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Welsh Language Standards Annual Report 2024-2025

Mae'r ddogfen hon hefyd ar gael yn Gymraeg

This document is also available in Welsh

Foreword

This is Public Health Wales's Welsh Language Standards Annual Report for 2024-25 and focuses on our key achievements during the year.

Public Health Wales works to protect and improve health and well-being and reduce health inequalities for the people of Wales. We are a Wales wide organisation with 2634 members of staff who work from various locations across the country.

We are proud to be a bilingual organisation, and we are very pleased with the progress we have made to further embed the Welsh language into our work across Public Health Wales over the past year.

There is much to celebrate within this report, including developments and improvements in our Welsh translation process which have brought efficiencies and benefits to both our staff and our Welsh translation suppliers. We are proud of our 'Croeso i lechyd Cyhoeddus Cymru' video, which introduces the Welsh language within the organisation to new members of staff by explaining the importance of offering a bilingual service; our legal obligations and the support and guidance which is available.

The introduction of our Governance Hub has been a positive step in supporting us to meet the Policy Making Welsh Language Standards and we look forward to seeing the Hub develop further over the next year. We've seen the introduction of both the Codi Hyder / Building Confidence and Croeso / Welcome training opportunities for staff to improve their Welsh skills and we very much look forward to working with our provider, Coleg Cambria, during 2025 – 2026 to ensure our staff continue their learn Welsh journey and PHW meets the More Than Just Words targets.

Our Ymlaen staff network continues to go from strength to strength with many more members of staff joining over the last year and regular events held. Our second Welsh Language Week in March was a great success and a wonderful opportunity to bring colleagues together at our office to celebrate Cymraeg – we're already looking forward to Welsh Language Week 2026.

We know of course that we have areas that we need to improve, and we will continue the work on our new website, with the aim of launching in early 2026. We have plans to improve our current process of assessing the Welsh skills of new or replacement roles, in line with Standard 106 and 106A, so that they are simpler but also more effective in attracting more Welsh speakers into our workforce. Supporting our Directorates to meet their Welsh Language workforce planning targets will also be a key target for us in this area during 2025 – 2026.

Lastly, we are very excited to be working with our external training provider HICO over the next year to deliver Welsh language training to our staff and managers which will enable us to fully meet standards 97, 98 and 99(b). The training will be delivered from August onwards and we look forward to giving feedback in our next annual report.

Public Health Wales is truly committed to the Welsh language and we continue to benefit from the leadership shown by our Board and Executive team to ensuring that Welsh is visibly and audibly part of their communication; from the enthusiasm of our staff at all levels to learn, improve and use Welsh; and from the particular goodwill and commitment of our staff providing frontline services, who recognise the importance of the language in improving the health experiences of the people of Wales.

We remain proud of our achievements and believe that this Annual Report demonstrates our ongoing dedication to meeting the needs of Welsh speakers across Wales.

This year's report concentrates mainly on those standards which have seen an improvement or a development in our compliance since our [2023 – 2024 report](#).

Neil Lewis,
Director of People and OD and Welsh Language Executive Lead

Introduction

The requirement for Public Health Wales to comply with the Welsh Language Standards (No.7) Regulations 2018 came into effect on 30 May 2019; the standards with which Public Health Wales must comply are set out in a [Compliance Notice](#) issued by the Welsh Language Commissioner in accordance with the Welsh Language (Wales) Measure 2011.

This is our sixth Annual Report, and covers our developments and improvements during the period from 1 April 2024 to 31 March 2025.

Implementing the Welsh Language Standards at Public Health Wales

Arrangements for facilitating implementation of the standards

The Director of People and Organisational Development has lead responsibility for the Welsh language in Public Health Wales. We have a Welsh Language Champion on our Board, and our Welsh Language Manager and team are responsible for the strategic and operational planning of the Welsh language across the organisation.

Our Welsh Language Team consists of a Welsh Language Manager, Welsh Language Advisor and Welsh Translation Coordinator. The team support staff across the organisation to embed the Welsh language in their work, promote a bilingual culture within the organisation and offer advice and support on compliance with Welsh Language legislation. The team do this by:

- Monitoring compliance across the organisation, identifying gaps where they exist and leading on enquiries and complaints from members of the public or the Welsh Language Commissioner.
- Working closely with the Welsh Language Commissioner's office and Welsh Government.
- Publishing guidance documents and templates to support staff.
- Supporting our staff to ensure understanding of Welsh Language compliance and acting as a critical friend when needed.
- Raising awareness of Welsh culture by celebrating national events, working collaboratively with our Ymlaen staff network, and publishing a Cymraeg newsletter.
- Attending meetings to give updates on various Welsh Language Standards and legislation.
- Leading on training sessions and presentations to raise awareness of the Welsh language within the workplace.
- Ensuring our staff who wish to learn or develop their Welsh skills have access to all the opportunities available to them and feel supported.
- Leading on our Welsh translation processes to ensure that they are efficient and fit for purpose in the future.

The Board's People and Organisational Development Committee and the Executive Team both receive regular reports and updates on Welsh language matters. Please see the links to the latest [Welsh language update](#) / [Cymraeg](#) given in February 2025.

Working in Partnership

Our Welsh Language Team has a close working relationship with the Welsh Language Officers and Managers of other health boards and trusts across Wales. They meet regularly to discuss challenges and share best practice, and to jointly organise events for NHS Wales staff where possible.

We also have a close working relationship with the Welsh Language Unit within the Welsh Government's Department for Health and Social Services. Our Welsh Language Team attends quarterly meetings with the Unit to discuss the aims and objectives in the More Than Just Words Strategic Framework.

Self-regulation with the Welsh Language Standards

Individual directors at PHW are responsible for arrangements within their own directorates that provide them with assurance that Welsh language requirements are being met in full.

Our corporate Welsh Language Group, which meets quarterly and is chaired by the Assistant Director of Organisational Development, includes Welsh language champions from across the organisation who come together to discuss general compliance, successes and challenges. An action log is maintained for these meetings to ensure progress.

Every March, the Welsh Language Group representatives update a Welsh Language Standards reporting template for their Directorate or Department with this information then being collated by the Welsh Language Team and included in reports such as this one. These reporting templates give the Welsh Language Team valuable insight into the fantastic work being done across Public Health Wales to further embed the Welsh Language into our culture and ways of working but also supports the team to identify weak areas so that support can be provided where needed.

Health Protection and Screening Services

Our Screening Division also has a Welsh language group chaired by a Public Health Consultant and attended by managers from each of the screening programmes. There are action plans, minutes and action logs, and progress is monitored closely and reported to the division's senior management team. The Welsh Language Team attends the meetings to ensure best practice is shared and everyone is kept up to date with progress.

The NHS Executive

The NHS Executive is an organisation hosted by Public Health Wales. Information and progress from the NHS Executive for this reporting period can be seen in Appendix A (page 36)

Welsh translation arrangements

Over the past year our Welsh Language Team have concentrated much of their effort on improving our Welsh translation processes. These improvements were needed following feedback from staff regarding historical processes and uncertainty about the quality of our Welsh translation due to the number of translation suppliers and complaints received.

The past year has seen the following developments in our Welsh translation processes:

- We increased our Service Level Agreement with the (NHS Wales Shared Services Partnership) NWSSP Translation Unit.
- We tendered for our external Welsh translation suppliers and established contracts with nine external Welsh translation suppliers.
- We recruited a new Welsh Translation Coordinator role into the organisation to manage and coordinate our Welsh translation processes and offer valuable and expert support and guidance to staff.
- We've built and launched a new Welsh Translations Request Portal on Microsoft Power Apps to administer our written translation requests. This will ensure we have robust Welsh translation processes and data. Simultaneous and multimedia translations will be added to the portal in 2025 – 2026.

These improvements have resulted in a much simpler process for requesting Welsh translations, giving our staff confidence in our translation processes and in the quality of the translations we receive. We're very proud of our achievements in this area over the past year and will continue to monitor our processes and make improvements where needed.

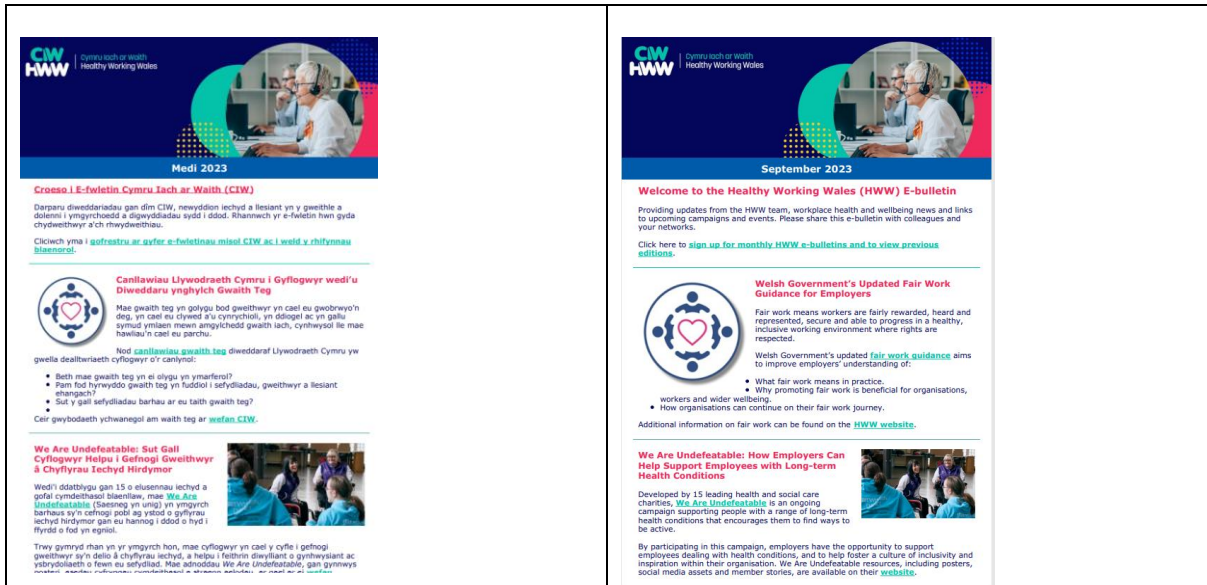
Service Delivery Standards 1-64

Correspondence and telephone (Standards 1–20).

