

BÒRD SSN NAN EILEAN SIAR
WESTERN ISLES NHS BOARD



GAELIC LANGUAGE PLAN

2023-28



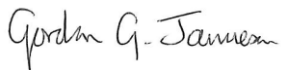
APPROVED BY BÒRD NA GÀIDHLIG ON 5 SEPTEMBER 2023

FOREWORD

I am very pleased to introduce NHS EileanSiar's second Gaelic Language Plan for 2023-28, sets out our aims and ambitions for Gaelic over the next five years. Building on the seminal work of our first Gaelic Language Plan, it outlines how we will seek to further sustain and promote the language in our workplace. It makes practical the aims of the National Gaelic Language Plan 2018-23 around us, in which Gaelic is used more, spoken by more citizens and in a wider range of situations.

NHS EileananSiar acknowledges that the Western Isles has by far the greatest concentration of people in Scotland with Gaelic skills, according to the 2011 Census. We are proud moreover to be a major employer in the Gaelic heartland of Scotland. It is our resolve therefore that the next iteration of our Plan will preserve and mobilise the conditions which allow Gaelic to continue to be a community language in our townships from the Butt to Barra.

I urge all our staff to do what they can, and play our part in supporting and securing the long term future of Gaelic in our islands.

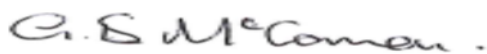


CeannardanGnìomh, Chief Executive
G. MacSheumais, Gordon Jamieson

I am pleased to support NHS Western Isles Gaelic Language Plan.

It is important to maintain and promote cultural Identity through the medium of Gaelic.

NHS Western Isles recognises the value of, and the importance of the Gaelic language and will continue to support the principles the are outlined in The Gaelic Language (Scotland) Act 2005.



Eadar-àmail, Cathraiche Chair
G. NicCanan, Gillian McCannon:

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INTRODUCTION

NHS Eileanan Siar provides health services to the citizens of the Western Isles.

The Western Isles, or Outer Hebrides, is an archipelago of 11 populated islands located 40 miles off the North West coast of Scotland. There is a distance of 130 miles from the Butt of Lewis in the north to the Isle of Barra in the south of the chain.

The 2011 census recorded that the resident population of the Western Isles was 27,684, spread over 280 townships. Individual island populations are:

Isle of Lewis – 19,658, of which approximately 6,200 live in or around Stornoway.

Isle of Harris – 1,916

North Uist – 1,619

Benbecula – 1,330

South Uist – 1,897

Barra and Vatersay – 1,264

In 2020 the estimated population for the Western Isles was 26,500 with the individual island populations as:

Isle of Lewis – 18,500

Isle of Harris – 1,916

North Uist – 1,254

Benbecula – 1,248

South Uist – 1,754

Barra and Vatersay – 1,230

On March 31st 2022 NHS Eileanan Siar had a headcount of 1,052 employees, of which 526 were whole-time equivalent. Many clinical staff visit regularly from several other NHS Boards to deliver treatment and care to our population. It will have a total budgeted allocation of £101 million over 2022/23 in order to meet its requirements.

The primary functions of the NHS EileananSiar Board are:

- To provide leadership in terms of strategic direction, delivery, governance and positive outcomes.
- To set clear organisational objectives and values.
- To improve the health and wellbeing of our population.
- To develop and sustain, needs led, evidence based care and services.
- To provide person centred treatment and care, encouraging individuals to take ownership of their own condition(s) and health.

There are three hospital sites within NHS Western Isles. The largest is the Western Isles Hospital, a Rural General Hospital located in Stornoway. Western Isles Hospital was opened in 1992 with a range of hospital acuteinpatient and outpatient specialities. Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital) is located in Benbecula, and was opened in 2001. It provides a local service for the population of the Uists and Benbecula. The hospital has a maximum of 21 beds, and provides GP Acute and

Midwifery led maternity services. Many of the Consultants from the Western Isles Hospital, and some from mainland Health Boards, visit the Uist and Barra Hospital to provide outpatient services.

St. Brendan's Hospital, with 5 beds, is located in Castlebay on the Isle of Barra and is in a shared building with a local authority care home facility. It provides urgent care, inpatient and other services.

In addition, NHS Western Isles commissions visiting services from several other NHS Boards, for example Ear Nose & Throat (ENT) Surgery, Dermatology, Respiratory Medicine, Child Psychiatry, Rheumatology, specialised Paediatrics, Ophthalmology, Oral Surgery, Neurology, Oncology and Urology.

There are 9 GP Practices providing primary care services to the community. The GPs' and their staff work closely with a range of community health and social care staff such as district nurses, community midwives, health visitors, Allied Health Professionals, community mental health and health promotion services.

At the current time, in addition to the Chief Executive there are Executive Directors

- Nurse / AHP Director and Chief Operating Officer
- Director of Public Health and Caldicott Guardian
- Director of Human Resources and Workforce Development
- Medical Director
- Director of Finance and Procurement

All activities and objectives within NHS Eileanan Siar aim to meet the parameters of NHS Scotland's 2020 Framework for Quality, Efficiency and Value, focused on the principles of Identify and Diagnose, Improve and Evaluate. Integral to this is adopting the tenets of the Person-Centred Health and Care Programme between people receiving care and treatment services and those delivering them. The five key areas in this are What Matters To You, Who Matters To You, What Information Do You Need, Nothing About Me Without Me and Personalised Contact. These values are embodied in NHS Eileanan Siar's bilingual strapline caption that appears on its official press and publicity releases. **“Sàr-mhath air na tha sinn a' coileanadh—The best at what we do.”**

THE GAELIC LANGUAGE (SCOTLAND) ACT 2005 AND THE ISSUING OF NOTICE:

The Gaelic Language (Scotland) Act 2005 was passed by the Scottish Parliament with a view to securing the status of the Gaelic language as an official language of Scotland commanding equal respect to the English language.

One of the key features of the 2005 Act is the provision conferring the authority on Bòrd na Gàidhlig to issue a statutory notice to public authorities in Scotland, obligating them to prepare a Gaelic language plan. These measures are one of the principle mechanisms for implementing the National Plan for Gaelic, as enshrined in the Act. Gaelic language plans enable members of the public who may wish to use Gaelic in conducting their business with the public authority and enables employees of the public authority to use Gaelic in the workplace therefore ensuring that Gaelic continues to be used and that the linguistic diversity of the whole of Scotland is enriched.

This document is NHS Eileanan Siar's Gaelic Language Plan prepared within the framework of the Gaelic Language (Scotland) Act 2005. It sets out how we will use Gaelic in the delivery of our services,

how we will enable the use of Gaelic when communicating with the public and key partners, and how we will promote and develop the Gaelic language.

NHS Eileanan Siar's Gaelic Language Plan has been prepared in accordance with statutory criteria set out in the 2005 Act, and having regard to the National Gaelic Language Plan and the Guidance on the Development of Gaelic Language Plans.

ACHIEVEMENTS FLOWING FROM FIRST 2012-17 GAELIC LANGUAGE PLAN

Over 200 NHSWI members of staff have undertaken the Ùlpan language course at Lewis Castle UHI since 2012, benefiting from Bòrd na Gàidhlig's fee waiver arrangement with NHSWI. For members of staff in Uist this opportunity was expanded in 2018 to include Gaelic classes at the Ceòlas centre in South Uist.

A searchable database of Gaelic healthcare signs was created in 2013, with the website going live in 2015. This has the potential to be shared across Scotland, given that all Health Boards as Public Bodies have Gaelic Language Plans, of which signage is an important part. In 2022 there was some dialogue with NHS Highland's equivalent Gaelic Development Officer on the database, following a request for Gaelic signage translations for the new National Treatment Centre Highland in Inverness. It is hoped that, building from this, collaboration can be enhanced between ourselves and NHS Highland to improve the functionality and reach of the database and also on other Gaelic activities, given our proximity and the Gaelic-speaking communities within our jurisdiction.

A successful bid was made to Bòrd na Gàidhlig to fund a web version for staff learners of the well received 1999 'Tha Mi A'Dol A Chuir A-Mach' booklet from the Stirling University students. This interactive, cartoon-based web page with audio files and games went live on the NHSWI staff Intranet in 2012.

The ground breaking Gaelic in Speech and Language Therapy initiative was launched in 2018. With an interactive website with sound files funded by the Bòrd after a successful bid assembled over 2016-17, this corrected the long standing anomaly of children in Gaelic Medium Education with speech sound difficulties only able to receive Speech Therapy input in English. Championed by the Royal College of Speech and Language Therapists Scotland, the web resource is now being used by GME schools across Scotland.

Also in 2018 the Bòrd funded a successful bid from us for the manufacturing of bilingually headed patient information record holders, for the holding of patient notes and observation charts at the ends of the beds in the wards. These were well received by our clinical staff.

In 2021 NHS Eileanan Siar Public Health collaborated with partners in the European Northern Periphery on the production of a therapeutic chatbot in the languages of the regions. This has led to the assembling of the world's first Gaelic chatbot to aid mental wellbeing, ChatPal. As well as assisting with the bilingual publicity around the release of the chatbot, NHS Eilean Siar's Gaelic Officer provided on request the qualitative survey questions in Gaelic for evaluation of the chatbot.

Over this period the Gaelic Officer has produced at the request of Departments a diverse range of translated materials in Gaelic. This has built up to an extensive library of patient information, publicity posters, leaflets and slogans. This work has been exhibited at several of the Royal National Mod Gaelic Showcases. In 2022 he was asked by the NHSWI Head of Communications, Claims and Patient Information to provide Gaelic name translations and job/role designations for staff email signatures. A large number of staff have come forward to ask for those.

APPROVAL OF NHS EILEANAN SIAR'S GAELIC LANGUAGE PLAN:

NHS Eileanan Siar's Gaelic Language Plan will be submitted to Bòrd na Gàidhlig for approval, following approval by the Western Isles NHS Board.

CONSULTATION ON OUR DRAFT GAELIC LANGUAGE PLAN:

The 2005 Act requires public authorities to bring the preparation of their Gaelic language plans to the attention of all interested parties. NHS Eileanan Siar has consulted publicly on the draft of our Gaelic language plan and has taken into account representations made to us during the consultation process.

