



Welsh Language Standards

Annual Monitoring Report

2024-2025

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Foreword

I am proud to present Powys Teaching Health Board's Welsh Language Standards Annual Report, which reflects our ongoing commitment to promoting and embedding the Welsh language in our services.

One of the standout achievements this year has been the remarkable surge in staff engagement with Welsh language training. We have seen a record number of colleagues completing courses, demonstrating a growing enthusiasm and dedication to enhancing our bilingual capabilities. This surge not only highlights the increasing importance placed on Welsh language skills within our workforce but also supports our wider goal of offering high-quality bilingual services to the people of Powys.

I am deeply encouraged by this progress and would like to thank all of our staff for their dedication to learning and embracing the Welsh language. We remain committed to fostering a bilingual environment and look forward to further advancing our Welsh language initiatives in the coming year.

Hayley Thomas

Chief Executive Officer

We are pleased to present the Welsh Language Standards Annual Report for Powys Teaching Health Board, outlining our progress and commitment to promoting the Welsh language in our services and workplace. Over the past year, we have taken meaningful steps to strengthen our bilingual capabilities, ensuring that the Welsh language is treated no less favourably than English in all aspects of our operations.

A key development during this reporting period has been the refinement of the Welsh language requirements within our job advertisements. We have updated the wording to provide clearer, more consistent messaging about the importance of Welsh language skills in different roles, helping applicants better understand expectations and supporting our goal of growing a bilingual workforce.

To support this further, we introduced a new Vacancy Assessment App. This tool allows recruiting managers to assess the linguistic needs of each post more effectively, ensuring that decisions about Welsh language requirements are appropriate, evidence-based, and aligned with the Standards. The app has improved the consistency and transparency of our recruitment processes and has been positively received across the organisation.

Training and development have also been a strong focus this year. We are proud to report a record number of staff completing Welsh language training courses. This surge in engagement highlights the growing interest among our workforce in learning and using Welsh, as well as the success of our efforts to promote and facilitate training opportunities.

Together, these achievements reflect our continued commitment to embedding the Welsh Language Standards across Powys Teaching Health Board. We are building on this foundation to further enhance our bilingual services and support the Welsh Government's vision of a million Welsh speakers by 2050.

Debra Wood-Lawson

Executive Director for People and Culture

Executive Lead for Welsh Language and Equality.

Executive Summary

This report outlines the steps taken by Powys Teaching Health Board (PTHB) to implement the Welsh Language Standards.

It provides details on the progress made throughout 2024-2025. This includes improvements made in the following key areas:

- Introduction of a new vacancy assessment service.
- Continued rollout of Welsh for Managers training.
- Promotion of training opportunities.
- Improvements to processes around the uploading of documents to the website.
- Review of the way we advertise vacancies in Welsh.

Overall, the health board continues to work to ensure compliance with the Standards. Systems are in place to ensure most of the standards are met in most circumstances. The health board performs particularly well in areas such as communications and social media, and in areas where systems are managed centrally (e.g. recruitment processes such as offering contracts, assessing prospective applicants' Welsh language skills and inviting them to apply in Welsh / use the Welsh language at interview).

Further information on the above alongside a detailed account of the health board's compliance against each of the Standards can be found in Part 2 of this report.

Background

PTHB along with other Health Boards and Trusts in Wales must comply with a set of Standards as outlined in [The Welsh Language Standards \(No. 7\) Regulations 2018](#).

Although it is the Welsh Ministers who specify the standards, it is for the Commissioner to determine which standards apply to a specific body. In November 2018, the Commissioner issued a compliance notice to PTHB which outlined the standards with which it must comply and the date by when it must be compliant. A copy of PTHB's compliance notice can be found [here](#).

Included in these Standards is the requirement for PTHB to monitor the implementation of the Standards and produce an Annual Report (this document) which provides details of how the health board has complied with the Standards.

All staff must take responsibility for implementing the Standards across PTHB. Service Leads will monitor compliance within their own service areas and will report progress to the Service Improvement Manager for Welsh Language who will provide advice and support around the implementation of the Standards accordingly. At the end of each financial year, the Service Improvement Manager for Welsh Language will draft an annual report which will be presented to the Executive Lead for Welsh Language and approved by the Executive Committee and the Board before being published on the health board's website.

The *More than Just Words* framework for the Welsh Language in Health and Social Care sits alongside the Standards and outlines how the health and social care sectors in Wales will improve their ability to provide their services in Welsh, organised around the principle of the Active Offer – the idea that it is service providers' responsibility to offer service users the opportunity to use Welsh without being asked.