Newsletters

When we produce and share newsletters which are aimed at the general public, they are made available in both Welsh and English at the same time. Two examples of such newsletters which have been shared over the last year can be seen below – the new Healthy Weight Healthy You newsletter and the Healthy Working Wales newsletter.

<p>Newyddlen Pwysau Iach Byw'n Iach</p>	<p>Healthy Weight Healthy You newsletter</p>
<p>Croeso !</p> <p>Ewch isod i ddarllen yn Saesneg Scroll down to read in English 🇬🇧</p> <p>Dioch am danygrifio i'n cylchlythyr.</p> <p>Pan ddaw i gymraedd a chynnal pwysau iach, rydyn ni gyd ar siwmai wahanol.</p> <p>Dyna pam rydym wedi datblygu cynnig unigryw wedi'i deilwra i'ch anghenion i'ch helpu cyflawni newid hirdymor, trwy newidiadau bach sy'n cyd-fynd a'ch bywyd bob dydd.</p> <p>Sut mae'n gweithio</p> <p>Trwy gwblhau ein hasasiad 5-munud byddwch yn dod o hyd i siwmai wedi'i deilwra i chi gyda chynngor ac adnoddau gan ein harbenigwyr er mwyn rhoi'r cyfle gorau i chi lwyddo.</p> <p>Barod amdan? Dechreuwch eich siwmai heddiw! Neu os ydych wedi cychwyn arni yn barod, allwch barhau ar unrhyw adeg trwy ddeuis 'Parhau â fy Siwmai' isod.</p> <p>Dechrau fy Siwmai Parhau â fy Siwmai</p> <p>Eich dewisiadau cyfathrebu</p>	<p>Welcome !</p> <p>Thank you for subscribing to our newsletter.</p> <p>When it comes to achieving and maintaining a healthy weight, we're all on different journeys.</p> <p>That's why we've developed a unique offer tailored to your needs to help you make a lasting change, with small changes that fit into your everyday life.</p> <p>How does it work?</p> <p>By completing our 5-minute health assessment, you'll find a journey tailored to you, with realistic advice and resources from our experts to give you the best chance of success.</p> <p>Ready to get started? Start your journey today! Or if you've already started, you can pick up right where you left off at any time by selecting 'Resume my Journey' below.</p> <p>Start my Journey Resume my Journey</p> <p>Your communication preferences</p>
<p>Newyddlen Cymru Iach ar Waith</p>	<p>Healthy Working Wales newsletter</p>



Customer feedback surveys

Our engagement team have developed our use of the Civica platform to collect customer and service user feedback over the last year.

During 2024 – 2025, we have worked with our National Screening Services to understand people's (patient's) experience of being asked which language they would prefer to communicate in and whether they were able to. The questions we use to collect data on language choice are from Welsh Government's People's Experience Framework (questions 4a and 4b).

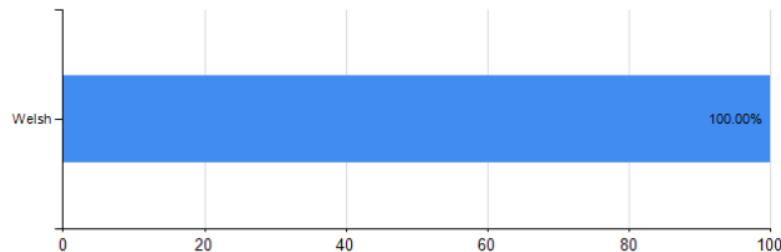
In addition to the local surveys, Public Health Wales has also piloted an SMS approach to requesting feedback across eight clinics operated by Diabetic Eye Screening Wales. The SMS survey also includes the same language/ Welsh language question.

The table below, which is taken from the SMS survey 1 January 2025 - 31 March 2025 shows that 11 people who completed the survey (582) selected Welsh Language as their preferred language of communication.

Question 4: What is your preferred language of communication?

[Create new action](#)

Available Answers	Responses	Score (%)
Welsh	11	100.00%
Total	11	100%



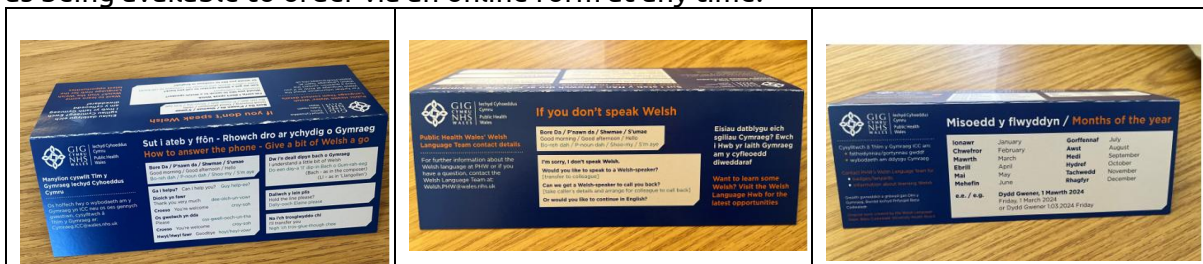
In response to our second survey question on whether service users were able to communicate in their preferred language, the responses were mixed with most stating 'Always' or 'Usually'.

Over the coming months, further work will be undertaken to allow for the Welsh Language data extraction across all Screening Experience surveys. This will enable a better understanding of people's language preferences and determine whether we are meeting their communication needs. The data will also be valuable in meeting our Clinical Consultation Plan targets.

Public Health Wales also introduced a Welsh Language feedback specific survey, which is available on the Public Health Wales website. The survey seeks feedback around the Welsh language provision provided by the organisation.

Tent cards to assist answering the phone

During the past year we worked with an external designer to print tent cards which support our staff to answer the phone bilingually and develop their everyday use of Welsh greetings. The tent cards (pictured below) have been very popular and are shared at our new staff events, our staff conference and in reception areas for staff to help themselves to, as well as being available to order via an online form at any time.



Meetings and events (Standards 21–32)

All events we hold for members of the public continue to be organised bilingually with bilingual documents including invitations, presentation slides and feedback forms, provided. Most of our events require registration and language preference questions are asked at the outset, with simultaneous translation arranged as required.

All our Board meetings are held with simultaneous translation and contributions and presentations in Welsh are welcomed and encouraged.

Our Welsh language staff network, Ymlaen, which was launched in March 2023, have held their meetings and events in a variety of formats with some being held naturally bilingually and some in Welsh with the aid of simultaneous translation.

Hybrid meetings can now also be held bilingually with simultaneous translation, thanks to technology and our external simultaneous translation providers.

Promoting or advertising our services (Standard 33)

As the national public health organisation for Wales, it's vital that we promote and advertise the services that we offer equally in both Welsh and English.

All the promotional materials, including leaflets, pamphlets and videos, for our screening services are produced and available bilingually. Examples can be found on our Screening webpages: [Sgrinio - Iechyd Cyhoeddus Cymru](#) / [Screening - Public Health Wales](#)



Our Health & Wellbeing Directorate have a wide variety of services which they promote bilingually. These include Healthy Weight Healthy You, Help Me Quit, Every Child, Hapus and Active School Travel. Welsh speaking members of the Social Marketing Team within the Health & Wellbeing Directorate attended the '1 Million Welsh Speakers - Let's Get Communicating' webinar over the last year to enhance their bilingual design skills to support with Social Marketing activity.

An example of a video produced by the team to promote the Help Me Quit programme is available here: [Stori Emma](#) / [Emma's Story](#)

Eisteddfodau

In 2024, we welcomed the opportunity to attend the National Eisteddfod in Pontypridd with our NHS Wales colleagues. We shared information about the services we offer and careers within the NHS generally. We also shared information on our Screening and Help Me Quit services at the Meito Urdd Eisteddfod via our colleagues at Powys Teaching Health Board.

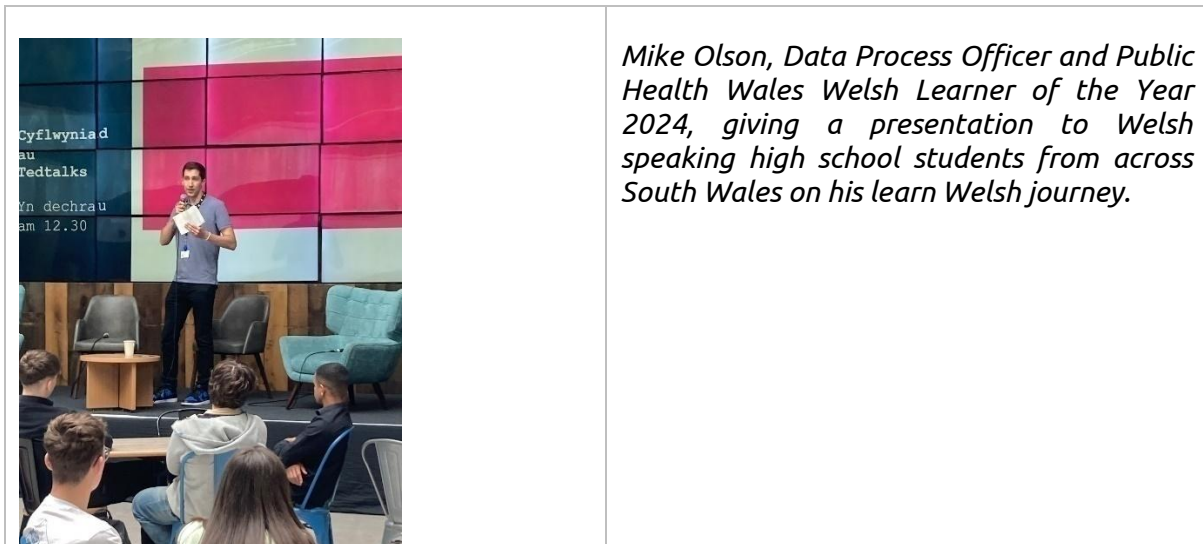


Public Health Wales staff on the NHS Wales stall at the National Eisteddfod in Pontypridd in August 2024.