SUMMARY OF GAELIC IN SCOTLAND

NHS Eileanan Siar recognises that Gaelic is an integral part of Scotland's heritage, national identity and cultural life. NHS Eileanan Siar is committed to the objectives set out in the National Gaelic Language Plan and has put in place the necessary structures and initiatives to ensure that Gaelic has a sustainable future in Scotland.

NHS Eileanan Siar recognises that if Gaelic is to be revitalised as a living language in Scotland, a concerted effort on the part of government, the public and private sectors, community organisations and individual speakers is required to:

- enhance the status of Gaelic;
- promote the acquisition and learning of Gaelic;
- encourage the increased use of Gaelic.

GAELIC WITHIN NHS EILEANAN SIAR'S AREA OF OPERATION.

The Western Isles contains the highest percentages of Gaelic use among its population in Scotland by a significant margin, compared to any other local authority area. Gaelic permeates every aspect of life throughout the archipelago, is strengthened by widely diffused Gaelic Medium Education and has a highly visual presence in terms of road and other signage. Gaelic cultural activities give rich expression to traditions of music and poetry. These can be seen in the very successful annual events of the Ceòlas summer school of Gaelic music and dance in South Uist, the EileanDorcha Festival in Benbecula, the Faclan Book Festival at the Lanntair Arts Centre and the Lewis and Harris Mod for school pupils. Gaelic broadcasting fulfils a major role through the An Tosgan media hub in Stornoway.

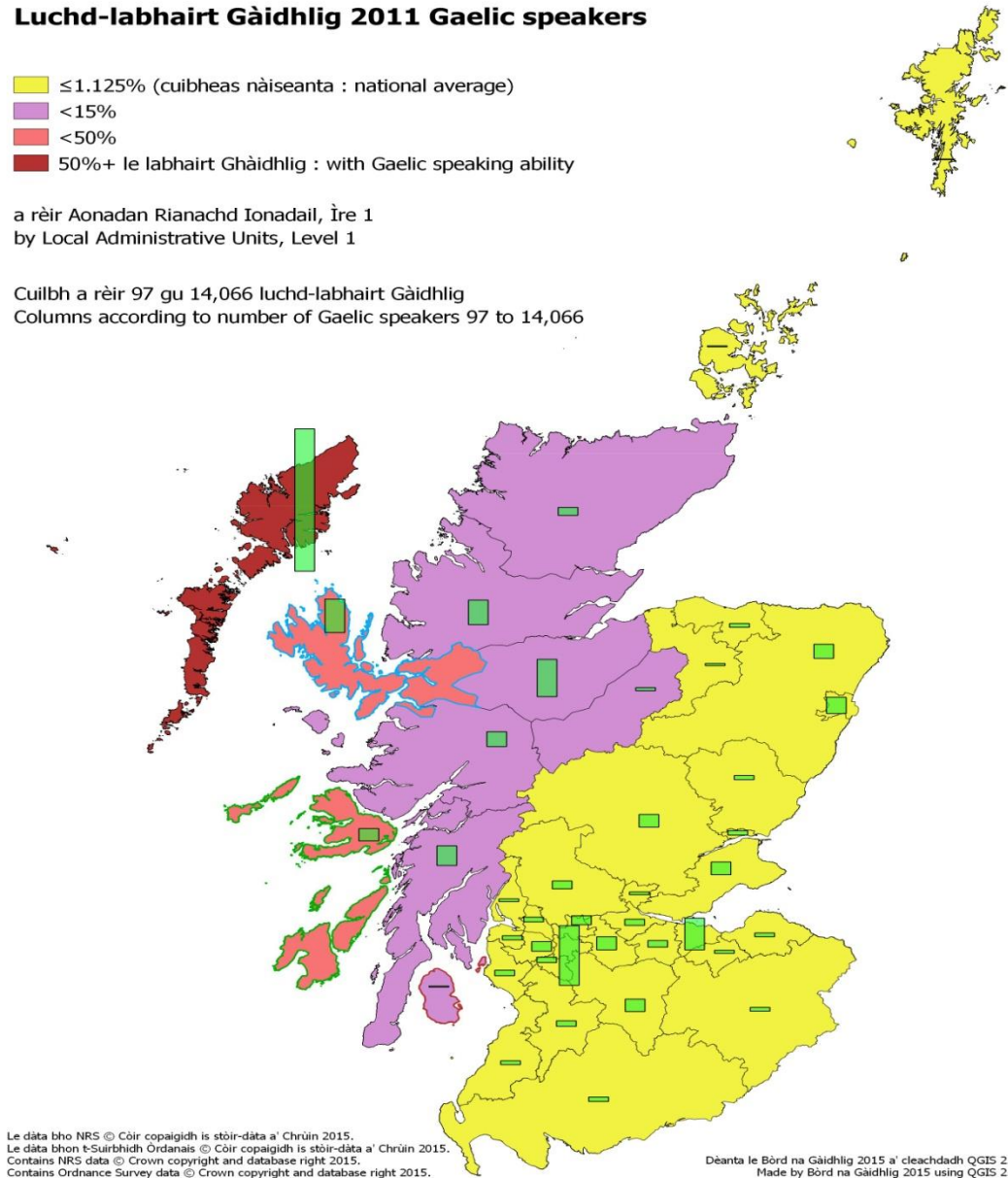
The 2011 Census showed that 61.2% of people aged three and over in the Western Isles had some sort of Gaelic language ability, representing 16,489 out of 26,929 people. This is a considerably larger percentage than the Scottish national average figure of 1.7% (87,056 people), 7.4 % for the Highlands and 5.9% for Argyle and Bute. This is illustrated in the map on the next page which shows the levels of Gaelic ability in Scotland extrapolated from the Census.

Luchd-labhairt Gàidhlig 2011 Gaelic speakers

- ≤1.125% (cuibheas nàiseanta : national average)
- <15%
- <50%
- 50%+ le labhairt Ghàidhlig : with Gaelic speaking ability

a rèir Aonadan Rianachd Ionadail, Ìre 1
by Local Administrative Units, Level 1

Cuilbh a rèir 97 gu 14,066 luchd-labhairt Gàidhlig
Columns according to number of Gaelic speakers 97 to 14,066



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Dèanta le Bòrd na Gàidhlig 2015 a' cleachdadh QGIS 2.
Made by Bòrd na Gàidhlig 2015 using QGIS 2.

In addition:

The number of those aged three and over who could speak Gaelic in the Western Isles: 14,066, representing 52.3% of the population, compared to the figure of 1.1% nationally (57,375 people);
The number of those aged three and over who could speak, read and write Gaelic in the Western Isles: 8,171, (representing 30.3% of the population, compared to the figure of 0.6% nationally);
In the Western Isles, 73.7% of Gaelic speakers use the language at home. Although the Isles as a whole have lost 1.631 speakers since 2001, the rate of decline has decreased from 19.6% in 2001 to 10.4% in 2011.

The proportion of people aged 3 and over who said they used Gaelic at home was highest in the island group of Scalpay (61 per cent). However, the scale of the challenge we are facing can be seen with regard to Great Bernera, where 41 per cent of the population of this island group had no knowledge of Gaelic in 2011 compared with 25 per cent in 2001.

In June 2021 80% of nursery enrolments in the Western Isles were into Gaelic Medium Education. In the 2020/21 primary school rolls across the Western Isles, 43.1% of pupils were into GME. With the adoption of the Local Authority's Gaelic First education policy in 2020 all primary 1 pupils since 2021 are now automatically enrolled in Gaelic Medium Education, with English starting to be learned from P4 onwards.

Regarding Gaelic provision in further education, Lewis Castle College UHI offers among others the BA (Hons) courses Gaelic Scotland, the groundbreaking Gaelic and Development & Gaelic and Education, which is a four year Gaelic medium teacher undergraduate programme. Lewis Castle College UHI has campuses in both Stornoway and Benbecula.

INTERNAL GAELIC CAPACITY AUDIT

This survey of NHS Eileanan Siar's workforce Gaelic ability followed on from the audit undertaken in 2010 as a forerunner to NHS Eileanan Siar's first Gaelic Language Plan. This review appraisal was undertaken electronically in February 2023 using the Survey Monkey format, circulated to all NHSES mail users through the support of NHSES Comms, to whom our thanks is extended.

The number of 280 surveys returned exceeded the number of responses from NHSES members of staff for the original audit of 2010. This comprises a quarter of the current workforce. A Canva detailed visual breakdown with graphs of the survey responses, with a comparison to 2010 embedded throughout, can be found in Appendix 1.

If we analyse the responses briefly, given the significant number of retirements of Gaelic-speaking staff since 2010, it is not wholly surprising that the percentage of staff who describe themselves as totally fluent in speaking has decreased from 25.5% in 2010 to 19.41% in 2023. However, offsetting this the percentage of those who describe themselves as fairly fluent in speaking has risen slightly to 12.82% in 2023 from 10.5% in 2010. A 4% increase in those who can speak some words and phrases in 2023 from 2010 may point furthermore to the benefit received from our Lewis Castle UHI Ùlpan Gaelic conversation classes arrangement in recent years.

In relation to Gaelic understanding encouragingly the number of those who describe themselves as understanding no Gaelic at all has fallen from 33.1% in 2010 to 27.2% in 2023. There have also been slight increases in those who both understand some Gaelic and a lot of Gaelic from 2010. Again, this may be traced back to the impact of the Ùlpan classes.

Although the number of those responding not currently attending a Gaelic course who would like to go on one has dropped slightly from 2010, just over a quarter of respondents said they would like to avail themselves of this opportunity.

With regard to using Gaelic in the workplace –so important in relation to the significant number of patients whose first language is Gaelic – interestingly there was a slight rise – 42.55% - from 2010 for those respondents who think it is possible to use Gaelic in the course of the working day. Although there is a reduction from 2010 in those who use Gaelic on the telephone to patients or their family members and in conversing with colleagues in Gaelic, the percentages for these respectively of 35.39% and 53.37% is still something to be encouraged about.

THE GAELIC LANGUAGE PLAN IN THE CORPORATE STRUCTURE

This plan is the policy of NHS Eileanan Siar and has been endorsed both by our Corporate Management Team and NHS Eileanan Siar Area Partnership Forum, and approved by Western Isles NHS Board.

POSITION WITH OPERATIONAL RESPONSIBILITY OVER THE PLAN

Executive lead for the plan is the Nurse/AHP Director, Chief Operating Officer.

