



WELSH LANGUAGE SKILLS IN YOUR WORKFORCE

A QUICK GUIDE

More Than Just Words, the Welsh Government's Strategic Framework for the Welsh Language in Health and Social Care, requires care providers to actively offer Welsh language services to the same standard as English language services.

- Being able to do this depends wholly on your staff. The Welsh language is a professional skill, like any other.
- **Welsh language skills in your workforce, using them effectively**, will help you do this with easy step by step guidance.
- Current legislation states that public bodies need to have adequate staffing arrangements in place to provide equal standards of English and Welsh language care services.
- Further legislation in the near future will introduce new Language Standards, which will be equally applicable to third party bodies, agencies, companies or organisations that provide care services on behalf of public bodies.
- The principle of **More than Just Words**, is the Active Offer. This means that you should not wait for the individual to ask for Welsh language provision; instead you should actively identify users' language needs. If it is Welsh then you should offer your services in the Welsh language in a way that is as easily and as promptly available as the English language service.

What you need to do to make sure you meet the requirements of **More than Just Words**:

Create a **Welsh Language Skills Plan** for your workforce by following these steps:

1. Use these simple Language Skills Flowchart '**Oral Welsh Language Skills**' (page 11) and '**Welsh Language Writing Skills**' (page 12) to decide which language skills are needed for your workforce, for specific teams and jobs.
2. Use this '**Language Skills Framework**' (page 13) to assess and record your existing staff's language skills, and to assess requirements of future staff. Ask existing staff to use the Framework to assess their own Welsh language skills, staff are often able to speak or write Welsh to a much better standard than they feel confident to claim to their employer. This Framework is designed to discover the unknown pool of Welsh language skill that already exists within the workforce.
3. Develop Welsh language training plans for staff where necessary.
4. Recruit staff with Welsh language skills where necessary, in discussion with your Human Resources Manager, Service Manager or other appropriate colleague.

More

than just

words

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