South Wales high school careers fayre

In June, Public Health Wales joined NHS Wales colleagues to attend a careers fayre aimed specifically at Welsh medium high schools in the South Wales area.

It was a great opportunity to discuss the career options at Public Health Wales with Welsh speakers and our Welsh Learner of the Year 2024, Mike Olson, gave a presentation on how Public Health Wales has supported him to learn and develop his Welsh skills while at work. We look forwards to taking part in a similar careers fayre during 2025.



Mike Olson, Data Process Officer and Public Health Wales Welsh Learner of the Year 2024, giving a presentation to Welsh speaking high school students from across South Wales on his learn Welsh journey.

Materials that we produce and display in public (Standard 34)

When we display materials that we've produced in public, these will always be displayed in Welsh and English.

Materials are created bilingually wherever possible so that both languages are displayed together.

All our public materials aimed at improving the health of the people of Wales are available to download or to order as hard copies from our website: [Adnoddau Gwybodaeth Iechyd - Iechyd Cyhoeddus Cymru](#) / [Health Information Resources - Public Health Wales](#)

Documents (Standards 36 - 38)

In preparation for our new website, the Welsh Language Team have worked closely with the Digital Communications Team over the past year to improve the advice and guidance that we have available to our staff on publishing bilingually.

This includes guidance on standards 36 – 38 and an assessment tool, taken from the guidance given in the [Welsh Language Commissioner's Code of Practice](#), to support staff to decide whether a document needs to be made available in Welsh or not. Initial feedback from staff suggests the assessment tool is incredibly useful and ensures compliance with these standards. **Our Brand Guidelines**

In 2023, we launched our new Public Health Wales brand guidelines, which included PowerPoint templates, out of office messages and Teams backgrounds to actively ease and facilitate the process of drafting bilingually.

Over the past year, the statement to meet Standard 38, which ensures our customers know when a Welsh version of a document is available, has been added to all document and form templates within the brand guidelines section, ensuring Welsh versions of documents are easily accessible.

Our guidance on documents and forms has been shared widely over the past year with Managers, web authors and our Publications Principles Group and we will continue to promote the principles of these standards.

Electronic communication (Standards 39–46)

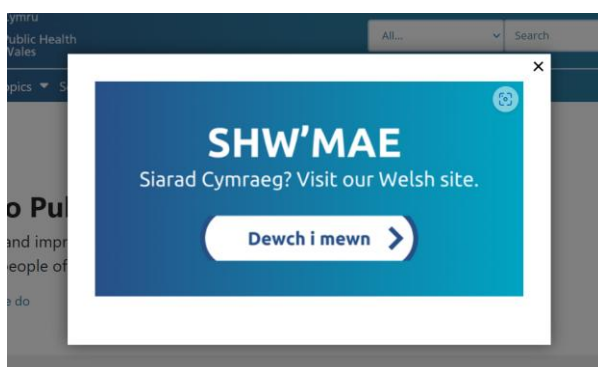
Websites

Public Health Wales has responsibility for many websites, including our main corporate website: [Home - Public Health Wales \(nhs.wales\)](https://www.nhs.uk) / Cymraeg: [Hafan - Iechyd Cyhoeddus Cymru \(gig.cymru\)](https://www.gig.cymru)

Much progress has been achieved in this area over the past year, following an investigation into our web estate by the Welsh Language Commissioner back in 2022.

Improving our web estate is an extensive project for us and the Digital Communications Team are working closely with the Welsh Language Team to ensure our new website will be fully compliant with the Welsh Language Standards.

During August, in partnership with Cwm Taf Morgannwg UHB, we trialled a Welsh language pop up message on our website, as part of our scoping work for the new Public Health Wales website. The pop up was successful in driving more visitors to the Welsh language site and also raised the profile of our Welsh digital content:



On the development of our new website, we have made the following progress since our update in our last annual report:

- We have appointed a new hosting provider and Welsh language compliance resilience was built into the contract. The following text was included within the ITT documents:

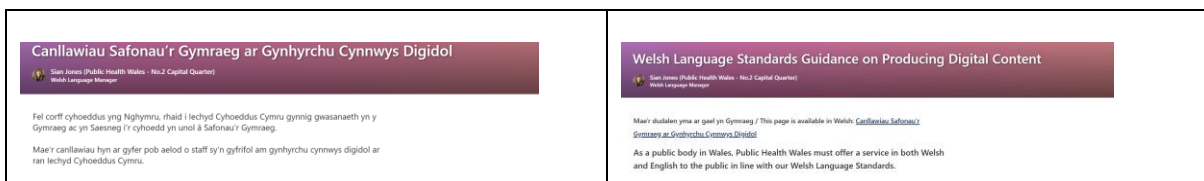
- *Be WCAG 2.2 compliant, Welsh language compliant (standards 39 - 43), and user-friendly*
- *Enable PHW to create, manage, and publish content across multiple bi-lingual sites and provide assurance that all content is available in multiple languages. Capability for simultaneous content development is essential so that each Welsh page is mirrored and linked to the English page.*
- *Ability to identify pages with no corresponding Welsh page*
- *Our language switch toggle on our websites will follow the same format as other organisations, including the Welsh Language Commissioner’s website:*



- We have recruited four Welsh Essential Content Designer roles within the Digital Communication Team,
- The [WEDINOS](#) and [Healthy Working Wales](#) websites have been published fully bilingually
- The process for developing our new website has included guidance on Welsh language compliance at each step.
- We have a central publishing team to manage the publication of pages with additional quality checking before publishing and ensure that the Welsh pages are built by Welsh speakers only.

Our audit processes for future quality assurance of the web estate include:

- Our new content management system (CMS), which can report any missing Welsh pages or content.
- Regular consistency spot checks from the Welsh Language team.
- Establishing a Community of Practice (current membership 150 staff) for anyone that has responsibility for planning or producing digital content, providing a dedicated forum for Q&As with the central publishing team and the Welsh Language Team.
- Extensive guidance on the application of Welsh language Standards, written by our Welsh language team:



Currently, work on the development of the new Public Health Wales website is progressing well. We have a draft timescale for the launch of the Public Health Wales main website and migration of other website across the next 2 years, with websites that have been identified as having compliance risks with the Welsh Language Standards being prioritised. The new independent [Healthy Working Wales](#) website has already been published successfully by our hosting provider.