The senior officer with operational responsibility for overseeing preparation, delivery and monitoring of NHS Eileanan Siar's Gaelic Language Plan is:

Hospitals Manager
NHS Western Isles
Western Isles Hospital
Macaulay Road
Stornoway
HS1 2AF

POSITION WITH DAY-TO-DAY RESPONSIBILITY OVER THE PLAN

The officer with operational responsibility for the day-to-day operation of NHS Eileanan Siar's Gaelic Language Plan is

Operational Diversity Lead
NHS Western Isles
Macaulay Road
Stornoway
HS1 2AF

GROUP OVERSEEING DEVELOPMENT, IMPLEMENTATION AND MONITORING OF THE PLAN

The group designated to regularly monitor the implementation of the plan within NHSEileananSiar consists of:

Mr Lachlan MacPherson, Hospitals Manager

lachlan.macpherson@nhs.scot

Rev TK Shadakshari, Lead Chaplain and Strategic Diversity Lead

tk.shadakshari@nhs.scot

Mr Murdo Macleod, Operational Diversity Lead

murdo.macleod@nhs.scot

Mrs Catherine Gillies, Lead Midwife Maternity Services

Catherine.Gillies@nhs.scot

Mrs Mary Munro, Health Visitor

Mary.Munro2@nhs.scot

INDIVIDUAL STAFF MEMBERS:

The renewed Plan will be prominently placed on the NHS Eileanan Siar Staff Intranet and website for viewing, and its commitments highlighted in the Staff Team Brief that is disseminated everyweek. Our Departmental Managers will also inform staff of the opportunities available to them & of the benefit of Gaelic and bilingualism awareness. As certain staff groups have significantly lower access to email, verbal updates of this nature are important. Opportunities can also be discussed and supported for individual staff personal development plans.

SERVICES DELIVERED BY THIRD PARTIES AND ARMS LENGTH ORGANISATIONS:

NHS Eileanan Siar will ensure that all those who deliver services and goods on our behalf, such as contractors, arm's length organisations and other third parties, will adhere to any relevant and reasonable commitments and the core principles of the Gaelic Language Plan. This will be done as part of the Service Level Agreement, contract or any formal agreement.

CORPORATE PARENTING

NHS Western Isles will ensure that the needs of looked after children and young people with Gaelic will be considered as part of NHS Western Isles Corporate Parenting Plan.

A sustainable future for Gaelic requires more people to learn the language and there is a sustainable focus on education in early years. Centred to this is the support young people to use Gaelic in their interactions with our health service.

PLANNING AND POLICY IMPLICATIONS FOR GAELIC

MAINSTREAMING GAELIC

NHS Eileanan Siar recognises that the various priority areas identified in the **National Gaelic Language Plan 2018-23** will be primarily implemented through our Gaelic language plan but that opportunities will arise to promote and develop the language through existing policy measures. NHS Eileanan Siar will examine current policy commitments to identify areas where Gaelic can be pro-actively incorporated and the priorities of the National Gaelic Language Plan initiated through additional methods. We see this development as corresponding to the normalisation principle which aims to include Gaelic as an everyday part of life in Scotland.

In the formation, renewal and monitoring of policies, NHS Eileanan Siar will consider the commitments made in this Gaelic language plan, and ensure that the impacts on Gaelic will be in line with the National Gaelic Language Plan.

THE NATIONAL GAELIC LANGUAGE PLAN

The National Gaelic Language Plan focuses on three key development areas, all of which have a vital contribution to make in increasing the numbers of people learning, speaking and using Gaelic in Scotland, and identifies key development outcomes within each:

Development Area	Key Outcomes
Using Gaelic	This includes speakers and learners increasing their use of the language. It involves developing more situations where Gaelic can be used. It involves using Gaelic in situations where it has not been used previously and the increased use of Gaelic in daily life. The increased use of Gaelic strengthens the community of speakers and contributes to its confidence. This expands opportunities for Gaelic and Gaelic users, thus increasing awareness and the profile of the language.
Learning Gaelic	This includes promoting, supporting and expanding Gaelic learning at all levels and in all sectors. The benefits from this are clear: as progress is made with this, it will increase the number of those who understand, speak, read, and write Gaelic, and their ability to use Gaelic with confidence. The priority areas listed below are the most important ones where we believe progress can be made. In addition, they have the potential to contribute to other important areas of Gaelic interest and activity. Gaelic learning is of critical importance for the future of the language.
Promoting Gaelic	Ensuring that a positive image of Gaelic is promoted and strengthened depends on a number of initiatives. It also includes ensuring that Gaelic is

valued and that its important contribution to the social, cultural and economic life of the nation is recognised. The priorities listed are the areas which are important in making progress with this aim. There is an overlap with other priorities, yet all those below have a particular contribution to make to promoting a positive image of Gaelic. The promotion of a positive image of Gaelic is critical to strengthening the appeal and status of Gaelic in Scotland and abroad. This depends on users and nonusers alike.

COMMITMENT TO THE OBJECTIVES OF THE NATIONAL GAELIC LANGUAGE PLAN

NHS Eileanan Siar is committed to ensuring that the National Gaelic Language Plan is implemented, and in this section we set out how we will achieve that aim.

USING GAELIC

Rationale:

NHS Eileanan Siar recognises that a sustainable future for Gaelic requires more people to learn the language and that attention requires to be focused on the home and early years as the key means of achieving this. We will take the following steps to help create a supportive environment for growing the number of Gaelic speakers in the home and early years in Scotland.

- Ensuring practical support, resources and advice from our Health Visiting and School Nursing Team teams are available for passing Gaelic on to children in the home and in Gaelic early years education
- Ensuring the links are strengthened between the use of Gaelic in the home and Gaelic early years provision.
- Highlighting the globally attested research benefits of bilingualism/multilingualism for childrens' development, by holding bilingualism awareness sessions for NHSWI staff.
- The supporting of children with speech sound difficulties in Gaelic Medium Education units by our Speech and Language Therapy school liaison team, utilising the innovative Speech Therapy and Gaelic (STaG) web and smartphone resources.

▪

LEARNING GAELIC

Rationale:

NHS Eileanan Siar recognises that creating a sustainable future for Gaelic requires increasing the number of people able to speak the language. We recognise the importance of education, training and life-long learning to achieve this goal. We will take the following steps to help create a supportive environment for growing the number of Gaelic speakers in Scotland:

- Extending access to, and participation in, a wide range of Gaelic learning opportunities for NHSWI staff, such as the Ùlpan scheme, and increasing the numbers progressing to fluency
- Ensuring opportunities for the progression of the literacy of fluent speakers within NHSWI, to bolster their language confidence
- Providing opportunities for young people in both Gaelic Medium Education and Gaelic Learner Education that might come into NHS Eileanan Siar for work experience or volunteering to engage in activities that enhance their Gaelic skills through greater use.

■ PROMOTING GAELIC

Rationale:

NHS Eileanan Siar recognises that the status of a language is affected by its use in the daily environment and the extent to which it is valued, and perceived to be valued, by those institutions which play an important role in our daily lives. NHS Eileanan Siar also recognises that creating a sustainable future for Gaelic requires not only increasing the number of people able to speak the language, but the increase of actual usage. We recognise the importance of enabling more people to use Gaelic as their preferred and normal mode of communication in an increasingly wide range of daily activities. We will take the following steps to help create a supportive environment for increasing Gaelic usage in communities across Scotland:

- Create a positive attitude to Gaelic in the workplace through awareness raising and signage
- Increasing the opportunities for members of the community to use Gaelic in healthcare services, recognising their ability and desire to communicate with healthcare workers in their first and / or preferred language.
- Create a system (for example, the 'Cleachd I' lanyards and badges) which shows clearly those staff, and patients if applicable, who are happy to communicate in Gaelic
- Increasing opportunities for staff to acquire basic Gaelic and for speakers to develop the skills they have
- Increasing opportunities for the informal use of Gaelic by older native speakers, young people and adult learners together, promoting the aspirations of Generations Working Together Western Isles Network. Promoting recruitment of Gaelic speakers to ensure the language is increasingly visible and used in conversational interaction with patients. This is in line with the 2017/18 Workforce Plan for NHS Scotland. This states that every NHS Board must take account of a range of factors, including clinical need or geographical location, in determining the right blend of skills, knowledge and expertise to provide high quality services suitable to the people it serves. The ability to communicate in Gaelic will be highlighted as desirable in person specifications.

*Based on civil parishes (NRS data).

- The primary objective of NHS Eilean Siar is to provide safe and effective person centred care. To do this we continue to develop and support our confident, competent increasingly diverse workforce. We are committed to continuing to develop our staff in terms of similar competence and confidence in the Gaelic skills they possess.

SCOTTISH GOVERNMENT NATIONAL PRIORITIES

Bòrdna Gàidhlig is committed to achieving the Strategic Objectives as established by The Scottish Government, and has identified the ways in which the National Gaelic Language Plan aims to address Scotland's National Outcomes. These are listed on the next page.

Development Area	#	National Outcome Statement
<u>Learning Gaelic</u>	5	Our children have the best chance in life and are ready to succeed.
	4	Our young people are successful learners, confident individuals, effective contributors and responsible citizens.
	3	We are better educated, more skilled and more successful, renowned for our research and innovation.
<u>Using Gaelic</u>	11	We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.
	2	We realise our full economic potential with more and better employment opportunities for our people.
	6	We live longer, healthier lives
<u>Promoting Gaelic</u>	13	We take pride in a strong, fair and inclusive national identity
<u>The whole plan</u>	16	Our public services are high quality, continually improving, efficient and responsive to local people's needs
	7	We have tackled the significant inequalities in Scotland's society

In preparation of Gaelic language plans, public authorities should indicate how they will assist in the implementation of the Strategic Objectives and identify ways in which the Strategic Objectives will be assisted by the actions in their plans. Scotland's Strategic Objectives are:

1. Wealthier and Fairer
2. Smarter
3. Healthier
4. Safer and Stronger; and
5. Greener

For more information on Scotland's Strategic Objectives, visit:
<http://www.scotland.gov.uk/About/Performance/scotPerforms/objectives>

Scotland's sixteen National Outcomes articulate how the Government aims to achieve its strategic objectives, and describe what the Government strives to achieve in the future.

