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**CYFARFOD BWRDD / BOARD MEETING: 22.03.18**

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| **EITEM/ITEM:** | **9** |
| **TEITL/TITLE: SCW/18/11** | **Work Welsh pilot for social care sector: 2018-19** |
| **AWDUR/AUTHOR:**  **CYFRANIADAU GAN/ CONTRIBUTIONS FROM:** | **Sue Evans**  **Gemma Halliday** |
| **ATODIADAU/APPENDICIES:** |  |
| **Appendix 1** | **Work Welsh: our project proposal and costings** |
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| **TRAFODWYD YN FLAENOROL YN/ITEM PREVIOUSLY DISCUSSED AT:** | |
| Executive Management Team meetings on 20 February and 12 March 2018 | |
| **PENDERFYNIAD / DECISION:**  Board members are invited to **discuss a**nd **agree** the draft proposal and **delegate final approval** to the Chief Executive.  Board members are asked to **agree** that governance will be provided by the Improvement Committee. | |

**Work Welsh pilot for social care sector: 2018-19**

**1. Purpose of report and recommendation**

1.1 The purpose of this report is to provide Board members with an outline of the proposal, which is subject to further discussion with the sector and agreement by the National Centre.

1.2 The final proposal will be shared with the Board via the Member portal, when negotiations have been completed. In the meantime, Appendix 1 sets out the background and initial proposal, which is being discussed. Board Members are asked to agree the outline proposal and that final approval is **delegated** to the Chief Executive.

1.3 Board members are asked to **agree** that governance will be provided by the Improvement Committee.

**2. Context**

2.1 Social Care Wales has been asked to manage and deliver an alternative learning scheme, on behalf of the National Centre for Learning Welsh.

2.2 Expressions of interest have been requested from the sector, which will be used to determine a more detailed plan.

**3. Resource considerations**

3.1 A grant of up to £250k will be made available by the National Centre for Learning Welsh, subject to their agreement of our final proposal. Appendix 1 provides an outline plan, which is subject to further negotiations.

3.2 The majority of the grant will be used to commission tutors, who will be specifically trained to understand social care terminology, using case studies and other on-line resources, which we will help to develop.

3.3 Members will note that Social Care Wales will employ a dedicated project officer to manage the pilot programme.

**4. Equalities**

4.1 We do not anticipate any equalities issues arising from our involvement and we will monitor uptake and participation, so that learning can be shared.

4.2 We have not undertaken a separate equality assessment, as this programme is the responsibility of the National Centre for Learning Welsh.

**5. Governance**

5.1 The Officer will be supported by an existing manager and the internal Welsh Language Framework Group.

5.2 Quarterly progress reports will be required by the National Centre for Learning Welsh. The programme may be adjusted during the pilot phase.

5.3 The progress reports will be shared with the Improvement Committee, so that governance is assured.

**Work Welsh: our project proposal and costings**

**1. Context**

1.1 In the 2016-2020 Strategic Plan of the National Centre for Learning Welsh (a Welsh Government funded charity) - it states that the Centre will *‘**develop innovative schemes to ensure opportunities and context for learners to use their Welsh confidently.’*

1.2 One of the growth areas for learning and using Welsh is its use within the workplace, in all types of situations. Following the Welsh Government announcement in October 2016 that up to £3 million in the 2017-18 budget was allocated to develop schemes to learn Welsh in the workplace, the Centre presented a business plan. The name of the new Scheme is **Cymraeg Gwaith/ Work Welsh** - <https://learnwelsh.cymru/work-welsh/introduction-to-work-welsh/>

1.3 The Scheme is divided into different sections that offers a variety of opportunities for employers to increase the number of employees that use Welsh within the workplace. The Scheme also gives learners the opportunity for learners to follow a natural continuum with opportunities to learn online and face to face. A collaborative working programme was established for the new Scheme with the current Learn Welsh opportunities offered within the local community.