Part 1: 2024-25 in Review

Overview

2024-25 has been the first year since the introduction of our new Welsh in Healthcare Strategy and efforts this year have been directed at processes intended to increase the level of Welsh language skills within our workforce.

Welsh Language Vacancy Assessment Tool

During 2023-24, the health board developed and introduced PTHB Welsh Language Vacancy Assessment tool. This enables the user to carry out an assessment of the appropriate level of Welsh language skills to assign to a new vacancy, facilitating compliance with Standards 106 and 117. Previous systems used to assess vacancies have been trust-based and did not record outcomes; this system now allows managers to be held accountable for their. Designed locally, similar systems based on PTHB's model have been introduced in other NHS Wales organisations.



Vacancy Welsh Language Requirement Assessment

This tool allows you to assess the Welsh language requirements of a vacancy.

It will help you decide whether Welsh language skills need to be an Essential or Desirable criteria for a vacancy, and if so what level is required.

You must carry out this assessment before your vacancy will be approved by the Workforce team.

[Begin](#)

Internal Communications

The Health Board continues to run internal communications campaigns to promote understanding of the Standards and the More than Just Words framework as well as promoting opportunities for training around Welsh and encouraging staff to take part in events like Dydd Miwsig Cymru the Welsh Language Commissioner's the #DefnyddiaDyGymraeg campaign to promote the use of Welsh internally.



#DefnyddiaDyGymraeg

O nawr hyd at yr 11eg o Rhagfyr bydd ymgyrch Comisiynydd y Gymraeg '#DefnyddiaDyGymraeg' yn rhedeg sy'n annog pobl i ddefnyddio'u Cymraeg ym mhob rhan o'u bywydau ac yn annog sefydliadau i hyrwyddo eu gwasanaethau Cymraeg. Bydd amryw o seisnau ar-le...



Cylchlythyr y Gymraeg / Welsh Newsletter

Cliciwch yma i weld ein cylchlythyr ar gyfer mis Rhagfyr! Click here to see our December newsletter!

Changes to Wording around Welsh in Job Advertisements and Descriptions

Drawing on anecdotal accounts from some staff who had joined the organisation from outside Wales who indicated that standard wordings used in Job Advertisements were unclear and potentially discouraged applications, we have changed the wordings used across PTHB to make it clear that Welsh skills are an essential minimum criterion for certain roles whilst also highlighting local learning opportunities for other staff. The new wording for Welsh Desirable roles (which represent the majority of advertised vacancies at PTHB) continues to make it clear that Welsh skills are valued, whilst reframing Welsh as a positive reason to apply

for a role in Powys - because PTHB will offer training and language-learning opportunities to those interested in development – rather than a reason not to apply for those who are currently without skills.

Powys Teaching Health Board Presence at Eisteddfodau



It was exciting to see Powys hosting the 2024 Urdd Eisteddfod in Meifod, and PTHB, in partnership with Powys Council, had a presence on the Maes throughout the week, promoting careers in healthcare as well as some of our public health campaigning in Welsh. PTHB staff also attended the NHS Wales stands at the 2024 National Eisteddfod in Pontypridd.

Welsh in Healthcare for Managers Training

This training module was introduced during 2023-24 as a part of the Powys Teaching Health Board Managers' Training Program. A total of 24 staff with leadership responsibility attended four sessions over the course of the year.

The course covers such subjects as:

- The moral and cultural reasons why providing services in Welsh is a necessary part of good clinical practice, touching on subjects such as Cultural Anxiety, as well as outlining the legislative and strategic requirements.
- How to appropriately consider the Welsh language in recruitment.
- How to access translation and interpretation services and why you need them.

The Welsh in Healthcare for managers training module is a cornerstone of our strategy for compliance with the Standards and *More than Just*

Model good behavior

- Use whatever Welsh skills you have
- Begin / end meetings with Welsh greetings
- Be proactive in allowing staff to use their Welsh
- Promote internal processes in Welsh
- Do you know who the Welsh speakers are on your team?
- Consider setting personal and team objectives around Welsh and the Active Offer.

Do you have any good internal processes you'd like to share?

Recruitment: Applications & Interviews

Examples of interview questions to ask:

- How would you respond if you received a telephone call from someone speaking in Welsh?
- How do you think our department can support compliance with the Welsh language Standards / patients who wish to use Welsh?

Do any of you have any questions regarding recruitment?

Words, helping to ensure the standards become 'business as usual' across the health board.