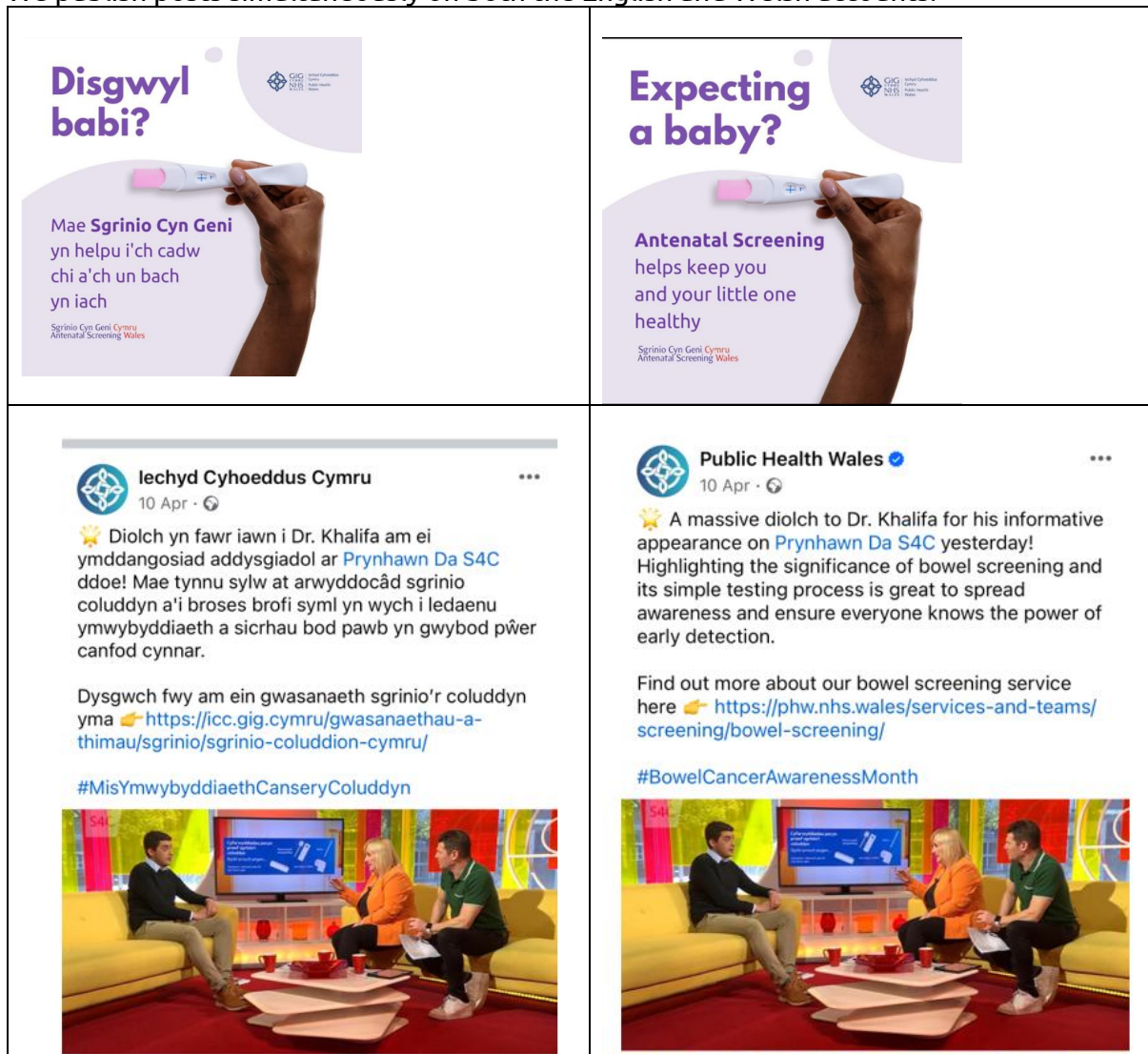
Social Media

Our Corporate Communications Team manage the Public Health Wales social media accounts. We have parallel Welsh and English X feeds @IechydCyhoeddus and @PublicHealth Wales, and Facebook pages:

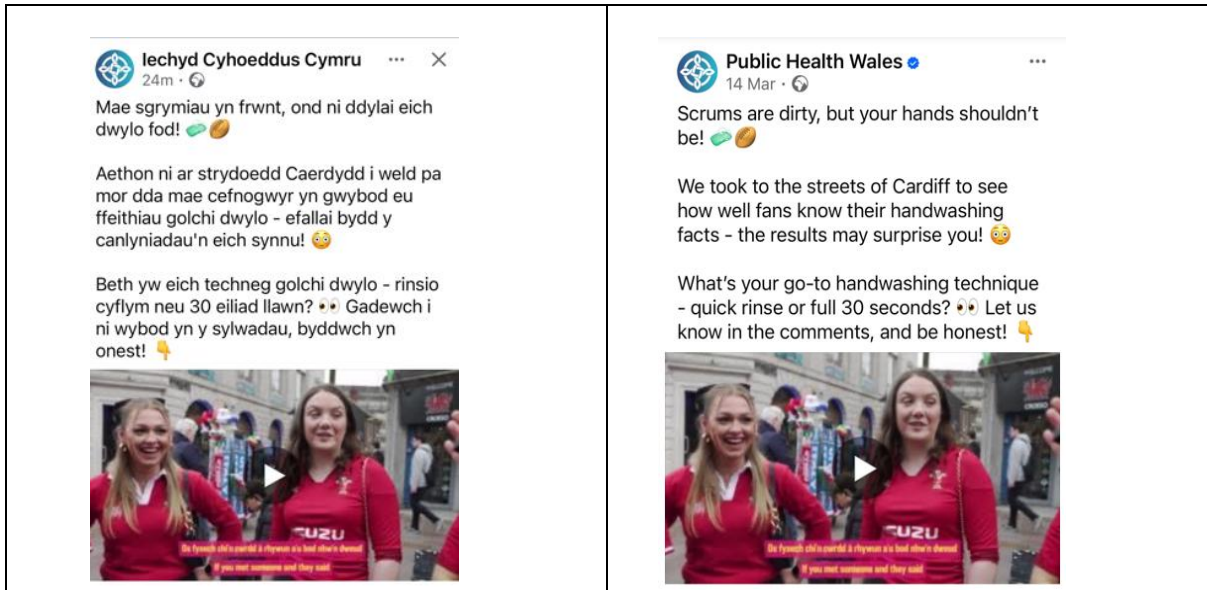
www.Facebook.com/IechydCyhoeddusCymru
www.Facebook.com/PublicHealthWales.

The NHS Executive manage their own social media accounts.

We publish posts simultaneously on both the English and Welsh accounts:



Where possible, we create bilingual content to share, such as a video we created during the Rugby Six Nations Championship to encourage hand washing:



Link to video: [Handwashing - Match Day](#)

The past year has seen us increase our use of other social media platforms such as Instagram, LinkedIn and Tik Tok as we recognise the importance of using a variety of platforms to reach communities across Wales.

Signage and reception services (Standards 47–53)

The signage in our office buildings and our reception areas are the responsibility of our Estates team. The team ensure that all signs and notices we display for staff and members of the public are displayed in both Welsh and English.

Our main reception in the Cardiff office has been upgraded over the past year ensuring that our customers continue to receive a warm bilingual welcome.



Our reception at 2 Capital Quarter, Cardiff.

All receptionist roles in our main office in Cardiff and in our various locations across Wales are advertised as Welsh essential, ensuring that we are always able to greet visitors in their language of choice. Work Welsh posters are displayed in all our reception areas to encourage the use of Welsh and staff wear the Work Welsh lanyards and badges every day.

Grants and contracts (Standards 54–64)

All grants that we manage as an organisation fully comply with the relevant standards with grant materials being made available in Welsh and English and language preference data collected for future correspondence.

All Public Health Wales tender documents and processes are coordinated via NHS Wales Shared Services Partnership (NWSSP) procurement services.

During Spring 2024, the Welsh Language Team undertook a procurement process for Welsh translation services resulted in a new Welsh translation framework contract being established for Public Health Wales in November 2024. All tender documents were available in Welsh, correspondence with suppliers took place in both Welsh and English and the evaluation process was bilingual.

This process established a positive working relationship between the Welsh Language Team at Public Health Wales and the Procurement Team at NWSSP which now ensures that the Welsh Language Team are able to include Welsh language detail and expectations for many tender exercises at Public Health Wales, including the web estate tender in the Autumn, ensuring that third party providers are aware of their legislative responsibilities in line with the Welsh Language Standards.

Over the next year, the Welsh Language Team will continue to work with Procurement colleagues to update and publish guidance on the Welsh Language in Procurement and ensure this is widely available to staff via our SharePoint sites.

Promoting our services (Standards 60 - 62)

All of our services which are available to the public in Wales are available bilingually and we promote those services wherever we can.

The Healthy Weight Healthy You and Help Me Quit teams regularly promote their unique Welsh offer compared to the many similar resources that are available in English. Both programmes have a fully bilingual website ([Healthy Weight Healthy You](#) / [Help Me Quit](#)) and social media platforms and the content is co-drafted for the Welsh and English sites by the Welsh speakers in the team, ensuring that the content is meaningful in both languages and not a direct translation. The programmes also promote their services to Welsh speakers via adverts aired on S4C and Radio Cymru.



Our Welsh name comes first on Public Health Wales' corporate identity. This is also reflected in other brands that fall within the organisations work. Some examples of this below:



Where we have identified that logos and branding have the English text first currently, these will be updated as soon as possible.

Where we can, we use Welsh branding only to promote our services. An example of this is the Hapus programme: [Hafan - Hapus](#) / [Home - Hapus](#) which supports our mental well-being and includes content designed specifically for Welsh speakers such as a short film by author Manon Steffan Ros.

All email addresses created since 2019 that are used by members of the public to access our services have a Welsh version created by default. Some older email addresses, which existed prior to the Welsh Language Standards, may not have a Welsh version but are being updated by our IT colleagues currently.

Education courses (Standard 63)

As the national public health organisation for Wales we offer many education courses for the public and for healthcare professionals across Wales.

When our education courses are held in real time either online or face to face, courses are offered in Welsh and English and delivered accordingly. This includes courses delivered by our Screening Engagement Team and the Health and Wellbeing Directorate.

We offer many online courses too, which are available in either Welsh or English. An example of these are our learning resources on the Healthy Working Wales website: [Adnoddau dysgu - Cymru Iach ar Waith](#) / [Learning resources - Healthy Working Wales](#)

Policy Making Standards (Standards 65–77)

Over the past year, following the line of inquiry work and guidance received by the Welsh Language Commissioner's office, Public Health Wales has established and piloted a new Governance Hub. The Hub brings together all areas across the organisation that have a legislative requirement to assess the impact of our strategic decisions in one place. As a subject matter expert, our Welsh Language Manager sits on the Governance Hub panel.

The Governance Hub aims to provide the highest standard of assurance, compliance and efficiency.

The Hub provides signposting, advice and guidance through the PHW governance landscape and ensures that relevant areas are appropriately consulted on decisions, organisational change and new projects. In establishing the Hub, the Acts, Duties and Standards Group was also formed, providing a mechanism by which these leads, including representation for the Welsh Language Standards, are positioned to provide subject matter expertise which supports work owners through impact assessment and developing solutions.

A detailed Welsh Language Standards Impact Assessment document and guidance has been drafted by our Welsh Language Manager as part of our impact assessment pack.

This mechanism offers the opportunity to enhance our use of Welsh Language for staff and service users in new pieces of work, as well as providing a tailored compliance route to Welsh Language Standards.

The Hub's work will continue to be built on and implemented over the next financial year.

Operational Standards (79–114)

Internal use of Welsh (Standards 79–95)

The Welsh language has prominence in our 'People Strategy 2020–30: Our Workforce to achieve a healthier future for Wales'.

