



National Policy of Welsh Linguistic Infrastructure

CHCs are the independent watchdog of NHS services within Wales and we seek to encourage and enable members of the public to be actively involved in decisions affecting the design, development and delivery of healthcare for their families and local communities.

CHCs seek to work with the NHS, inspection and regulatory bodies to provide the crucial link between those who plan and deliver the National Health Service in Wales, those who inspect and regulate it, and those who use it.

CHCs maintain a continuous dialogue with the public through a wide range of community networks, direct contact with young people, patients, families and carers through enquiries, our Complaints Advocacy Service, visiting activities and through public and Patient surveys. Each of the 7 CHCs in Wales represents the "Patient voice" within their respective geographical areas.

CHCs routinely monitor the performance of NHS services in their area as well as respond to service developments and changes.

Community Health Councils (CHCs) across Wales are pleased to have received the consultation document 'National Policy of Welsh Linguistic Infrastructure' and are pleased to share the below comments.

Questions:

1. Do you agree with the proposed approach of developing a policy to better coordinate Welsh linguistic infrastructure?

We agree and support the proposed approach of developing a policy to better coordinate Welsh linguistic infrastructure. We feel that the proposals will make it easier for Welsh speakers and those learning Welsh alike to use Welsh on a daily basis, in profession and social settings.

2. What dictionaries or tools do you use to search for Welsh words? (Tick each one that's relevant.)

CHC's use the following tools:-

- Geiriadur Prifysgol Cymru
- Geiriadur Prifysgol Cymru App
- The Welsh Academy English-Welsh Dictionary online
- The Welsh Academy English-Welsh Dictionary – print version
- Bangor Welsh-English Dictionary online
- Cysgeir
- Y Geiriadur Mawr
- Microsoft Translator
- Google Translate

3. What terminology resources do you use to search for Welsh terms?

CHC's use the following resources:-

- BydTermCymru
- Welsh National Terminology Portal
- Cysgeir

We have concerns over online/paper dictionaries and online tools not keeping abreast with current trends; this, together with a lack of, or no standardisation, there is on occasion a tendency to use an English term in order to 'fill in the gaps in the language's vocabulary' This is particularly prevalent in areas such as health, primary and secondary and social care.

4. If we were to develop a website to provide various linguistic resources in one place, apart from what we've noted in area 5 in the consultation document what else would you like to see the website doing?

We feel that offering a 'support' network would be beneficial to both Welsh language speakers and for those who are learning the language; an example being: when a health board develops a new committee/service/department/projects having no relevant reference tool results in different health boards using different translations for the same word/phrase.

We ask that consideration be given to creating/developing a 'help me' page.

4b. If we were to develop a website to provide various linguistic resources in one place, under what circumstances would you use the website?

We feel that developing the website to provide various linguistic resources in one place, would assist with the following:

- Translation
- Keeping up to date with trends, keeping the language alive and 'fresh'
- It would provide an invaluable support/reference point for Welsh speakers of all levels

5a. This draft policy sets out our proposals to better coordinate all elements of Welsh linguistic infrastructure. Will what we propose enable us to do this?

We support the proposals contained within the draft policy to better co-ordinate all elements of Welsh infrastructure but would like assurances that it will be properly resourced and financed.

5b This draft policy sets out our proposals to better coordinate all elements of Welsh linguistic infrastructure. Is anything missing from the draft policy?

We support the proposals to better coordinate all elements of Welsh linguistic infrastructure, and suggest that the Welsh Language Standardisation Panel includes members of the Welsh Youth Parliament.

We believe that further information and/or Draft Terms of reference for the panel would have assisted in discussions on this consultation.

5c This draft policy sets out our proposals to better coordinate all elements of Welsh linguistic infrastructure. Should we follow a different path in relation to some of these areas?

We agree with the proposals as they are set out; we suggest flexible reviews after a period of 2 years to ensure that they both work and that the makeup of the panel is relevant.

6 We would like to know your views on the effects that the proposals in this draft policy on Welsh linguistic infrastructure would have on the Welsh language, specifically on:

- i. Opportunities for people to use Welsh**
- ii. Treating the Welsh language no less favourably than the English language.**

What effects do you think there would be? How could positive effects be increased, or negative effects be mitigated?

Whereas the English language has in recent years become more 'user friendly', Wales has been slow to follow suit. A less formal

approach in the delivery of services such as health and social care would encourage care givers and patients to start conversations in Welsh, increasing opportunities both within the workplace and in daily life. People learning Welsh would also feel less inhibited.

We believe that this is an opportunity to build on the work of Mwy na geiriau/More than just words: A Strategic Framework for Promoting the Welsh Language in Health, Social Services and Social Care', published in 2016.

The aim of the framework was to ensure that organisations recognise that language is an intrinsic part of care and that people who need services in Welsh get offered them.

7. Please also explain how you believe the proposed policy could be formulated or changed so as to have:

- i. Positive effects or increased positive effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language**
- ii. No adverse effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.**

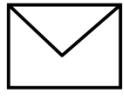
We fully support the proposed policy.

8. We have asked a number of specific questions. If you have any related issues which we have not specifically addressed, please use this space to report them.

We welcome the introduction of a Welsh Language Standardisation Panel, however, we would also welcome clarity on the role and terms of reference of the panel.

We also seek information as to how the website, when agreed will be 'rolled out' and how members of the public and organisations will be kept abreast of updates/changes and by what means and/or channels.

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