For more information on Scotland's National Outcomes, visit:
<http://www.scotland.gov.uk/About/Performance/scotPerforms/outcome>

LOCAL GOVERNMENT PRIORITIES

NHS Eileanan Siar's Gaelic Language Plan is a companion to Comhairle nan EileanSiar's Gaelic Language Plan 2018-23, both integral to the role of Gaelic as a catalyst for the social capital, economic wellbeing, and delivering better outcomes for the people of the Outer Hebrides.

PLAN COMMITMENTS

HIGH-LEVEL AIMS AND LANGUAGE PLANNING PRINCIPLES

The Bòrd has issued a set of High Level Aims for the shaping of NHS Eileanan Siar's Gaelic Plan Renewal. These high-level aims are agreed by Scottish Ministers before they are issued and outline the Bòrd's key priorities for that public authority, in support of the current National Gaelic Language Plan and National Outcomes. This second iteration of NHS Eileanan Siar's Gaelic Language Plan is our response to and measured consideration of these aims, building on the work of the 2012-17 Plan, in a manner that mobilises their operational success in all levels of the organisation via the Service Standard Commitments that follow.

Central to this is NHS Eilean Siar's adoption of the three interlinking and internationally recognised principles of language development and planning. These must be addressed in the preparation of any language plan. In terms of Gaelic, these are as follows:

1) Language Acquisition

Increasing the number of Gaelic speakers by ensuring that the language is transferred within families that speak Gaelic at home, and by securing effective opportunities for learning Gaelic.

2) Language Status

Increasing the visibility and audibility of Gaelic, and creating a positive image for Gaelic in Scottish public life.

3) Language Corpus

Strengthening the relevance and consistency of Gaelic, and promoting research into the language.

SERVICE STANDARD COMMITMENTS

VISIBILITY

Rationale:

The presence of Gaelic in the corporate identity and signs in a public authority greatly enhances the visibility of the language, increases its status and makes an important statement about how Gaelic is valued and how it is given recognition. Developing the use of Gaelic through signage can also enrich speakers' vocabulary, impartially raise public awareness of the language and contribute to its development.

NHS Eileanan Siar recognises the importance of extending the visibility of Gaelic and enhancing its status.

Visibility

Development Function	Public signage
Proposed Outcome	The progressive modernisation of our bilingual signage throughout our NHSWI premises and precincts
Current Practice	<p>Bilingual Western Isles Hospital sign on Macaulay Road in addition to the large bilingual sign at the new Dental Hospital & the NHS EileananSiar sign outside all other NHS ES properties.</p> <p>As NHSWI develops its facilities, including the changes being undertaken within the Uist & Barra Hospital, as well as establishing a Barra and Vatersay Community Campus, developed in conjunction with Comhairle nan Eilean Siar, NHSWI will ensure that bilingual signage is installed where appropriate.</p> <p>The NHS ES logo livery on all NHS ES vehicles and the NHS ES logo on the website & Intranet & on all NHS ES forms, letterheads, compliments slips, publications, recruitment advertising and banner stands. The Board's Mission Statement and strapline ("The best at what we do") has been included with a Gaelic translation alongside it since 2013 in media communications from NHS Western Isles, as per the NHSWI Media Policy.</p>
Actions Required	Recognising that the provision of multilingual signage within the organisation is inconsistent. A plan for the phased renewal of signage will be developed and costed. We will ensure that Gaelic always appears on all signage, and that Gaelic lettering will be of equal size and prominence to English as we renew signs through time throughout the organisation. This will include temporary signage such as 'Out of Order' and 'Meeting in Progress'.
Target Date	September 2024
Responsible Officer	Estates Manager and Hospitals Manager

STAFFING

Rationale:

In order to deliver services through the medium of Gaelic, it is necessary to develop the requisite job skills and language skills of staff. The provision of language training for staff helps promote adult Gaelic learning and promotes Gaelic as a useful skill in the workplace and out wider communities. The identification of jobs in which Gaelic is a desirable skill will contribute greatly to the status of the language and to identifying it as a positive skill to acquire. The emotional benefit accruing to the patient by their first language being deployed demonstrate the clinical need for Gaelic-speaking health care workers to effectively communicate with Gaelic speakers.

The use of Gaelic in advertising also helps recognise that Gaelic should be used in public life and that Gaelic users have an important role to play within a public authority.

Whatever the level of Gaelic skills required it is important that authorities ensure that Gaelic is a genuine occupational requirement. Authorities should adopt and apply objective criteria to ensure appointments are made in each case on a fair and consistent basis, and reflect the identified skills needs of the post.

NHS Eileanan Siar recognises the importance of seeing Gaelic as an important job skill and of identifying situations in which its use is desirable. NHS Eileanan Siar also recognises the importance of enabling staff to develop their Gaelic skills if they wish to do so.

Staffing	
Development Function	Gaelic Language ability training
Proposed Outcome	Provision of Gaelic Language Classes for those NHSWI staff who wish to avail themselves of it.
Current Practice	There has been a learning agreement in place with Lewis Castle College UHI for the Ùlpan classes since 2010. Another learning contract has recently been established with Ceòlas in Uist for the delivery of Gaelic language classes to U&B NHSWI staff in a distinct methodology from Ùlpan, in response to a clear demand
Actions Required	New additional interactive online Gaelic learning resources <i>Speak Gaelic</i> and <i>Learn Gaelic</i> to be shared with all staff with the support of NHSWI Communications Team, as an addition to the Lewis Castle UHI Ùlpan classes.
Target Date	December 2023 and annually thereafter
Responsible Officer	Strategic Diversity Lead and Operational Diversity Lead

Staffing	
Development Function	The promotion of Gaelic as a commendable job skill
Proposed Outcome	The designation of Gaelic accomplishment in a number of NHSWI posts and the delivery of Gaelic and Bilingualism Awareness sessions to staff.
Current Practice	No posts have as yet been designated 'Gaelic essential'. 'Gaelic desirable' is now almost invariably noted as desirable in our Person Specification.
Actions Required	Each post will note Gaelic desirable in the Person Specification. Review to ascertain any Gaelic essential posts will continue. A Gaelic skills development plan that will meet staff annual PDP requirements to be compiled by Operational Diversity Lead in liaison with NHSWI Learning and Development Manager.
Target Date	April 2024
Responsible Officer	All Managers/Supervisors preparing recruitment materials

Rationale:

The use of Gaelic at the initial point of contact that members of the public have with a public authority increases the visible and audible presence of the language, and contributes to the sense that the use of Gaelic is possible and welcome. In addition to raising the profile of the language, it also creates opportunities for its practical use and encourages members of the public to use Gaelic in subsequent dealings with the public authority.

The use of Gaelic in interactions with an authority by mail, e-mail and by telephone is important in creating practical opportunities for the use of the language, and in contributing to the sense that its use is possible and welcome. The presence of Gaelic in a wide range of bilingual forms and Gaelic-only forms can also greatly enhance the visibility and prestige of the language. The preparation of Gaelic forms, applications and similar documents, can also assist in expanding the range of Gaelic terminology and the awareness of the Gaelic-speaking public of such terminology, thus helping the development of the language itself.

Western Isles NHS Board has an increasingly diverse multinational workforce with many visiting staff. The current ability to speak, read, and write Gaelic is insufficient to permit its use in formal written healthcare records and clinical communications.

NHS Eileanan Siar recognises the importance of creating opportunities for the practical use of Gaelic in a wide range of everyday situations and is committed to increasing its level of provision in this area.

Day-to-day Operations

Development Function	Telephone service
Proposed Outcome	Each of the NHSWI reception teams in our hospital locations to be capable of giving a simple Gaelic greeting on the telephone when answering calls.
Current Practice	As of now there is no agreed protocol or practice for receptionists to greet in Gaelic when they receive phone calls. However, we have started discussion with the relevant staff about making progress in this matter.
Actions Required	Training and support to be given to reception staff by the Operational Diversity Lead in liaison with the NHSWI Patient Services Manager to develop their greeting ability in Gaelic, emphasising the impression of the first point of contact.
Target Date	October 2023
Responsible Officer	Operational Diversity Lead and Patient Services Manager

Day-to-day Operations	
Development Function	Use of Gaelic in everyday interactions in NHSWI facilities
Proposed Outcome	NHSWI will encourage the use of Gaelic amongst staff in their general communication with members of the public, responding to Gaelic patient preference when indicated and possible.
Current Practice	Notable levels of Gaelic usage between nurses & members of the community in Uist has been brought to our attention
Actions Required	The showing of which staff have Gaelic skills and are happy to use them, through the <i>Cleachdi</i> awareness scheme. Community staff delegated to the Western Isles Integrated Joint Board to be informed of the Cleachdi resources. A link to the Cleachdi web page to be placed on the Gaelic section of the NHSWI staff Intranet by NHSWI Comms in addition to it being highlighted to the public on our public website
Target Date	March 2024
Responsible Officer	Operational Diversity Lead and Head of Communications, Claims and Patient Information

COMMUNICATIONS

Rationale:

The use of Gaelic in the media and a range of printed material can assist Gaelic development in a variety of ways. It helps increase the visibility of the language, it enhances Gaelic's status by being used in high profile publications, and it can help develop new and enhance existing terminology. The use of Gaelic in the media helps demonstrate a public authority's commitment to making important information available through the medium of Gaelic, as well as enhancing the visibility and status of the language. As public authorities are seeing an increase in people accessing information through their websites, including Gaelic will significantly enhance the status and visibility of the language.

NHS Eileanan Siar is committed to increasing the use of Gaelic in these areas where the subject matter is of most interest to the general public or relates specifically to Gaelic issues.