It identifies that Public Health Wales needs to:

- attract subject specialists with high level Welsh language skills in front-line roles
- prioritise identification of skills gaps, recruitment and learning of Welsh to ensure we have sufficient Welsh speakers in front-line roles
- support the users of Welsh language data to monitor the take-up of services and review health inequalities and Welsh language provision
- support our employees to use Welsh language interfaces and software
- understand the impact of Welsh language requirements on our ability to attract and recruit
- attract a rich pool of applicants including sufficient numbers of Welsh speakers for every vacancy
- increase capability and capacity in relation to Welsh language skills
- make available a clear, sustainable and targeted offering for acquiring, developing and supporting Welsh language skills, based on identified service needs and outcomes to employees

Our People Strategy is currently being revised and an updated version will be published soon.

Policy on the internal use of Welsh (Standard 79)

Our policy on using Welsh internally for the purpose of promoting and facilitating the use of the language at PHW was published on the Welsh Language page of our website in September 2023: [Policy on the Internal Use of Welsh at Public Health Wales](#)

Rather than looking at the legislative and compliance element of the Welsh language in the workplace, the policy looks at the strong bilingual culture which exists at Public Health Wales and encourages our staff to embrace the Welsh language and use the opportunities available to them to learn and develop their Welsh skills while they work. Our policy will be revised and updated during 2026.

A summary of the opportunities available to our staff to use their Welsh at work are outlined below:

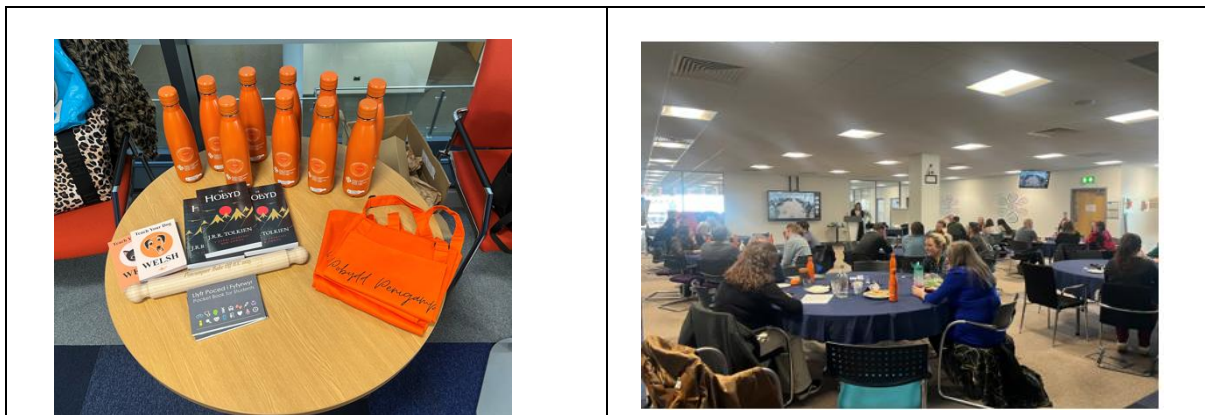
Opportunities for staff to use their Welsh at Public Health Wales

An update from the Ymlaen staff network and PHW Welsh Language Week

Ymlaen (the Welsh Language Network for Public Health Wales staff) has now been up and running for two years and continues to go *o nerth i nerth* (from strength to strength). Membership is now well over 100, with first-language speakers and learners of all levels from across the organisation coming together to promote the Welsh language and culture and demonstrate that the language belongs to us all.

In March we celebrated Wythnos Y Gymraeg/Welsh Language Week with a host of events, including a choir performance from Ysgol Glan Morfa, as well as a Welsh bake-off and an informative and entertaining talk by S4C and BBC presenter Catrin Heledd. We welcomed Osian Llywelyn, Deputy Welsh Commissioner to an online event to discuss the wide breadth of the work of the Commissioner's office and held an Opening the door: Introducing Welsh session for NHS staff in Wales.

Reusable Ymlaen water bottles were created to celebrate the week and shared with network members. The week was a great success in raising the profile of the Welsh language and the Ymlaen staff network within the organisation, with posts on social media by PHW and other organisations. We look forward to building on this success in in 2026.



Pictures from Welsh Language Week 2025

Another highlight of the year was a talk given by translator Adam Pearce, who recounted the process of creating the first-ever Welsh translation of JRR Tolkien's *The Hobbit*. The session proved to be a fascinating insight into the intricate art of adapting a classic work of fiction in a way that simultaneously preserves the integrity of the original text while also celebrating and embracing Welsh language and culture.

Plans are already in place for a variety of events for 2025 – 2026, including a talk with Parc Cenedlaethol Eryri and Canolfan Bedwyr. We look forward to continuing to promote the Welsh language and culture over the next year.

Celebrating the Welsh Language Standards

In May we seized the opportunity to celebrate it being five years since the Welsh Language Standards were introduced by holding a Cymraeg 2050 event with Welsh Government colleagues, discussing the Welsh Language Standards, More Than Just Words and Welsh Government's 2050 strategy and target.

We also published a staff news story to celebrate five years of the Standards and all the positive developments which have taken place at Public Health Wales since, to increase the use of Welsh in our services.

Opening the door: introducing Welsh sessions

Over the past year our staff have been fortunate to take advantage of the 'Cyflwyno'r Gymraeg: Agor y Drws' / Opening the door: Introducing Welsh' sessions held by Mererid Hopwood and Mandy Morse from Aberystwyth University and provided by Health Education and Improvement Wales.



The sessions have been very positively received by staff across the organisation. Four sessions have been held for our staff over the year and we hope, depending on funding, to offer further sessions during 2025 – 2026.

Staff documents and procedures (Standards 80 - 88)

Documents for staff (Standard 81)

All documents relating to employment, such as the employment offer letter and contract, are issued bilingually by default via the Trac system by the Recruitment team at NHS Shared Services Partnership.

My Contribution forms, which staff use to record performance objectives for the year are available bilingually. The My Contribution policy is available on our website: [ICC66 \(qiq.cymru\)](https://www.nhs.uk/our-services/my-contribution) and the forms available for staff to access internally.

Staff manage their annual leave and training needs on the ESR (Electronic Staff Record) system. Not all parts of the system are available in Welsh, but plans are in place to procure a new system to replace ESR on a national level over the coming years.

All our staff policies are published bilingually on our website and can be accessed here: [Adnoddau Dynol - Iechyd Cyhoeddus Cymru / Human Resources Policies - Public Health Wales](#)

Over the past year we have revised and updated our Recruitment and Selection policy, which includes a detailed section on Welsh language guidance. The policy can be seen via the above web page.

Computer software for staff (Standard 89)

All Public Health Wales staff have access to Cysgliad software to check grammar and spelling via an NHS Wales wide contract held by Digital Health and Care Wales. Historically, the guidance on how to access Cysgliad has been lengthy and complicated to follow creating a barrier to some staff being able to access and download Cysgliad on their PC's. The Welsh Language Team have worked closely with IT to simplify this for staff by establishing a quick process to add the software themselves in seconds. Cysgliad is now available on all staff's computers, they only need to install it via a self-service portal.

The Internal Communications Team have raised awareness that this function is now available via staff news stories and data can be collected on the number of users as requested.

Staff Intranet (Standards 90 – 95)

Our staff intranet pages are managed by our Internal Communications Team work closely with the Welsh Language Team to ensure compliance with relevant Welsh Language Standards on the relevant departmental pages.

All staff news stories are published bilingually as default and many departments choose to have bilingual intranet pages, even though their work is not named within the standards.

The Welsh Language Team manage and maintain intranet pages which give staff information and guidance on the Welsh Language. This section of the intranet is called Hwb y Gymraeg / Welsh Language Hwb and includes sections on Learning Welsh, Welsh Translation advice and access, Resources, Legislation and Welsh Language videos which promote the Welsh language and the active offer. The pages are updated continuously by the team with new guidance and templates added as required.



Staff training (Standards 96–103)

The Welsh Language skills of our workforce (Standard 96)

To help us understand Welsh language ability across the organisation and plan the right support at Public Health Wales, it's important for all staff to record their Welsh language skills, no matter their role or location. All new staff are asked to assess and register their current level of Welsh.

To make sure this is done properly, we remind staff at various points in the employment life cycle. For example, they are prompted to record their skills during recruitment, when setting goals in their 'My Contribution' form, and whenever they improve their language skills through training.

By the end of March 2025, we were pleased to see that **97%** of our employees had registered their Welsh language skill level on the Electronic Staff Record (ESR) system.

To support staff, our Welsh Language team has put together a clear and simple step-by-step guide on how to record language skills. This can be found on the Welsh Language Hwb.

Helping Staff Improve Their Welsh Language Skills (Standards 96–103)

Training opportunities specifically for the Health & Care sector

We have been fortunate to take advantage of training opportunities provided specifically for the Health & Care sector in Wales and funded by Welsh Government. Confidence Building sessions and Croeso sessions have been provided for our staff over the year by our training provider Coleg Cambria. Details of both opportunities are below:

Confidence Building

- Targeted at Welsh speaking staff (level 3 and above) who lack the confidence to use their Welsh
- Online 1:1 language mentoring sessions are arranged at times that suit the individual.
- Support tailored to each person's needs – for example, learning useful words for their role.
- The scheme is flexible and can fit around different work schedules.

During 2024 – 2025 three cohorts of staff were held with each cohort lasting 10 to 12 weeks and a total of 53 staff took part in the scheme.

Once staff members have completed their course, an offer of aftercare opportunities, such as our internal mentor and buddy schemes, explained below, is forwarded to them so that they can continue using their Welsh.