1.4 A Cymraeg Gwaith/Work Welsh team has been established that can provide support and information to employers and learners and during 2017/18 it is anticipated that in excess of 4,000 will participate in Learning Welsh opportunities through the Scheme. The team has engaged with over 700 employers. Currently 19% of them have been from the Care and Health sector, the majority of these are within the Health sector. The engagement programme has included presentations to Senior Managers and Language Officers, one to one meetings and continuous support from the Work Welsh team.

1.5 During the first year of implementing the Scheme, some alternative training schemes have been developed to respond to specific sectoral or employers’ needs. This includes the Further and Higher education, early years and the private sector.

**2. Elements of the scheme**

2.1 The Scheme is divided into four elements:

1. **Online Course for beginners:** this is a 10 hour course that teaches basic phrases and words that are relevant to the workplace. There are two other online courses currently being developed, a second part to the first course and bespoke courses for different sectors. Health and Care is one of these. The course will teach basic phrases and words aimed towards caring for patients.
2. **Residential Courses:** a 5 day residential course to improve and increase confidence in using Welsh in the workplace.
3. **Intensive Courses:** Learn Welsh courses on all levels offered over an extended period of time. This can be within the workplace or locally to the learners. In year two of the Scheme workplaces will be offered funding to employ tutors to complete this work tailored specifically to the needs of the employer.
4. **Information Sessions:** and introduction to why learning Welsh is of benefit to employees and why developing a bilingual workforce is important to employers. The training is aimed towards Managers and Senior Managers.

**Sector specific schemes**

2.2 The Centre has established alternative schemes for specific sectors through collaborative working with umbrella/representative organisations. Some of these are included in Annex 1.

**3. Our proposal**

3.1 In January 2018, we met with the centre to explore the possibilities of working together on a scheme specifically tailored to the social care sector, similar to those in early years and childcare and HE/FE. Following a further briefing in February 2017, the Executive Management Team agreed to pilot a Work Welsh scheme for the social care sector.

3.2 Our initial proposal is:

* Access to a sector specific Diagnostic Tool to form baseline of Welsh language skills and identify Welsh language levels of employees. This is available to individual employers and would be used as a baseline measure for those taking part in the scheme
* Invite expressions of interest from the sector to determine demand, both regionally and by specific parts of the sector.
* Work with Sbectrwm (the agency employed by the National Centre for Learning Welsh) to develop a sector specific online course.
* Employ regional tutors that can work with local employers to offer flexible and tailored Welsh training opportunities to employees.
* Priority would be to target employees that offer first line care, their supervisors and managers as well as Social Work students.
* Alternatively, if demand is low from operational teams, we will target a range of other support staff who provide indirect social care roles including commissioners, administrators and leaders who will be supported to become local Welsh Language champions.
* The target is to carry out a baseline assessment between 150-200 learners and signpost these to online courses and/or tutor led.
* Records will be kept of attendance and language improvement, with the aim for learners to be confident to use some Welsh with service users at the end of the training period.
* Ongoing support on a mentor level and aftercare to employers will form part of the role of the Tutor

**Outcomes anticipated**

* Increased use of Welsh with individuals receiving care and support (monitored through feedback from stakeholders and regulators).
* Employers recognising and promoting the need to offer care bilingually
* Employers supporting their staff to undertake learning
* Employees more confident in using their Welsh and aiming to improve their ability
* Clearly defined language progression across the sector, using self-assessment diagnostic tool

**Pilot Project details**

* The pilot scheme is for 12 months with a view to review and monitor effectiveness
* The Project period would be from 1 April 2018 – 31 March 2019
* The level of funding available is up to £250,000
* The National Centre’s role would be to provide the diagnostic tool and on-line resources, as well as offer support and monitor.
* The Project will be wholly managed by Social Care Wales. An Engagement and Development Officer will be employed to coordinate the programme and liaise with tutors, delegates, learning providers and employers.
* The Improvement and Development Manager with responsibility for this programme area would provide support and guidance and liaise with National Centre for Learning Welsh.
* Evaluation will also form part of the project requirement and will be managed by the Welsh Language Framework Group.
* We will evaluate various elements of the pilot, report quarterly to the Centre and recommend improvements and proposals for future work, should resources be made available
* We will share quarterly reports with the Improvement Committee, to provide scrutiny and assurance.