Communications	
Development Function	NHSWI public website bilingual information
Proposed Outcome	There will be a Gaelic section on the NHSWI public website containing static information about NHSWI.
Current Practice	There is now a dedicated Gaelic Links section on the NHSWI Staff Intranet, but no Gaelic content on the public website.
Actions Required	Review of the website to be conducted to ascertain the most frequently viewed page, with the subsequent translation of this into Gaelic.
Target Date	July 2024
Responsible Officer	Operational Diversity Lead, Head of Communication, Claims and Patient Information

Communications	
Development Function	Forms and printed materials
Proposed Outcome	A significant increase in the amount of new health information leaflets and posters published in both Gaelic and English.
Current Practice	<p>The Bookbug Baby & Toddler Bags with Gaelic and English stories and songs are given out by our Health Visitors in liaison with Maternity Services & within the requirements of the Universal Health Visiting Pathway.</p> <p>Our Health Visitors have produced a bilingual Words Children Say form for parents to verify at home for tracking their children's' linguistic development. This is in addition to a bilingual Activities of Living form, for nursing assessment, produced by the Operational Diversity Lead. The Operational Diversity Lead also translates a significant number of Gaelic health information leaflets & slogans for posters following requests by staff.</p>
Actions Required	The utilisation of a person with Gaelic and English skills for this purpose. This should be cost neutral.
Target Date	Annually
Responsible Officer	Operational Diversity Lead, Head of Communication, Claims and Patient Information

Communications	
Development Function	Complaints procedure
Proposed Outcome	A commitment to return Gaelic responses to received Gaelic complaints letters.
Current Practice	On the event that a letter or email composed in Gaelic highlighting an issue comes in to the organisation, the Complaints Officer will contact the Operational Diversity Lead, in order for a Gaelic reply to be written.
Actions Required	The utilisation of a person with Gaelic and English skills for this purpose. This should be cost neutral.
Target Date	Annually
Responsible Officer	Operational Diversity Lead, Complaints Officer

Communications	
Development Function	Build upon current Gaelic communications practices
Proposed Outcome	An increase in the visibility and audibility of Gaelic through NHSWI staff media interviews, translation for public meetings and resources on the Gaelic section of the Staff Intranet.
Current Practice	As per the NHSWI Media Policy, following a request for a Gaelic interview by local media to the NHS Head of Communication, Claims and Patient Information will consider if there a Gaelic speaking subject matter expert to undertake the interview. The member of staff undertaking the interview will be fully briefed by the Head of Communication, Claims and Patient Information on the salient messages to convey. An up to date pool of subject matter expert Gaelic speaking staff to potentially take part in media interviews is maintained by the Head of Communications, Claims and Patient Information as per the NHSWI Communications Strategy and Action Plan.
Actions Required	<p>We have and still will continue to encourage a strong working relationship with the Gaelic media. Media Skills training to be delivered again in order to improve confidence of staff undertaking media interviews.</p> <p>When NHSWI Board holds meetings in public, a Gaelic translation of the discussion points will be made available following the meeting and placed on its public website. Additional resources to be added to the dedicated Gaelic section on the Staff Intranet, such as the Speak Gaelic and Learn Gaelic web resources.</p>
Target Date	Annual review
Responsible Officer	Head of Communications, Claims and Patient Information

CORPUS

Rationale:

The development of Gaelic in this sector is vital to the future of Gaelic in Scotland. Attention to this will allow Gaelic to develop new terminology and registers leading to greater relevance and consistency. For those reasons steps will be taken to ensure the continued development of the Gaelic language.

NHS Eileanan Siar recognises the importance of developing the Gaelic language to ensure that it is fit for all appropriate purposes and for use in the growing range of contexts in which it features.

Corpus	
Development Function	Diffusion/dispersal of our Gaelic resources produced & archived
Proposed Outcome	The sharing of our Gaelic resources produced in recent years, such as the <i>I Am Sick</i> and searchable Gaelic healthcare signage database web resources, with the local authority.
Current Practice	More recent multi-agency interest in, and patronage of, successful GLAIF funded projects
Actions Required	The creation of new Gaelic health care resources, along with the sharing of our existing material with the Outer Hebrides Community Planning Partnership, local Community Councils and more widely across Scotland where there is interest, such as other territorial Health Boards.
Target Date	May 2024
Responsible Officer	Strategic Diversity Lead & Operational Diversity Lead

The informing of the Plan Commitments by the Scottish Government and Bòrd na Gàidhlig's High Level Aims

<p>HIGH LEVEL AIMS</p>	<p>In line with the Gaelic Language (Scotland) Act 2005 and the Guidance on Developing Gaelic Language Plans we would like the following:</p>	<p>Plan Commitments</p>
<p>Throughout the plan</p>	<ul style="list-style-type: none"> • That a robust structure is established to deliver the NHS Western Isles Gaelic Language Plan with a senior officer tasked to lead. • That all commitments in previous iterations of the NHS Western Isles Gaelic Language Plan which remain within its remit are carried forward and included. • Gaelic services and resources demonstrate equal respect for Gaelic and English. • That Gaelic services and facilities are actively offered and promoted, including through the NHS Western Isles website. • That uptake of Gaelic facilities and services is monitored and promotion is increased where this is low. 	<p>GLP in the Corporate Structure (p10)</p> <p>Mainstreaming National Gaelic Language Plan (p12-14)</p>
<p>Public Services</p>	<p>We would like the following:</p> <ul style="list-style-type: none"> • The primary aim of this Plan is to ensure that patients who wish to communicate through the medium of Gaelic are able to do so as part of the NHS Western Isles care package (taking into account patient needs and staff skills). • In addition to the bilingual logo, increase the visibility 	<p>Day to Day Operations (p19-21)</p> <p>Visibility (p17-18)</p>

	<p>and profile of Gaelic throughout the NHS Western Isles area. This will include signage and publications, amongst others.</p> <ul style="list-style-type: none"> • Work towards an increase in the ways that NHS Western Isles communicates with the public through the medium of Gaelic. • Ensure that Gaelic resources are up to date and available on the NHS Western Isles Intranet website, e.g the 'I am Sick' learning resource, amongst others. • That the needs of Gaelic-speaking children are taken into account, including the NHS Western Isles corporate parenting policy 	<p>Communications (p21-22)</p> <p>Day to Day Operations (p19-21)</p> <p>Communications (p23)</p> <p>The GLP in the Corporate Structure (p11)</p>
Home and Early Years	<p>We would like Gaelic usage and promotion to be integrated into the NHS Western Isles maternity and neo-natal services.</p>	<p>Commitment to the Objectives of the National Gaelic Plan (p13)</p> <p>Day to Day Operations (p21)</p>
Community	<p>Enhance participation and wellbeing by engaging with communities through the medium of Gaelic and promoting engagement with the Gaelic language.</p> <p>We encourage active engagement in the delivery of 'Getting It Right For Every Child' for Gaelic-speaking children.</p> <p>We would like to see Gaelic language needs of patients embedded within the work of the</p>	<p>Day to Day Operations (p19-21)</p> <p>Commitment to the Objectives of the National Gaelic Plan (p13)</p>

	Western Isles Integrated Joint Board	Day to Day Operations (p21)
Workplace	<p>We recommend conducting an updated survey of Gaelic language skills and interest in Gaelic learning.</p> <p>We recommend that recruitment and training policies are aligned to ensure that there is sufficient staff with Gaelic language skills to deliver the commitments in the NHS Western Isles Gaelic Language Plan.</p> <p>We would like to see that all staff (including senior managers and Board members) are aware of the Plan, and that the duty to implement the Plan lies with each employee.</p>	<p>Staffing (p18-19)</p> <p>Staffing (p19)</p> <p>GLP in the Corporate Structure (p10)</p>
Arts	<p>Building on current practice, we encourage the development of a programme of Gaelic arts and culture events.</p> <p>We encourage a strong working relationship with the Gaelic media, and the creation of a database detailing those who are willing to speak with the media through the medium of Gaelic.</p>	<p>Commitment to the Objectives of the Gaelic National Plan (p14)</p> <p>Communications (p23)</p>
Economy	<p>We would like NHS Western Isles to play a part in strengthening the Gaelic labour market by training; valuing; advertising for and recruiting staff with Gaelic language skills in support of Gaelic Language Plan delivery.</p>	<p>Staffing (p18-19)</p>

IMPLEMENTATION AND MONITORING

TIMETABLE

This Gaelic Language Plan will formally remain in force for a period of five years from the date it was approved by Bòrd na Gàidhlig. By no later than the end of this period we will submit the next edition of the plan to Bòrd na Gàidhlig for approval. We will review the plan each year, monitor our achievements, and make such amendments as necessary.

In Section 7 *Plan Commitments* we have set out the individual target dates for when we expect to implement specific commitments.

PUBLICISING THE PLAN

EXTERNAL

NHS Eileanan Siar's Gaelic Language Plan will be published on NHS Eileanan Siar's website. In addition, we shall:

- Issue a bilingual press release announcing the Plan
- Promote the Plan on NHS Eileanan Siar's Facebook page and on local media such as the BBC, Isles FM & Events newspaper
- Distribute copies of the Plan to Gaelic organisations
- Distribute copies of the Plan to other interested bodies; and
- Make copies available on request

The help of NHS Eileanan Siar's Head of Communication, Claims and Patient Information will be integral to a significant number of these steps.

INFORMING OTHER ORGANISATIONS OF THE PLAN

We will inform our public authority partners at Comhairle nan Eilean Siar of the Plan through the Integrated Corporate Management Team for the Western Isles Integrated Joint Board (IJB). This engagement can be extended with them and other partners further at the inter-agency Outer Hebrides Community Planning Partnership and the Western Isles Diversity and Equality Steering Group (DESG). We will inform third parties and arms-length organisations that we collaborate with of the Plan through our regular conversations with them.

INTERNAL

We will ensure that all NHS Eileanan Siar Departmental Managers, assisted by the electronic Team Brief, will inform their staff members of the priorities of the Renewed Plan and of the opportunities available to staff therewith.