Investigation into Compliance with Standards 8-10

The health board received notification of an investigation by the Commissioner (Ref: CS1124) on 28th March 2023 into these standards relating to answering telephone calls in Welsh. During 2023-24 and 2024-25 various actions were carried out to improve compliance including training sessions for call handling staff. These actions were all originally scheduled to be completed during 2024-25, unfortunately a delay to the installation of new telephony upgrades (allowing incoming callers to choose their language when contacting the health board), it was not possible to introduce the new system during 2024-25 as originally intended. It is now anticipated that these upgrades will be completed during the first months of 2025-26.

Investigation into Compliance with Standards 39 and 41

The health board received notification of the Commissioner's investigation (Ref: CS1205) on 23rd October 2023 into the compliance of the health board with these two standards, which relate to the Website. Internal investigations by the PTHB Communications team found that instances of non-compliance largely related to a small number of individual teams consistently uploading content. A new process was developed and introduced and compliance has improved significantly; the Commissioner's investigation was thus closed.

Welsh Language Service Leads Steering Group

This group has continued to meet during the year, providing an opportunity for staff to discuss and share issues relating to compliance with the standards as well as consulting on strategies and developments. The group provides an opportunity for staff to share updates or best practice and to feedback on developments such as the vacancy assessment app.

Welsh Language Awareness Training

The Welsh Language Awareness ESR module has been a mandatory online training session for all staff; it has now been completed by **94.7%** of staff, an increase of 4.7% from last year.

Welsh Translation Service

A total of 597,111 words were translated internally during 2024-25, an increase of 25.4% on 2023-24. Internal analyses have shown demonstrable financial savings since the introduction of this service in 2021, with an additional benefit from the use of Translation Memory software. The use of this software likely

explains the significant year-on-year gains: as the content stored in the translation memory grows, the system becomes increasingly powerful. However, the main benefits have been related to efficiency and effectiveness, eg.

- Improved experience from the point of view of staff, with greater input on the finished product and the ability to consult with the translator in real time.
- Greatly improved turnaround times.
- Improved consistency of terminology.

Strategy for Welsh in Healthcare

Published in 2023-24, our Strategy for Welsh in Healthcare 2024-2029 incorporates the requirement to develop a Five-Year Plan to increase our ability to provide Clinical Consultations in Welsh in accordance with Welsh Language Standard 110 as well as the Workforce Strategy required by *More than Just Words*, and provide overall direction and targets for the development of our bilingual workforce. The document is available on the PTHB website and sets out how we plan to develop our Welsh language capacity as an organisation over the next five years.



Strategy for Welsh in Healthcare 2024-2029

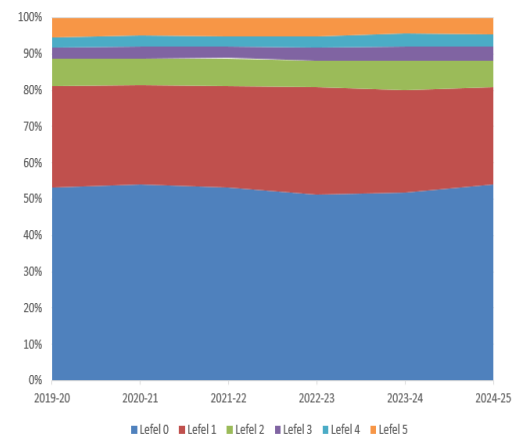
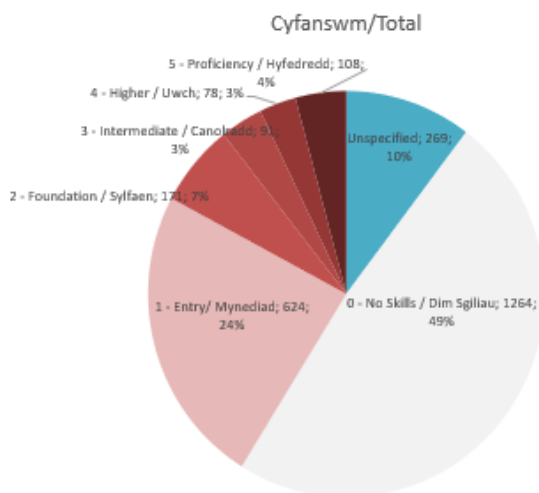
Incorporating:

- 1) A five year plan to increase the health board's ability to carry out a clinical consultation in Welsh (Welsh Language Standard 110);
- 2) a targeted Welsh language training and workforce strategy under the *More than Just Words* Framework.