Croeso

We're also pleased to have introduced the 'Croeso Cymraeg' course in 2024–25, in partnership with Powys Teaching Health Board, Digital Health Care Wales and our supplier, Coleg Cambria. The sessions are offered to staff with skill level 0, who have no previous knowledge of Welsh and were launched in January 2025.

These one and a quarter hour sessions have helped colleagues learn basic courtesy Welsh phrases and greetings, which align with the Welsh Government's goal that all NHS Wales staff will have at least a courtesy level of Welsh by 2027, as part of the 'More Than Just

Words’ strategic framework. 75 NHS staff members attended the sessions, which were held from January to March 2025.

Confirmation has been received that both the Croeso and Building Confidence training opportunities will continue to be offered to staff during 2025 – 2026.

Learning Welsh across Wales

We continue to encourage all staff to improve their Welsh through online courses offered by the National Centre for Learning Welsh (NCLW) under the Work Welsh scheme. These courses are free to access, and employees can complete them online at a time that suits their schedules— we encourage work-time learning. If a course comes with a fee, Public Health Wales covers the cost, removing financial barriers for staff who want to learn.

In the financial year 2024–25, there were 50 sign-ups for NCLW courses.

Here’s a detailed breakdown of what courses staff enrolled in:

Course Name	Number of Staff (01.04.2024 – 31.03.2025)
Welcome / Croeso 1	30
Welcome / Croeso 2	4
Welcome Back / Croeso Nôl 1	10
Welcome Back / Croeso Nôl 2	1
Improving Your Welsh 1	4
Health Sector 1	1
Total	50

Using Welsh at Work: Defnyddio Cymraeg Gwaith

We also offer more advanced courses through Nant Gwrtheyrn, who deliver both online and in-person sessions. These courses are part of the Defnyddio Cymraeg Gwaith initiative, which helps staff become more confident in using Welsh in the workplace—whether that’s in emails, conversations, or service delivery.

In 2024–25, 5 staff members attended courses on Canolradd (intermediate), Uwch (Advanced), and Gloywi (Refresher) levels.

Learning Welsh across Wales

Our staff use a variety of Learn Welsh providers to access their courses, depending on their locations across Wales.

Over the past year 24 members of staff have completed courses from Mynediad level up to Uwch with various learn Welsh providers.

Supporting Welsh in the Workplace

At Public Health Wales, we are proud of our Welsh learners and do everything we can to support them to develop and use their Welsh.

Here are some of the ways we support our staff:

- We run a weekly informal Welsh conversation session every Friday morning via Microsoft Teams. These sessions are open to all staff, no matter their level.
- We offer a mentoring scheme where confident speakers are paired with more advanced but less confident learners.
- Similarly, we offer a buddy scheme, where 2 colleagues of similar ability are paired together to facilitate learning, and network building.
- Our Welsh language network, Ymlaen, provides a welcoming space for learners to meet, share, and practice their Welsh. A colleague who learnt the language as an adult now co-chairs the network, emphasising the pathways available for staff to contribute to the organisation's bilingual culture, no matter their linguistic ability and background.

We'll continue to develop and promote existing learn Welsh opportunities over the next year and help every member of staff find the right initiative or course for their goals.

Welsh Language for managers training

Over the next year, we're looking forward to working with our external training provider HICO to offer manager and staff training in line with Welsh Language Standards 97, 98 and 99(b)

Welsh Language Awareness Training (Standard 102)

The Welsh Language Awareness online training module is part of the Statutory Mandatory training all staff must complete and needs to be renewed every 3 years. This continues to be the main Welsh Language Awareness training offered to staff.

As of 31 March 2025, 96.7% members of Public Health Wales staff had completed the module. This is above the Welsh Government's target of 90%. We're very proud that we've

exceeded the target and grateful to our staff for ensuring they complete the module and therefore have a much better understanding of the Welsh language within NHS Wales.



To complement the training given in the ESR module, our Welsh Language Team offer additional Welsh Language Awareness training which can be bespoke for service areas and teams. Over the past year, training was given at a North Wales meeting of the Abdominal Aortic Aneurysm (AAA) Screening team and further sessions are due to take place during 2025 – 2026.

Staff induction (Standard 103)

At Public Health Wales we understand the importance of ensuring that new members of staff are introduced to a bilingual organisation from the outset, that they realise the importance of working bilingually and offering a bilingual service, as well as how to do this and get support.

The Welsh Language Team work closely with colleagues within the People and OD Directorate to ensure this happens and to make improvements where we can.

When a new member of staff joins Public Health Wales they will:

- receive information on the Welsh language at work in their welcome letter, which includes direct links to the Welsh language Hwb pages.
- be invited to an online new starters teams chat within their first month where information on Welsh language and how to access information is shared
- be forwarded a link by their manager to a 'Things you need to know to get you started' page on the staff intranet and to a section on Welsh language which includes a checklist for new starters
- be encouraged to watch a new video '*Croeso i Iechyd Cyhoeddus Cymru / Welcome to Public Health Wales*' published in partnership between the Communications Team and the Welsh Language Team which introduces the Welsh language within the organisation.



- new staff will also be invited to one of our quarterly in-person induction days at our Cardiff office. The day is an introduction to Public Health Wales and our work and includes a marketplace where the Welsh Language team share Work Welsh materials, information about the opportunities to learn and develop Welsh skills as well as where to get information regarding compliance with Welsh language legislation.
- some teams will also schedule an induction meeting in with the Welsh Language Team, especially if Welsh Language legislation will impact their work or if they are in a customer facing role. Over the past year, the Welsh Language Team have held induction meetings with all new members of the Communication team and with a new cohort of Registrars.

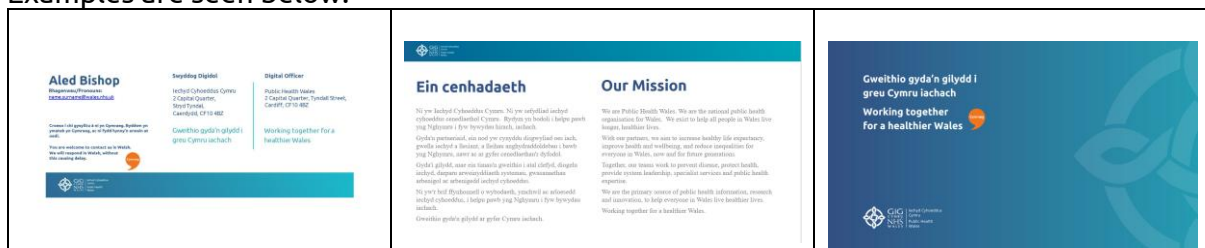
Corresponding Welsh language guidance and a managers handbook document has also been included within our managers induction information over the past year, both for line managers of new staff and for new managers within the organisation. Both of these developments have been shared with the Welsh Language Group members to forward to Directorate staff.

Some individual departments also have their own induction processes for their members of staff, which include links to the above Welsh language guidance and information.

laith Gwaith / Working Welsh (Standards 104 -105)

Our brand guidelines, launched in 2023, include e-mail signatures templates which staff can download and use easily. All staff are recommended to use the templates as they have been corporately branded. Our email signatures include a statement regarding communication in Welsh and have Welsh speakers and learner options for staff to choose from.

The brand templates also include a bilingual PowerPoint template for staff to use for external presentations and a Teams background template for Welsh speakers and learners. Examples are seen below.



Work Welsh lanyards and badges as well as tent cards are available to staff via:

- the resources page of our Welsh Language Hwb, we have a quick guide for staff on bilingual e-mail signatures and out of office messages.
- we have a simple online order form staff can use to obtain 'Work Welsh' materials. Once ordered, these are distributed by the Welsh Language Team.
- baskets of goods in some reception areas for staff to help themselves
- the Welsh language team have also designed and shared posters with QR codes for our staff that work in laboratory and screening locations, who don't always have regular access to laptops. The QR codes mean that staff can access the Welsh language Hwb intranet pages and the order form on their mobile device and the materials will be posted out to their location.

Recruitment (Standards 106–109)

Alongside developing the Welsh language skills of our employees, recruiting bilingual staff is part of our workforce planning approach to ensure the delivery of Welsh-medium services. A Welsh language skills assessment tool has been an integral and mandatory part of the recruitment process for many years, and the Welsh Language team regularly work with managers to make sure their Welsh-essential vacancies are targeted and marketed towards Welsh-speaking communities.

Our current assessment tool is quite lengthy however and we aim to review and improve our current processes for assessing the language skills of roles over the next financial year.

Over the past year the Welsh Language Team have recruited a key member of staff, our Welsh Translation Coordinator, and the Communications Team have recruited Welsh speakers into four roles with responsibility for our web content. We've also seen an increase in the number of departments using Welsh language recruitment websites to advertise their roles.



Planning and Managing Bilingual Workplaces training for Public Health Wales staff

In July, the Work Welsh Academy held two Planning and Managing Bilingual Workplaces training sessions, which were bespoke to Public Health Wales staff. We were offered spaces for our staff to attend the training which would support our work with designing a bilingual workforce and nine members of staff attended the training, which was very well received.

Workforce Planning at Public Health Wales

A huge amount of work has taken place at Public Health Wales this year to develop a toolkit which supports our directorates to strategically plan their future workforce. Welsh language considerations were included in this toolkit, and workforce planning for the Welsh language was also a key focus of the training sessions we delivered to over 120 individuals across the organisation.

All directorates have now created a list of iterative actions they will work towards over the next ten years, and work is underway to refine and strengthen the actions focused on Welsh language promotion and skill development. Refining the Welsh language targets will be a priority for us over the next year.

