Plan for Gwynedd?</p> <p>The Adults Department is required to make a proactive offer to all who receive a service, ensuring that individuals receive a Service in the language of their choice without having to ask. This is an underlying principle of the Department's day-to-day work.</p> <p>Dementia</p> <p>It is vital that Adults with dementia are supported in their chosen language, and considerable research has proven the impact on individuals' well-being. By developing dementia units in the Council's Internal Care Homes, training staff to become dementia specialists, and continuing to offer Dementia Go sessions in Welsh across the County, this ensures a quality Welsh language service for individuals with dementia in their local communities. It is essential as we develop future technology/telecare options that Welsh language options are available, and this will be addressed as part of the Telecare Project during 2022/23.</p> <p>Out of County Cases</p> <p>Historically, individuals from Gwynedd have received a service outside Gwynedd for a variety of reasons, for example where the specialist care needed was not available in Gwynedd. This is especially true in the Learning Disabilities Service. Work is ongoing to identify our individuals who receive services outside of Gwynedd, and to discuss the possibility of returning to Gwynedd. There are examples where individuals want to return to Gwynedd to live, to be closer to family, and to work and receive a Welsh language service. This will be a priority over the period to come, to ensure that everyone who wants to live in a naturally Welsh speaking community has that opportunity.</p>

<p><u>Outsourcing of work and awarding third party contracts</u></p> <p>How do we ensure that the quality of the bilingual service is maintained when outsourcing work and awarding contracts?</p>	<p>2. If the department outsources work on contract, can you refer to any good practice, either when imposing conditions or when monitoring in order to ensure compliance with the linguistic conditions?</p> <p><u>Domiciliary Care Project</u></p> <p>Over recent months, work has been underway to re-examine the Domiciliary Care provision in Gwynedd. Providers will operate in a geographical catchment area and operate more flexibly according to the needs of Adults and their carers. As part of the project, we as a Department have been able to set specific linguistic conditions to ensure that the Welsh Language and the ability to make an interactive offer are a core element of the new contract with Providers. This has been a key element in the awarding of new contracts, and will remain a key element in the implementation of the new model and in our monitoring of contracts.</p> <p><u>Training</u></p> <p>Elements of Social Work training are often outsourced, especially when the training is in a specialist area. Historically, there has been a gap in specialist training through the medium of Welsh, but the Department's efforts over recent years have meant that Welsh language training is now an integral part of training contracts. Discussions are ongoing with partners such as Bangor University in order to provide bespoke, specialist training opportunities in the Welsh language.</p>
<p><u>Operating bilingually</u></p> <p>How do we manage to act on the requirements of the Language Policy and Welsh Language Standards?</p>	<p>3. Are there any obstructions that prevent you as a department from offering a full service in Welsh?</p> <p>This could be across the department or in specific services.</p> <p>e.g.</p> <ul style="list-style-type: none"> • recruitment problems or a lack of staff skills • Work in a field that is considered to be an "English" industry (i.e. external influences) • Co-operate with external bodies and agencies that do not operate bilingually <p><u>Recruitment</u></p> <p>Recruitment continues to be one of the main obstacles to enabling us to offer Services fully in Welsh. Recruitment to the care field is a national problem, and the problem is more evident in some areas of Gwynedd than others. When the Service makes every effort to recruit to front-line care jobs and fails, it is often necessary to compromise to be</p>

	<p>able to offer any type of service. Support is given to non-Welsh speaking staff and there are examples of non-Welsh speaking staff learning and becoming valued members of the Department with support. The Department has started recruiting locally (e.g. recruitment in the Maesgeirchen area for Plas Hedd Home), and this has enabled managers to discuss language needs and options with individuals who may not have previously made contact.</p> <p><u>Collaborating with Partners</u></p> <p>The Department works closely with the Health Board, and the Mental Health Team for example is an integrated team based with the Health Board at Hergest Unit, Bangor and at Ysbyty Alltwen. Every effort is made to influence partners and to work together to promote the Welsh language, but the work of the teams is often reactive. When there is an urgent need to respond to issues jointly with our partners, e.g. safeguarding issues, this is often a barrier.</p>
<p><u>Developing new opportunities</u></p>	<p><i>4. Do you have ideas about new ways we can promote the Welsh language in the county's communities - either in your own services or by collaborating with others?</i></p> <p><u>Community Resilience Project</u></p> <p>A project will be set up during 2022/23 through grant funding which will look at setting up hubs in various communities across the County. The intention is to offer preventative Services from the hubs, and by offering a service and opportunities to individuals locally in their communities, this will be a valuable opportunity to promote the Welsh language, especially in some of the communities where the number of Welsh speakers is lower. Would it be possible to work together to offer Welsh for Adults lessons in their local communities, for example?</p> <p><u>Insight App</u></p> <p>The Well-being Pathways team within the Learning Disabilities Service offers individuals with Learning Disabilities social, training, employment opportunities, etc. Over 150 individuals in Gwynedd have received a service from the team. By joining the Insight app, the team has been able to open up the opportunities to the rest of Wales, where individuals with Learning Disabilities across Wales can join the team's sessions virtually. There are not many Welsh language opportunities on the app, and the Well-being Pathways team is at the forefront of offering Welsh language sessions on the app. There are examples of individuals across Wales joining the team's sessions because they are conducted in Welsh, and individuals making friends across Wales. This is something that the team plans to expand on over the next year.</p>

Graduates/Trainees

A particular effort is being made to target trainees and graduates for jobs that have historically been difficult to appoint. By offering courses in Welsh jointly with Bangor University, e.g. Occupational Therapy and Social Work, it is possible to try to attract graduates back to the County. In addition to the Occupational Therapy and Social Work trainee, the Department has appointed three Welsh speaking Leadership and Management trainees in recent years, and all three have returned to the area to work in Gwynedd. The hope is to grow future managers and leaders within the Department while promoting the Welsh language.

