

MEETING:	LANGUAGE COMMITTEE
DATE:	16 January 2020
TITLE:	Working arrangements in a bilingual environment - Community Resource Teams
AUTHOR:	Meilys Heulfryn Smith Health and Community Care Transformation Programme Leader (Gwynedd and Anglesey)
PURPOSE OF THE REPORT	To present the briefing paper seen in Appendix 1 for members' attention, to allow a discussion on the matters and offer observations and / or recommendations.

1. Background

- 1.1 In accordance with the strategic direction that Welsh Government has set in the 'A Healthier Wales' strategy, work is underway across Gwynedd and Anglesey to transform the way people access health and community care services.
- 1.2 Community Resource Teams (CRT) are being set up, namely teams of people who provide health and community care services. Within the teams, there are officers from the Council and the Health Board, GPs and other immediate care services, representatives of the third sector and private providers.
- 1.3 The transformational programme to establish these new Teams is broad and complex in many ways. One of the obvious elements is the need to ensure that all relevant matters in terms of providing services in a bilingual context are discussed and addressed appropriately.
- 1.4 The Briefing Paper in Appendix 1 outlines the main relevant matters in terms of the Welsh Language within the Community Resource Teams. These include matters involving citizens' rights and matters regarding the practical challenge of bringing staff from different organisations (with their own internal language policies) together.

2. Responding to the challenge

- 2.1 It can be seen from the paper in Appendix 1 that work is underway to respond to the matters arising. Since October 2019, a team has been set up to support the transformation work for

Health and Community Care across Gwynedd and Anglesey, for a period of eighteen months. This provides additional capacity in order to proceed with the work.

- 2.2 The transformation team has already started working with language officers from Gwynedd, Anglesey and the Health Board, and the first step will be to establish a baseline in terms of the language skills of the workforce in each area. Also, collaboration continues with the forum to implement the requirements of More than Just Words.
- 2.3 Early in 2020, a work programme will need to be created to address the relevant matters.

3. What is sought by the Committee?

- 3.1 This Committee's continued support for this agenda is to be welcomed. There are very obvious benefits of integrating health and care services and nobody is arguing against that. From a linguistic perspective, the challenge will be to maintain the culture, expectations and standards that Gwynedd Council has aspired to over the years, given that a wide range of organisations will be working very closely together.
- 3.2 It would be advantageous to receive observations or recommendations by the Committee. Specifically, are there relevant matters that it is believed should be considered that have not been included in Appendix 1? Also, does the Committee have strong views regarding the priorities for the work programme which is to be created to respond to the relevant matters?