Improvements to our Job Descriptions

The Resourcing Team have worked with the Welsh Language Team to update the general text within our adverts and job descriptions so that potential applicants are aware of the learning and developing Welsh opportunities available to them at Public Health Wales.

This text now forms part of our job adverts: *Public Health Wales is committed to supporting its staff to fully embrace the need for bilingualism thereby enhancing customer and service user experiences. In our commitment to increase the number of staff who are able to communicate in Welsh with customers and professionals, we welcome applications from Welsh speakers.*

This text now forms part of our job descriptions: *The ability to communicate in Welsh is **desirable/essential** for this post. The Trust offers a variety of learning options and staff support to help you meet these requirements and develop your Welsh skills during the course of your employment with us.*

Clinical Consultation Plan (Standard 110 – 110A)

Our Clinical Consultation Plan was published in September 2023: phw.nhs.wales/about-us/publication-scheme/welsh-language/welsh-language-clinical-consultation-plan-sept-2023/

The plan details our ambition to improve our ability to offer clinical consultations in Welsh over a period of five years. As only some of our departments hold clinical consultations, the plan has been drafted by staff from our Screening and Help Me Quit departments, with support from the Welsh Language Team. As a result, clinical teams have ownership for the plan, with the targets set over the 5 years being both realistic and ambitious.

Over the past year the Welsh Language Team have attended events held by the Welsh Language Commissioner's office on Standard 110 and have met regularly with the leads for our Clinical Consultation Plan from both departments. A page has been established on SharePoint lists to monitor progress with the plan and Year 1 target evidence has been input by all departments. We are now working on the targets for years 2 and 3.

Number of complaints received (Standard 115)

We welcome feedback and complaints regarding our Welsh language services as they enable us to improve and develop our services for customers and staff. Below are the details of the complaints relating to our Welsh language service received during this period:

Test and Post Home testing portal – Received August 2024

In August we received a complaint from a member of the public via the Welsh Language Commissioner's office regarding the Test and Post online portal and the quality and consistency of the Welsh content on the portal. As this complaint was the latest in a series regarding the Test and Post portal the Welsh Language Team completed thorough quality checks on the portal and have worked closely with the third-party provider to ensure improvements are made.

As a result, since we received the complaint regarding the portal in August 2023, we have:

- Ensured the developers are aware of the ongoing issues with the Welsh language content on the portal and the severity of receiving multiple complaints.
- Liaised with procurement colleagues to ensure the developer is working within the terms agreed in their contract and to make improvements where needed.
- Advised the developers on how best to ensure that the translation, proof reading and auditing of the portal is done to maintain accurate content at all times.
- Shared guidance created by the Welsh Language Team and collaborated on a process map for future content with the third-party provider.

The Welsh Language Team and the Sexual Health Team at Public Health Wales will continue to work closely and meet regularly with the developers to ensure that best practice processes for publishing Welsh content are upheld.

Breast Test Wales – Received April 2024

In April the Breast Test Wales team received a complaint from a participant who called the breast screening centre and waited on the Welsh telephone line to speak to someone in Welsh but didn't receive a reply. Participant then called the English line and spoke to someone quickly.

The complaint was dealt with as an Early Resolution (informal) within four working days of it being received with the Screening Centre Manager emailing the participant with an apology and an explanation.

Usually, the Welsh language telephone option would be covered by Breast Test Wales Welsh language speaking staff, who answer calls within the required timescale. Unfortunately, on this occasion there was only one Welsh speaker available to take calls and they were unavailable at the time that the complainant contacted the service.

Breast Test Wales informed the complainant at the time that they were in the process of updating their telephone system so Welsh speaking callers can be transferred to an alternative Welsh language line. To avoid this issue.

Diabetic Eye Screening Wales – Received January 2025

In January the Diabetic Eye Screening team received a complaint from a participant's son who had called in to book his mother an appointment. He was unable to do so as his mother had not given consent previously and was not currently with him. The complainant expressed that he thought the Diabetic Eye Screening's consent policy is "over the top" and

“bureaucratic.” They also complained that the phoneline and letters for the service had Welsh language first which confuses elderly people.

The complaint was managed as a formal complaint and responded to within the 30-working day target set by the Putting Things Right Regulations.

Diabetic Eye Screening Wales provided the complainant with a written response confirming that as a national health body, Public Health Wales have a statutory duty to deliver our services in Welsh and in English. The Diabetic Eye Screening team also provided the specific legislation that Public Health Wales must comply with and reasoning for the Welsh language appearing first on our letters and our telephone lines.

Record of our Standards (Standard 118)

A copy of Public Health Wales’ final compliance notice, along with general information about the Welsh Language is available on our website: [Welsh Language - Public Health Wales \(nhs.wales\)](https://www.nhs.uk/welsh-language-public-health-wales)

Handling Concerns and Complaints (Standard 119)

Public Health Wales welcomes feedback from service users, the public and employees on the implementation of the Welsh Language Standards. We want to learn from their experiences, good or bad, and make improvements where there are deficiencies. The poster below has been developed over the past year to raise awareness of the Putting Things Right service in clinics and medical settings.



We deal with concerns from service users and the public regarding the implementation of the Welsh Language Standards in accordance with our corporate ‘Putting Things Right’ procedures as they are dealt with formally and require Chief Executive sign off.

The Complaints page on our website includes a section on the Welsh Language Standards and how to contact us to report incidents of non-compliance: [Complaints - Public Health Wales \(nhs.wales\)](https://www.nhs.uk/complaints-public-health-wales)

A link to the complaints page can also be found on the Welsh Language page of our website: [Welsh Language - Public Health Wales \(nhs.wales\)](https://www.nhs.uk/welsh-language-public-health-wales), which gives details of how concerns can

be raised via Putting Things Right, the Welsh Language Team at Public Health Wales or the Welsh Language Commissioner’s office.

Our complaints policy was updated over the last year to include detailed Welsh language information and guidance: phw.nhs.wales/about-us/policies-and-procedures/policies-and-procedures-documents/risk-management-health-and-safety-and-estates-supporting-documents/phw15-tp03-putting-things-right-complaints-reporting-and-management-procedure/

All complaints received are recorded on Datix, the NHS Wales concerns management system. When complaints relating to the Welsh language are recorded on the system, the Welsh Language Team receive an automatic email notification. These complaints are also reported at the quarterly Welsh Language Group meetings and to the Board Quality and Safety Committee.



Over the past year the Welsh Language Team have worked with the Engagement Team to create a survey on the Welsh language service received by our service users and customers. The survey can be accessed on our website: [Adborth a Chwynion - Iechyd Cyhoeddus Cymru / Feedback and Complaints - Public Health Wales](#) The survey’s intention is not to replace our complaints procedures but to give service users the opportunity to give us feedback on the Welsh language services they’ve received from us, whether they were positive or negative experiences. Further work to update and improve the survey will be completed over the next year.

Employees’ Welsh language skills (Standard 116)

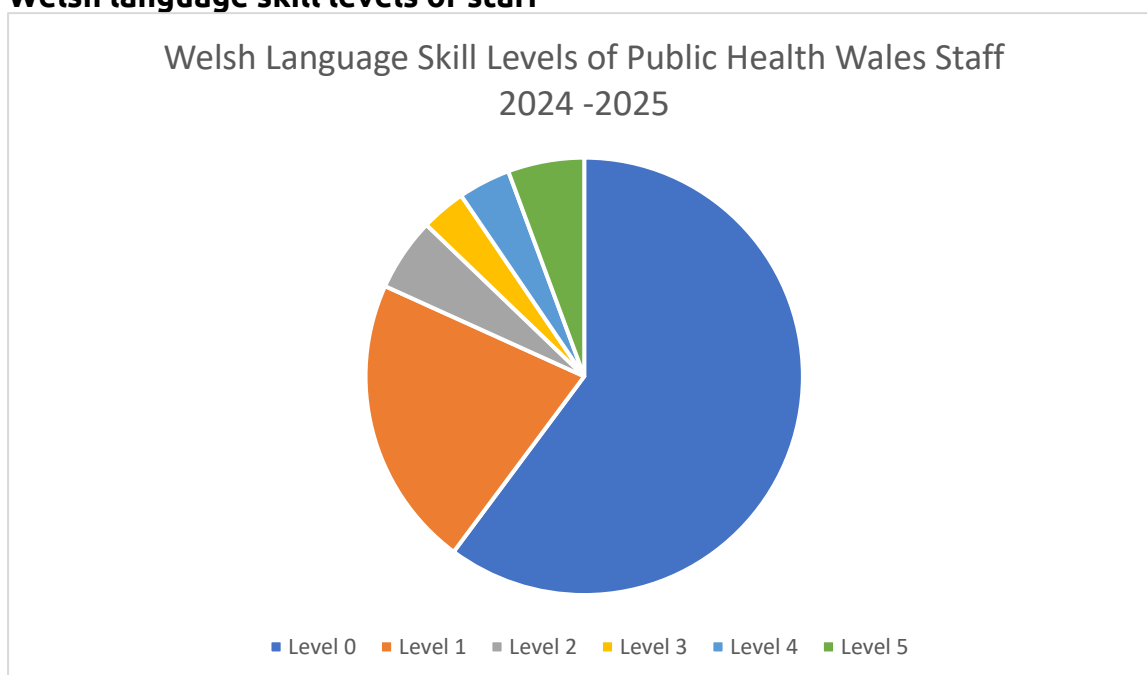
2634 employees (97% of the workforce) have recorded their ability in Welsh on the Electronic Staff Record (ESR) system. Table 2 shows the number and percentage of these employees who are proficient at each level.