**Outline timeline and potential activity**

* Annex 1 highlights the proposed activity, target learners and timescales for each phase of the project.
* Annex 2 highlights additional work which could be completed if targeted number of delegates are not met in Phase 1. Alternately, these activities could be actioned in 2019/2020, subject to future resources.

**Indicative costings**

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| **Activity** | **Cost** |
| Recruitment of project coordinator (including oncosts, travel and subsistence) | £37,000 |
| Charge for manager to oversee the project, design on-line resources | £0 |
| Engagement, promotion & facilitation | £14000 (£2k x7 Regional Partnership Board) |
| Venue hire including refreshments | £8,000 |
| Publications and Translation of off-line resources 2 | £1,000 |
| Travel & subsistence for tutors | £2,000 |
| Recruitment of 4 x tutors for face to face delivery and to support online candidates  (North Wales, Powys, South West and South East) | £188,000 |
| **Total cost** | **£250,000** |

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| **Organisation** | CWLWM – Early Years Partnership funded for a Diagnostic Tool - assess level and establish early years baseline |
| **Package** | £ 42,605 |
| **Period** | 8 months |
| **Sample size** | 500 - 600 |
| **Work** | * 1 full time staff member to manage and administer the project (0.5 Co-ordinator and 0.5 administrative) * Adapting the Tool to ask pre-entry questions specifically for the early years sector * Promote and engage with the workforce to encourage commitment to the assessment * Co-ordinate the project among the Cwlwm umbrella organizations * Prepare seasonal Monitoring Reports and attend monitoring meetings * Evaluation of the data to establish the baseline and the needs of the sector in terms of training |

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| **Organisation** | Colegau Cymru |
| **Package** | £500,000 |
| **Period** | 9 months |
| **Sample size** | 180 – 200 |
| **Work** | * Funding 14 tutors based within Further Education institutions to facilitate staff training. * Successfully manage the project responding to the requirements of the agreement. * Ensure that learners receive training at the right level * Target two levels of ability, beginners or foundation level * 200-hour courses to be delivered to between 180 and 200 practitioners over a period of 8 months * Develop and maintain a aftercare plan creating a mentoring system when connecting new speakers with more experienced speakers. * Plan and hold a conference to celebrate successes and evaluate the successes of the scheme. The conference will include the work completed in the Further Education and Higher Education sector, in collaboration with the Coleg Cymraeg Cenedlaethol. * Encourage the continuation of learning through mainstream courses of Center Providers, Sabbaticals, online learning, as well as attending the Sgiliaith bilingual teaching pedagogy courses. * Plan End Evaluation Report |

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| **Organisation** | Coleg Cenedlaethol Cymru |
| **Package** | £250,000 |
| **Period** | 9 months |
| **Sample size** | 200 |
| **Work** | * Funding 8 tutors based within Universities to facilitate staff training. * Successfully manage the project responding to the requirements of the agreement. * Ensure that learners receive training at the right level * Target two levels of ability, beginners or foundation level * Co-ordinate training for at least 100 members of higher education staff, through a combination of two learning models: Model 1 - 200 hours over 20 weeks, Model 2 - 100 hours over 20 weeks) Prioritize practitioners in the following subjects: * Develop and maintain a aftercare plan creating a mentoring system when connecting new speakers with more experienced speakers. * Qualified tutors to learn Welsh for Adults * Providers will be expected to use their own intensive Welsh language learning courses, including learning resources for the delivery of the courses. * Work with Colegau Cymru to secure suitable learning resources for the courses. * Work with Colegau Cymru |

**The NHS**

The NHS have also been involved in the scheme, but this is still at an early stage. In general they have taken advantage of all parts of the offer of Welsh Work, the online course, residential courses and intensive courses. The National Centre for Learning Welsh are currently having discussion specifically with the Betsi Cadwaladr Health Board to fund the language training work as they pay for an in-house tutor. This includes residential courses at entry level, mentoring / aftercare work, etc. This will be a pilot project to see if it can be extended to other boards.