RESOURCING THE PLAN

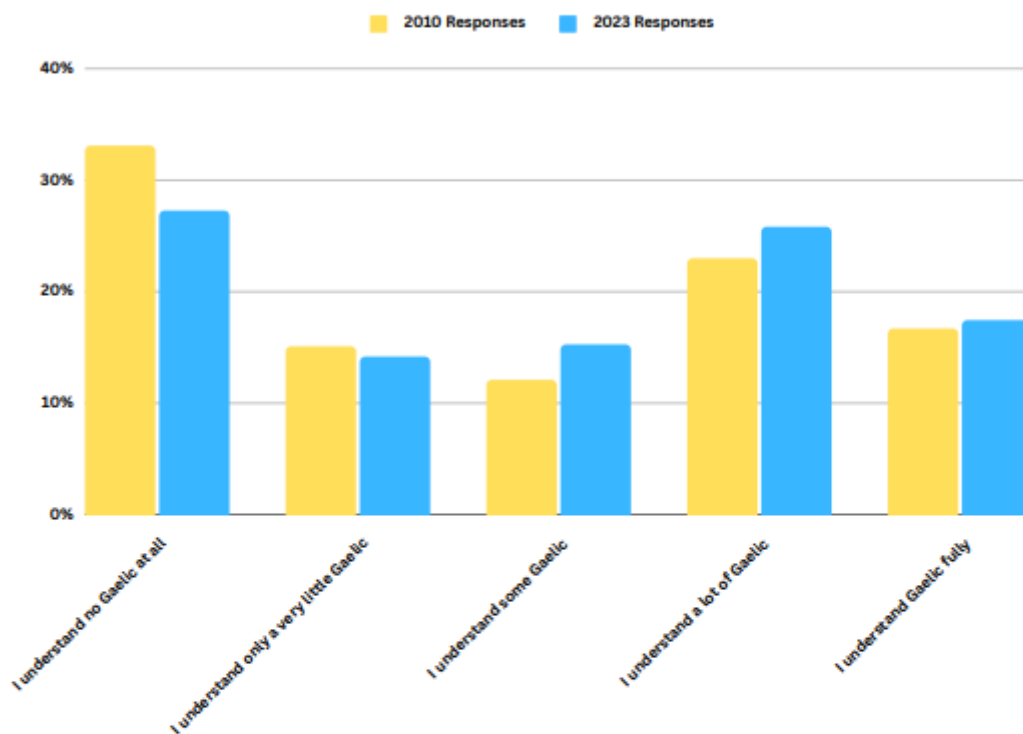
NHS Eileanan Siar will where appropriate and reasonable to do so, submit bids for funding to support selected activities to external bodies, supplementing internal sources of funding when they are available, such as the Endowment Fund.

MONITORING THE PLAN

- Make the Plan known to employees via the NHS Eileanan Siar Staff Intranet and regular electronic Team Brief
- Bring the Plan before the NHS Eileanan Siar Area Partnership Forum (APF)
- In order to comply with the requirement to submit an annual report to Bòrd na Gàidhlig for the duration of the renewed Plan, NHS Eileanan Siar will undertake an annual assessment on the Plan's progress
- To assist this, and also to ensure effective engagement with the Plan's commitments throughout the organisation, the Steering Group already established to oversee the construction of the renewed Plan will continue to meet periodically to mobilise strategic engagement and to deal with any roadblocks that might arise.

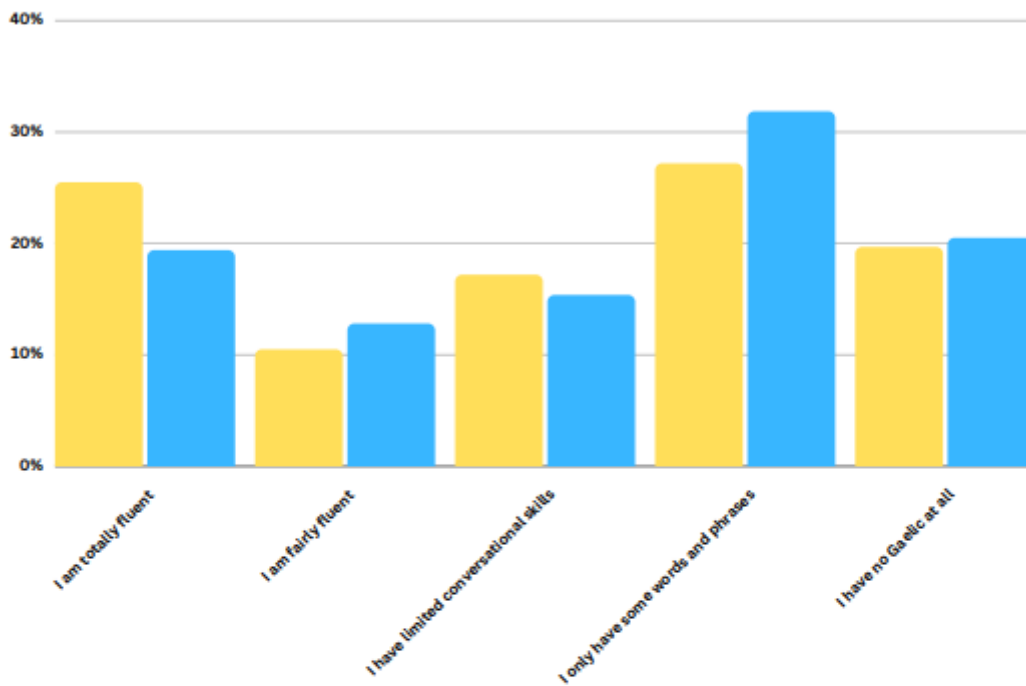
NHS Western Isles Staff Gaelic Survey Comparison 2010 and 2023

Q1. How well do you understand Gaelic?



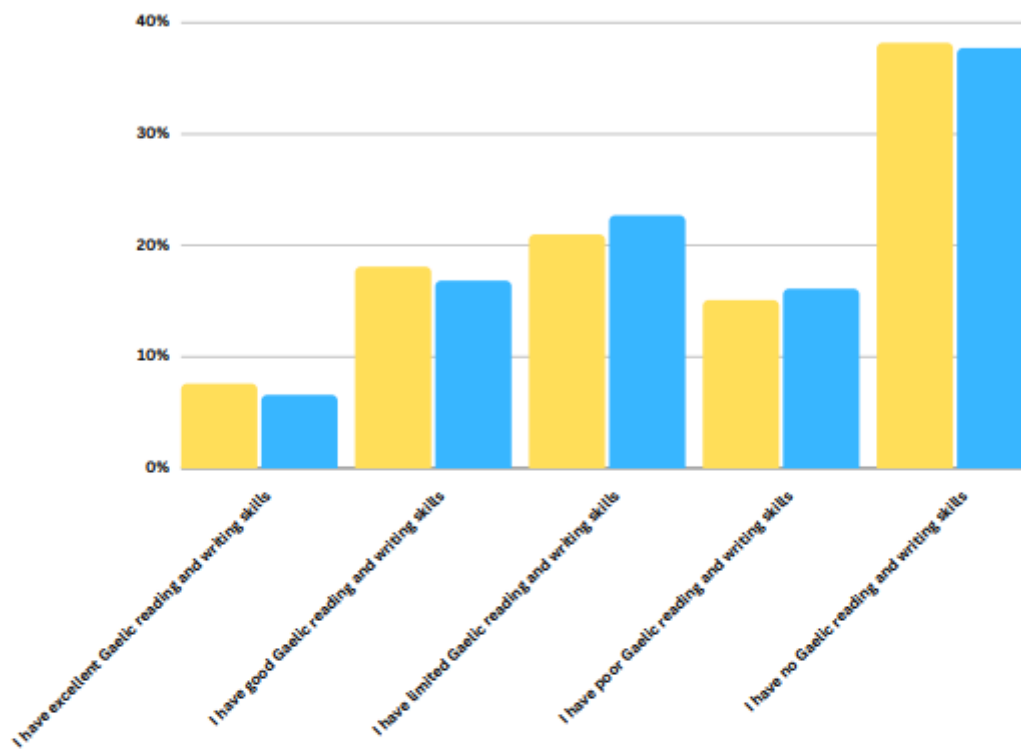
Answer Choices	2010 Responses	2023 Responses
I understand no Gaelic at all	33.1% (78)	27.27% (75)
I understand only a very little Gaelic	15.1% (35)	14.18% (39)
I understand some Gaelic	12.1% (29)	15.27% (42)
I understand a lot of Gaelic	23.0% (53)	25.82% (71)
I understand Gaelic fully	16.7% (39)	17.45% (48)
Total	234	275

Q2. How would you describe your spoken Gaelic skills?



Answer Choices	2010 Responses	2023 Responses
I am totally fluent	25.5% (60)	19.41% (53)
I am fairly fluent	10.5% (24)	12.82% (35)
I have limited conversational skills	17.2% (40)	15.38% (42)
I only have some words and phrases	27.2% (64)	31.87% (87)
I have no Gaelic at all	19.7% (46)	20.51% (56)
Total	234	273

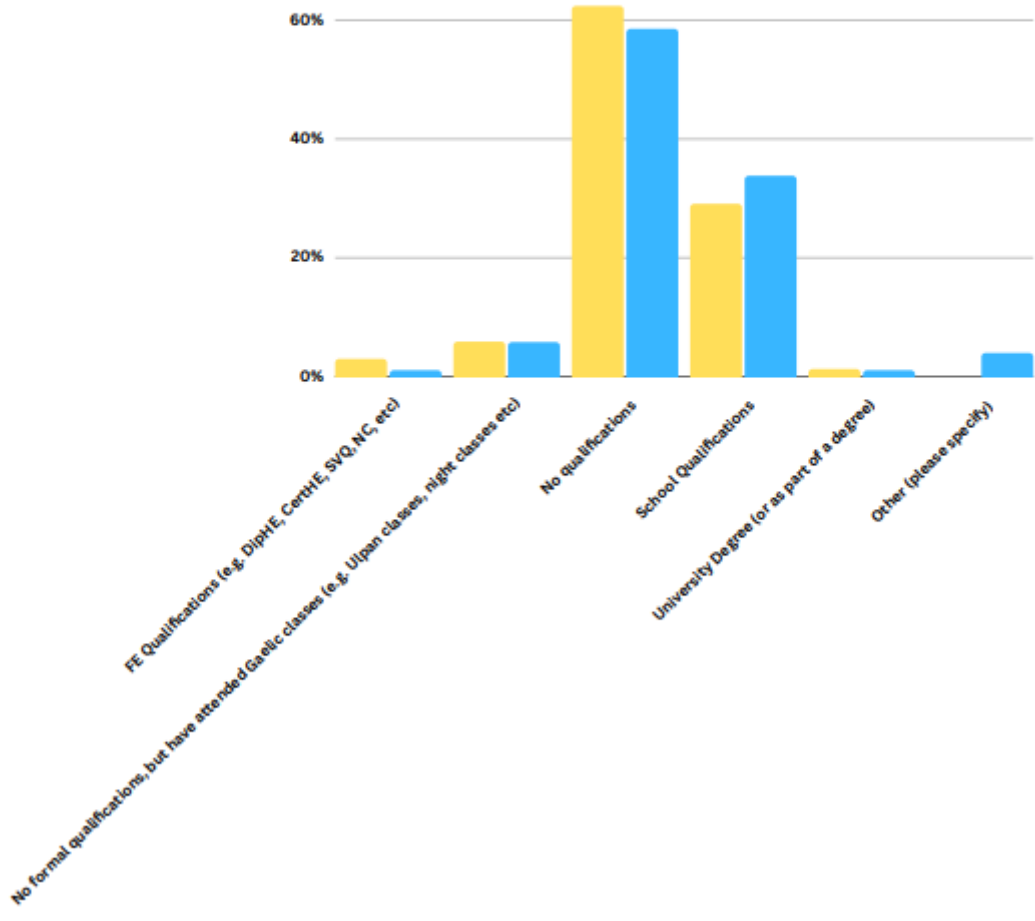
Q3. How would you describe your Gaelic reading & writing skills?



