



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Welsh-medium services as a key data tool component Care Inspectorate Wales' Data Tool

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Care Inspectorate Wales (CIW) have developed and published an [interactive data tool](#) where, from the outset, the Welsh Language has been fully considered as a core component. The bilingual tool enables people to search for the provision of bilingual and Welsh-medium social care and childcare services across Wales.

Background

Although some data was publicly available within the CIW annual reports and data tables on StatsWales, data on Welsh language service provision in the social care and childcare sector was only available by reading individual inspection reports. CIW published a standalone interactive data tool based on the March 2020 position, along with their 2019-20 Annual Report which incorporated some information on Welsh language provision. The tool relates to a fixed point in time. Additionally, due to the limitations of using Microsoft Power BI to produce data tools in a language other than English, some elements of the Welsh tool were unable to be translated as the software was programmed to default to English.

The motivation to develop the latest interactive data tool was CIW's desire to ensure that this public data is regularly updated and easily available to agencies and the public.

Work undertaken – a brief summary

1. Building the scope for the tool to obtain managerial approval on the content.
2. Development of the tool in English, but considering what visualisations and filters are used to ensure they could be fully translated.
3. Presenting the tool to senior management for initial feedback and redevelopment.
4. Setting up a group of internal staff members to test the tool and provide feedback on ease of understanding and ease of use. The testing group was designed to ensure it included members from each team within CIW to ensure differing perspectives would be focused on the tool and to ensure that Welsh speaking staff were included.
5. Following feedback on the English tool, the text was translated and a Welsh version of the tool was developed.

6. Testing the Welsh version of the tool with a group of Welsh speaking staff, including some who tested the English version, to ensure the Welsh version is as easy to understand and use as the English version.
7. Following feedback on the Welsh tool, final changes made to both versions.
8. Communications plan developed to publicise the release of the tool on social media channels and websites.
9. Rather than traditional formal training, [YouTube videos](#) were shared showing how to use the tool.
10. Publication of the tool on Saint David's Day 2022, with monthly updates thereafter.

Results to date

Since publishing the data tool, up-to-date data is now easily and usefully available to the public and other agencies. The tool may now be used to highlight the availability and gaps in Welsh language and bilingual service provision in both social care and childcare settings across Wales to help drive improvement.

Anecdotal feedback has suggested the usefulness of the tool and it has been recommended by staff to other public bodies. CIW have released a [survey to gather feedback](#) to further improve it over time.

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The Welsh Language Commissioner's opinion

Organisations that are subject to Welsh language standards are required to promote any Welsh language service that they provide. This data tool provides a picture of care settings that provide their services through the medium of Welsh and bilingually for people of all ages. It will be useful as we scrutinise the Welsh Government's work in expanding the 30-hour childcare offer and to expand the Welsh-medium provision which will be instrumental in achieving the vision within Cymraeg 2050. In addition, it will be useful in gaining an understanding of the language(s) used in care homes and in trying to encourage the realisation of the recommendations of our report on dementia care of Welsh speakers which highlights the importance of Welsh language care for people living with dementia.

This data tool is an example of how the discourse has moved on from users simply being able to use public information in their preferred language and that the Welsh language provision is now a key component. It's also an example of an organisation that's gone a step further and promotes and raises awareness of Welsh language services in the care sector across Wales, and encourages the use of the Welsh language services that are available.

I would encourage other regulators or data owners to consider how they may enhance their provisions and enable filtering according to language where relevant to provide policy makers and those responding to consultations with a better picture of the Welsh language considerations within different areas.