Public Health Wales Welsh skills declaration rates

	Number	Percentage
Public Health Wales headcount as at 31/03/2025	2634	100%

Employees who have recorded their Welsh speaking skills as at 31/03/2025	2558	97%
Employees who have not recorded their Welsh speaking skills as at 31/03/2025	76	3%
Level 0	1525	57.9%
Level 1	547	20.7%
Level 2	137	5.2%
Level 3	84	3.2%
Level 4	98	3.7%
Level 5	167	6.3
TOTAL	2634	100.0

Welsh language skill levels of staff



Welsh language skill requirements of new and vacant posts (Standard 117)

Standard 106 requires Public Health Wales to categorise every new and vacant post by its Welsh language skill requirements. The data in the table below is provided to us by colleagues in the NHS Wales Shared Services Partnership.

During 2024- 2025, Public Health Wales advertised 516 posts. Table 3 shows the number and percentage of posts advertised by each language category.

Welsh skills in Public Health Wales recruitment

Categorisation of posts	Number	Percentage
Welsh language skills are essential	21	4%
Welsh language skills need to be learnt when appointed to the post	0	0%
Welsh language skills are desirable	478	92.7%
Welsh language skills are not necessary	17	3.3%

Over the next year we hope to make improvements to the process of assessing Welsh Language Skills when recruiting with the aim of recruiting more members of staff with Welsh Language Skills and staff which are keen to develop their Welsh skills over time.

Our priorities for 2025–2026

Over the next 12-month period, our Welsh language focus will be on the following:

Target	By When
<p>Learning and developing Welsh Skills:</p> <p>We will ensure that staff across the organisation have the opportunity to take part in the Croeso and Raising Confidence offer by the Learn Welsh Centre</p>	<p>Three cohorts of the Raising Confidence scheme will have taken place by March 2026</p> <p>Croeso sessions will be held regularly</p>
<p>Engagement:</p> <p>We will enhance our staff engagement by providing bespoke posters which include QR codes and phone numbers for our colleagues in laboratories and screening centres, who don't have regular access to laptops, with information on how to access learn Welsh opportunities via PHW.</p>	<p>Posters will be distributed to all labs and centres by September 2025.</p>
<p>We will make improvements to our Welsh language feedback survey to gather better data and user experiences</p>	<p>End of March 2026</p>
<p>Welsh translation:</p> <p>We will ensure the new Welsh translation request portal is used to administer all Welsh translation requests,</p>	<p>End of March 2026</p>

<p>ensuring that staff have all the information and guidance they need throughout the year.</p> <p>Simultaneous and Multimedia elements will be added to the portal and the portal will be developed and improved as needed.</p>	
<p>Websites:</p> <p>We will launch our new corporate Public Health Wales website fully by January 2026 and work with individual sites to move their content over to the main site throughout the year, ensuring that each page is compliant with Welsh Language Standard 39.</p>	January 2026
<p>Workforce Planning:</p> <p>All Public Health Wales Directorates will develop their Workforce plans, which will include targets specifically related to Welsh Language.</p>	End of March 2026
<p>Recruitment:</p> <p>We will review our current processes for assessing the Welsh Language Skills during recruitment and introduce a simpler, more efficient process which will enable Public Health Wales to employ more Welsh speakers over time.</p>	Early 2026
<p>Procurement:</p> <p>We will review, update, and publish our guidance on the Welsh Language in tender processes in partnership with colleagues at the NHS Wales Shared Services Partnership Procurement Team.</p>	End of March 2026
<p>Training:</p> <p>We will work with our external training provider to offer training for managers and staff in line with the following Welsh Language Standards.</p> <p>97: You must provide opportunities for training in Welsh in the following areas, if you provide such training in English (Recruitment and Interviewing)</p> <p>98: You must provide opportunities for training in Welsh on using Welsh effectively in - (a) meetings; (b) interviews; and (c) complaints and disciplinary procedures.</p> <p>99 (b): You must provide opportunities during working hours for employees who manage others to receive training on using the Welsh language in their role as managers</p>	End of March 2026

Promoting the Welsh Language:

We will continue to develop Public Health Wales as a bilingual organisation where the Welsh language and culture are celebrated. We will do this by:

- Continue to share a monthly Welsh language newsletter with staff.
- Arrange a minimum of two celebration events over the year with our Ymlaen staff network or in partnership with other NHS Wales organisations.
- Hold our Welsh Language Week in February / March 2026

End of March 2026

Appendix 1: The NHS Executive

The NHS Wales Executive became operational on 1 April 2023 with the purpose to drive improvements in the quality and safety of care, for better and more equitable outcomes, access and patient experience, reduced variation, and improvements in population health. The Executive will provide strong leadership and strategic direction – enabling, supporting and directing NHS Wales to transform clinical services in line with national priorities and standards.

The Executive operates via a hybrid model, hosted by Public Health Wales and therefore follows Public Health Wales Welsh Language Standards. It reports directly to Welsh Government.

Information about the NHS Executive is available on the website:

In English: [NHS Wales Executive - NHS Wales](#)

In Welsh: [Gweithrediaeth GIG Cymru - GIG Cymru](#)

Through the hosting arrangements all staff of the NHS Wales Executive have access to Public Health Wales's Welsh language Hwb for guidance and support, including being members of the Ymlaen network and accessing Welsh translation suppliers.

Member(s) of the Corporate Governance Team attend the NHS Wales wide Welsh Language Officer meetings which take place via Teams and in person and meet with the Welsh Language Manager from Public Health Wales every month to discuss any issues or queries that are raised or need investigating.

Following the launch of the Welsh Language Translation app, the NHS Wales Executive has 23 registered Welsh Translation Administrators and is invited to attend the Public Health Wales Welsh Translation Administrators meeting. These sessions are held to ensure that the Welsh Translation Administrators can communicate with the Public Health Wales Welsh Language Team if they have any issues with regards to translation processes. It is the responsibility of the Welsh Translation Administrators to ensure that translation within the NHS Wales Executive is sent and returned to the person requesting a translation.

To support staff with the Welsh language, the NHS Wales Executive has a variety of resources available via the intranet pages to support bilingualism and raise awareness of further opportunities to promote the Welsh Language. Additionally, staff can access Public Health Wales Cymraeg page on the Welsh Language Hwb on the intranet, which provides information for staff on opportunities to learn Welsh. The NHS Wales Executive staff also have the option to join the Dysgu Cymraeg Teams channels and receive the monthly Welsh Language Newsletter.

NHS Executive compliance data

Welsh Language Awareness Training (Standard 102)

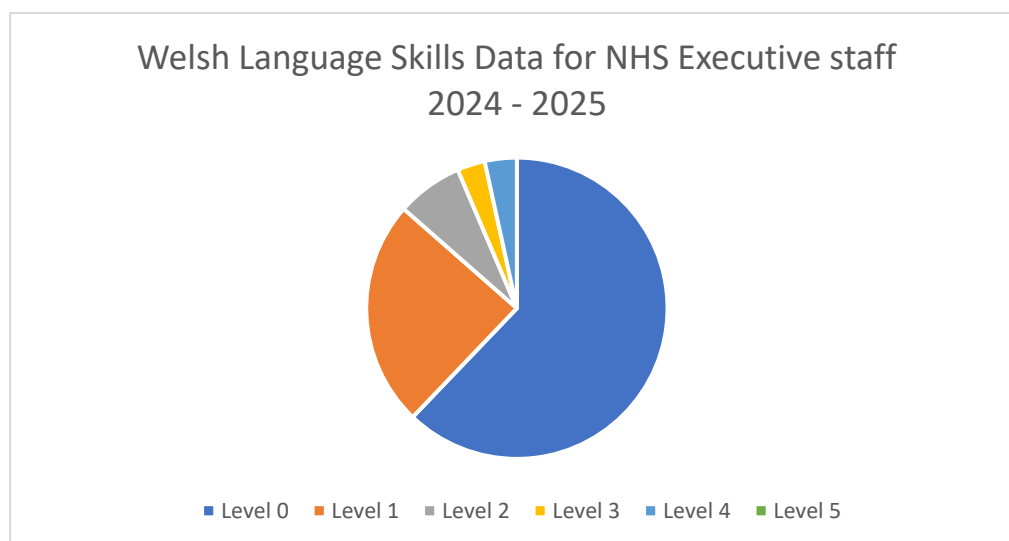
As of 31 March 2025, 97.02% members of NHS Executive staff had completed the Welsh Language Awareness ESR training module.

Employees' Welsh language skills (Standard 116)

The NHS Executive Welsh skills declaration rates

	Number	Percentage
The NHS Exec headcount as at 31/03/2025	471	100%
Employees who have recorded their Welsh speaking skills as at 31/03/2025	461	98%
Employees who have not recorded their Welsh speaking skills as at 31/03/2025	10	2%
Didn't respond	10	2.1%
Level 0	271	57.5%
Level 1	106	22.5%
Level 2	31	6.6%
Level 3	13	2.7%
Level 4	15	3.3%
Level 5	25	5.3%
TOTAL	471	100%

Welsh language skill levels of staff



Welsh language skill requirements of new and vacant posts (Standard 117)

The data in the table below is provided by the NHS Wales Shared Services Partnership.

During 2024- 2025, the NHS Executive advertised 163 posts. The table below shows the number and percentage of posts advertised by language category.

Table 3: Welsh skills in NHS Executive recruitment

Categorisation of post	Number	Percentage
Welsh language skills are essential	1	0.6%
Welsh language skills need to be learnt when appointed to the post	0	0%
Welsh language skills are desirable	148	90.8%
Welsh language skills are not necessary	14	8.6%