Answer Choices	2010 Responses	2023 Responses
I have excellent Gaelic reading and writing skills	7.6% (18)	6.59% (18)
I have good Gaelic reading and writing skills	18.1% (42)	16.85% (46)
I have limited Gaelic reading and writing skills	21.0% (49)	22.71% (62)
I have poor Gaelic reading and writing skills	15.1% (35)	16.12% (44)
I have no Gaelic reading and writing skills	38.2% (89)	37.73% (103)

Total	233	273
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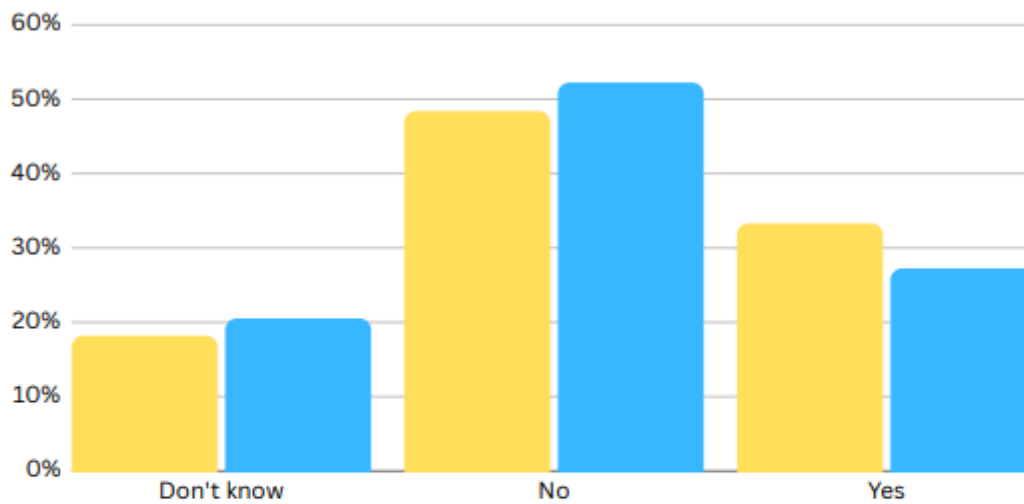
Q4. What, if any, Gaelic qualifications have you got? (Tick all that apply)



Answer Choices	2010 Responses	2023 Responses
FE Qualifications (e.g. DipHe, CertHE, SVQ, NC, etc)	3.0% (7)	1.09% (3)
No formal qualifications, but have attended Gaelic classes (e.g. Ulpan classes, night classes etc.)	5.9% (14)	5.82% (16)
No qualifications	62.4% (146)	58.55% (161)
School qualifications	29.1% (68)	33.82% (93)
University degree (or as part of a degree)	1.3% (3)	1.09% (3)
Other (please specify)	Not asked in 2010	4.00% (11)
Total	238	287

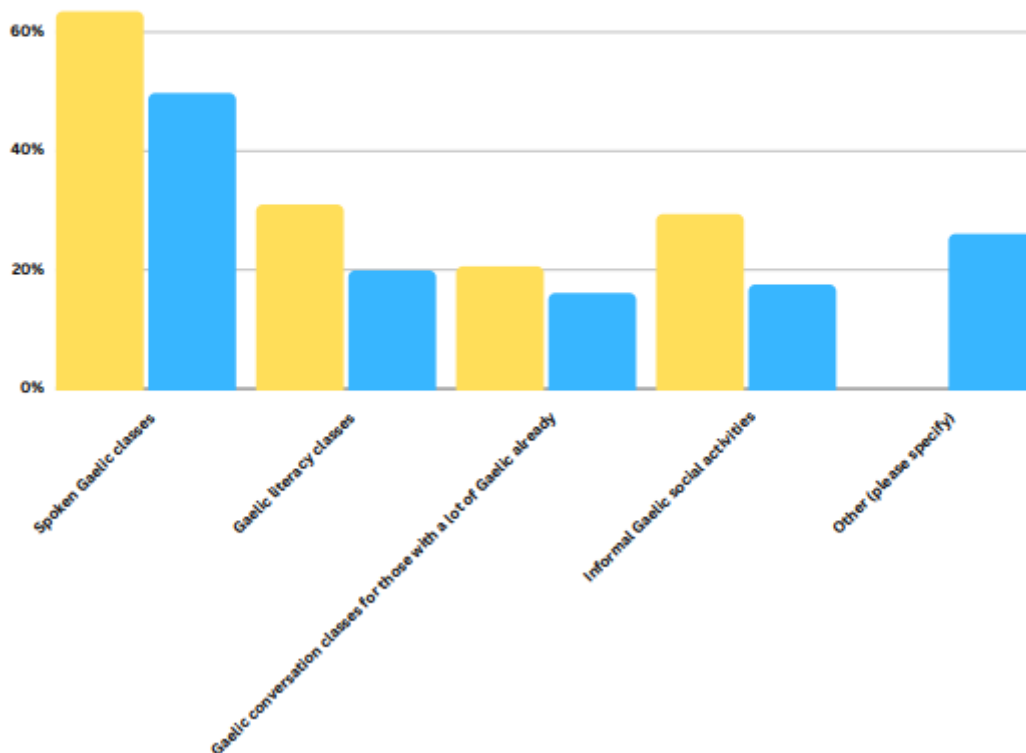
#	Other (Please Specify)
1	Higher in Gaidhlig
2	Took as a subject in school
3	O level learners
4	O level
5	Native Gaelic speaker
6	Standard grade, higher
7	SQA Higher (Learner)
8	O level
9	Advanced higher
10	1st language
11	Brought up in a Gaidhlig speaking family environment

Q5. If you are not currently attending a Gaelic course, do you wish an opportunity to attend one in the future?



Answer Choices	2010 Responses	2023 Responses
Don't know	18.2% (42)	20.52% (55)
No	48.4% (113)	52.24% (140)
Yes	33.3% (77)	27.24% (73)
Total	232	268

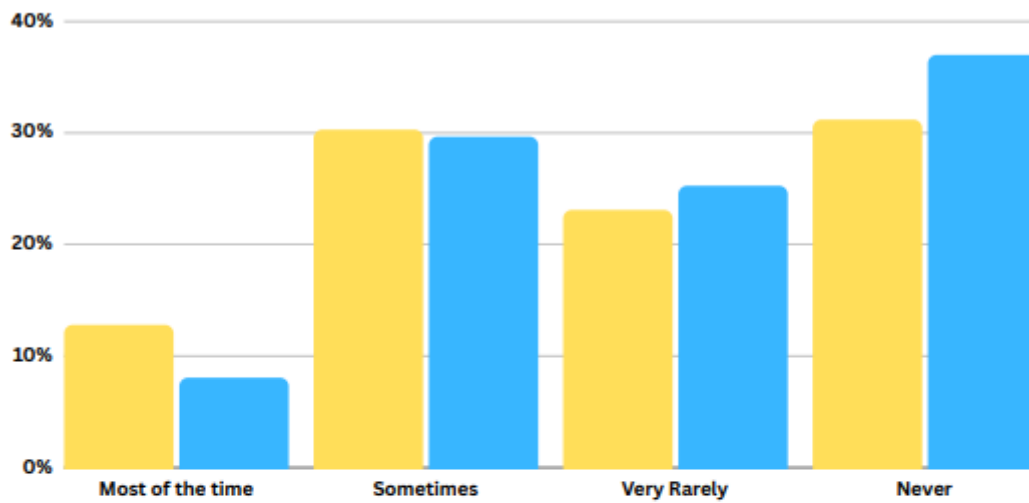
Q6. If you wish to use, acquire or improve Gaelic skills, which of the following would you be interested in attending?



Answer Choices	2010 Responses	2023 Responses
Spoken Gaelic classes	63.5% (148)	49.76% (105)
Gaelic literacy classes	31.0% (73)	19.91% (42)
Gaelic conversation classes for those with a lot of Gaelic already	20.6% (48)	16.11% (34)
Informal Gaelic social activities	29.4% (69)	17.54% (37)
Other (please specify)	Question wasn't asked in 2010	26.07% (55)

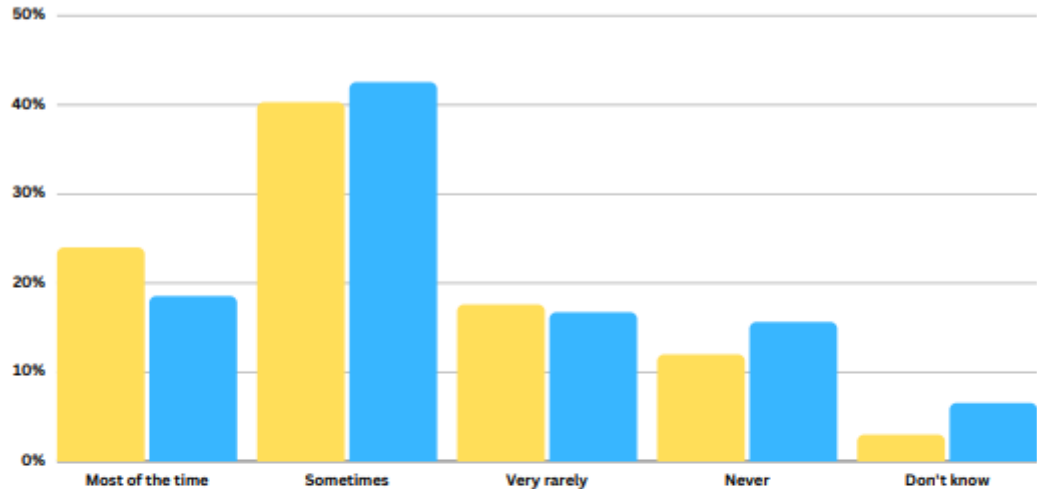
Total	338	273
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Q7. How often do you use Gaelic in the course of your working day?



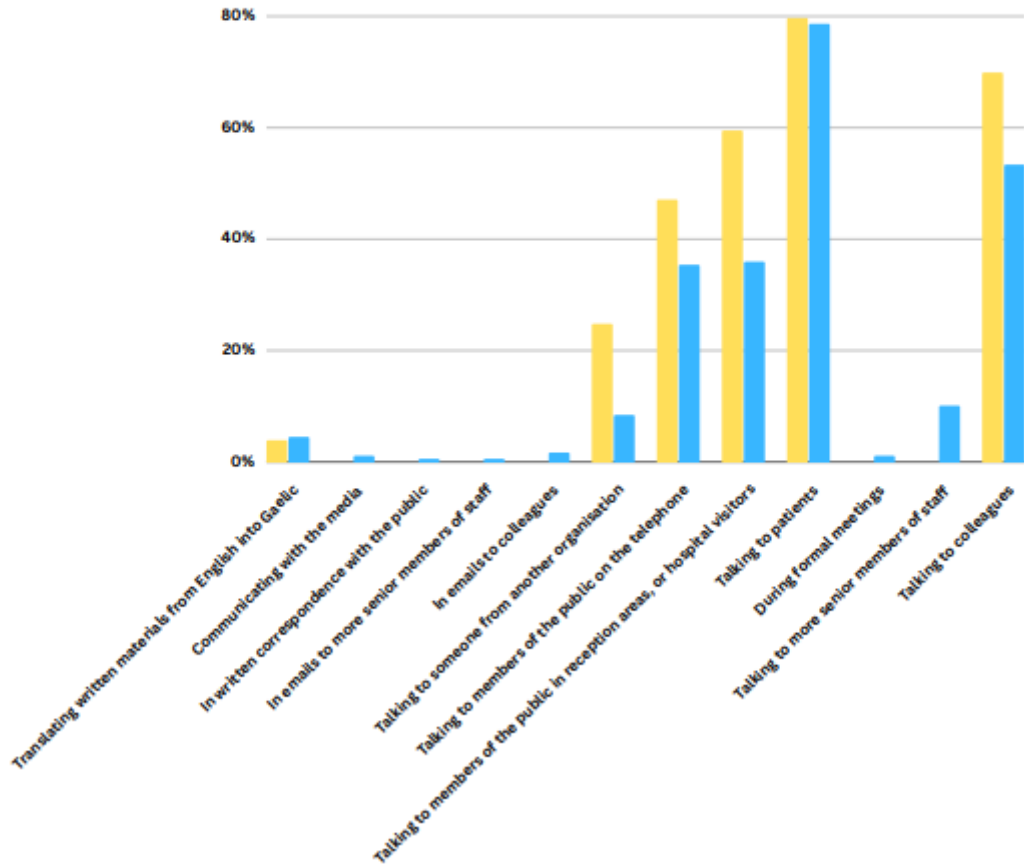
Answer Choices	2010 Responses	2023 Responses
Most of the time	12.8% (30)	8.06% (22)
Sometimes	30.3% (71)	29.67% (81)
Very rarely	23.1% (41)	25.27% (69)
Never	31.2% (73)	37.00% (101)
Total	215	273

Q8. How often do you think it is possible for you to use Gaelic in the course of your working day?



Answer Choices	2010 Responses	2023 Responses
Most of the time	24.0% (56)	18.55% (51)
Sometimes	40.3% (94)	42.55% (117)
Very rarely	17.6% (41)	16.73% (46)
Never	12.0% (28)	15.64% (43)
Don't know	3.0% (7)	6.55% (18)
Total	226	275

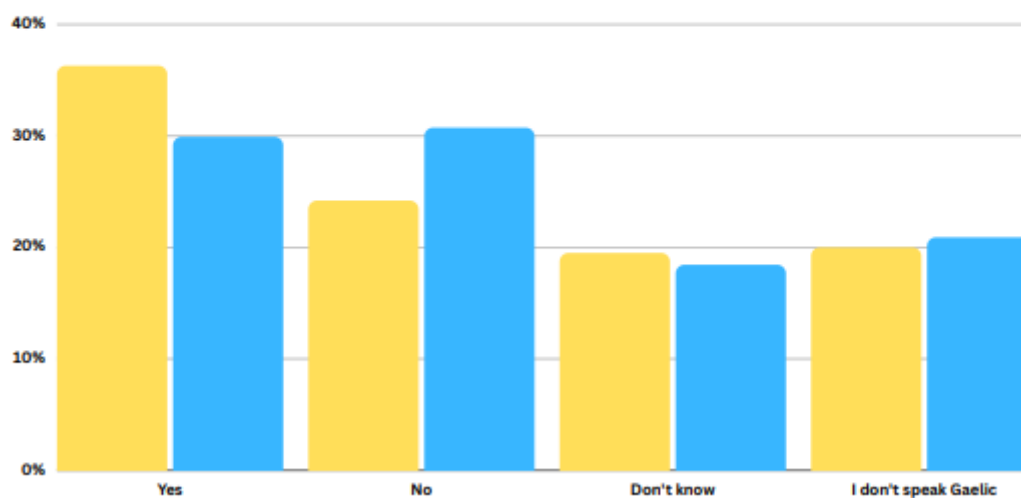
Q9. If you use Gaelic in the course of your working day, when do you use it (tick all that apply)?



Answer Choices	2010 Responses	2023 Responses
Translating written materials from English into Gaelic	3.9% (9)	4.49% (8)
Communicating with the media	Question wasn't asked in 2010	1.12% (2)
In written correspondence with the public	Question wasn't asked in 2010	0.56% (1)
In emails to more senior members of staff	Question wasn't asked in 2010	0.56% (1)

In emails to colleagues	Question wasn't asked in 2010	1.69% (3)
Talking to someone from another organisation	24.8% (58)	8.43% (15)
Talking to members of the public on the telephone	47.1% (110)	35.39% (63)
Talking to members of the public in reception areas, or hospital visitors	59.5% (139)	35.96% (64)
Talking to patients	79.7% (184)	78.65% (140)
During formal meetings	Question wasn't asked in 2010	1.12% (2)
Talking to more senior members of staff	Question wasn't asked in 2010	10.11% (18)
Talking to colleagues	69.9% (163)	53.37% (95)
Total	663	412

Q10. If you do not use Gaelic regularly in the course of your working day, could you like more opportunity to use it?



Answer Choices	2010 Responses	2023 Responses
Yes	36.3% (85)	29.92% (73)
No	24.2% (57)	30.74% (75)
Don't know	19.5% (46)	18.44% (45)
I don't speak Gaelic	20.0% (47)	20.90% (51)
Total	235	244

Here is the text of the NHSWI Press Release announcing the six week public consultation period for the second iteration of the Gaelic Language Plan.

PRESS RELEASE

Community Engagement open for NHSWI Gaelic Language Plan II

Press Release

Friday 25th March 2022

Community Engagement open for NHSWI Gaelic Language Plan II

NHS Western Isles is seeking the comments of island residents as it presents its second Gaelic Language Plan for public consultation.

The second NHSWI Gaelic Language Plan (GLP) has been produced in-line with the Gaelic Language (Scotland) Act 2005, which requires every public body in Scotland to create a GLP. NHSWI produced its inaugural GLP in 2012 (for 2012-2017), and the proposed Gaelic Language Plan II will cover 2022-27.

Eadar-àmail Cathraiche Chair

G. NicCanan Gillian McCannon:

“I am pleased to support NHS Western Isles’s Gaelic Language Plan.

It is important to maintain and promote cultural identity through the medium of Gaelic.

NHS Western Isles recognises the value and the importance of the Gaelic language and will continue to support the principles that are outlined in the Gaelic Language (Scotland) Act 2005.”

CeannardanGnìomh Chief Executive

G. MacSheumais Gordon Jamieson:

“This, NHS EileanSiar’s second Gaelic Language Plan for 2022-27, sets out our aims and ambitions for Gaelic over the next five years. Building on the seminal work of our first Gaelic Language Plan, it outlines how we will seek to further sustain and promote the language in our workplace. It makes practical the aims of the National Gaelic Language Plan 2018-23 around us, in which Gaelic is used more, spoken by more citizens and in a wider range of situations.

NHS EileanSiar acknowledges that the Western Isles has by far the greatest concentration of people in Scotland with Gaelic skills, according to the 2011 Census. We are proud moreover to be a major employer in the Gaelic heartland of Scotland. It is our resolve therefore that the next iteration of our Plan will preserve and mobilise the conditions which allow Gaelic to continue to be a community language in our townships from the Butt to Barra.”

Thaandarna Plana Cànan Gàidhlig le NHS Eileanan Siar a nise air a chuir a-mach gu co-chomhairle phoblach.

A' ruith bho 2022 gu 2027, tha na leanas a co-fhreagairt ri amasan is stiùireadh Plana Nàiseantana na Gàidhlig 2018-23, beòthail am broinn seirbhisean cùram na buidhne. Tha NHS Eileanan Siar mothachail is moiteil air na tha de luchd-labhairt na Gàidhlig 'nar coimhearsnachdan an taca ris a' chòrr de Alba.

A' togail air a' bhunait air a chuir sios a-cheana, 's e ar miann ma tha gu'n toir an ath-chùrsa seo dhe'n Phlana againn tuilleadh piseach air sgairt is spionnadh a' chànain 'nar measg.

Tha ùidh is meas againn air beachdan a' mhòr-shluaigh air a seo, 's mar sin feuchaibh gu'n cuir sibh thugainn iad.

To view the NHSWI Gaelic Language Plan II draft, please visit [Community Engagement open for NHSWI Gaelic Language Plan II - NHS Western Isles | Serving the Outer Hebrides of Scotland](#), to access a link to the complete draft Plan.

Island residents can make comments regarding the proposed Plan by responding directly to Mr Murdo Macleod at Murdo.Macleod@nhs.scot, or alternatively by paper copy, addressed to: Operational Diversity Lead, Chaplaincy, NHS Western Isles, Western Isles Hospital, Macaulay Road, Stornoway, Isle of Lewis, HS1 2AF. These comments are welcome in both Gaelic and English.

The NHSWI Gaelic Language Plan II Community Engagement **will run from Friday March 25th until a deadline of 5pm on Wednesday 13th April 2022.**

Gaelic Language Plan 2012-17



NHS WI
GLP_2014-17[1].docx