Mae'r ddogfen hon ar gael yn y Gymraeg.

Welsh Language Skill Levels at PTHB

As of 31st March 2025, the 2,605 staff at PTHB staff indicated that their ability to speak Welsh was as follows:



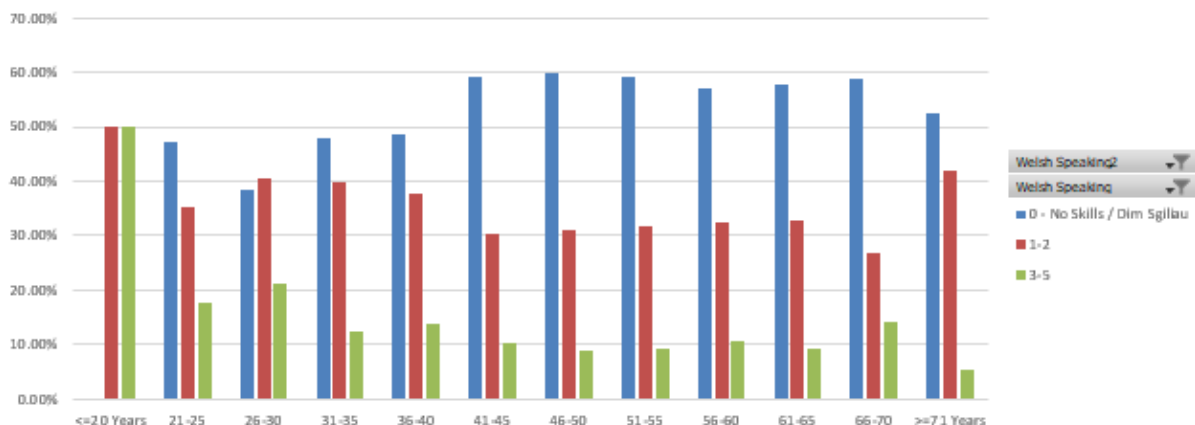
(Unknown not shown in above graph)

Welsh Language Skills by Year (Proportion and Numbers)

Year	Unknown	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	TOTAL
2022-23	317	1,140	654	161	79	69	115	2,535
2023-24	306	1,148	625	178	91	77	97	2,522
2024-25	269	1,265	624	171	91	78	108	2,605

The number of staff in each group has remained broadly similar in previous years. Whilst the proportion and absolute number of staff with advanced Welsh skills (levels 3+) has increased to its highest yet recorded, this is offset by a slight fall in lower levels (1&2) and growth in the staff body overall, meaning the percentage with any level of Welsh language skills has slightly reduced.

Welsh Language Skills by Age (Unknowns Removed)



As in previous years, breaking down Welsh language skills by age shows higher levels of Welsh language skills generally amongst younger employees. Staff with no skills at all are in the minority in all age groups below 40 and in the majority in all groups above 40.

This data has been broken down by base (for the 9 main PTHB hospital sites) and is provided within appendix 1 (note that not all PTHB staff are shown in the following graphs as some are based in other locations). The distribution of Welsh skills amongst PTHB staff is uneven, with two sites (Ystradgynlais and Bro Dyfi (Machynlleth) hospitals) showing significantly higher levels of staff skills than other sites. This is in line the 2021 census which showed that the proportion locally varies from as low as 7% in Knighton and Presteigne to as high as 33% in Ystradgynlais and 48% in Machynlleth.

Part 2: Compliance with the Welsh Language Standards

In addition to the examples provided above, the following provide details of steps PTHB has taken to ensure or improve compliance with the Welsh Language Standards during 2024-25:

Service Delivery Standards

Standards	Situation as of 2024-25	Proposed Actions during 2025-26
Standards 1-7 relating to correspondence sent by the health board	<p>As per the standards and our internal PTHB policy, we have continued to proactively ensure standard correspondence is sent out bilingually as a matter of course.</p> <p>Regarding non-standard correspondence, the requirement to deal with this locally on a case-by-case basis is promoted via induction, language awareness courses and internal departmental action plans.</p> <p>A considerable quantity of communication with the health board takes place over social media, which is managed by the communications team who have a Welsh speaker in post able to ensure that any correspondence received using that platform can be addressed in Welsh without recourse to translation.</p>	<p>Continue to ensure that correspondence is proactively translated as required, and to promote compliance with these standards via induction, language awareness courses and internal departmental action plans.</p> <p>Steps to increase Welsh language skills via the vacancy assessment app and training prioritisation should improve the health board's ability to quickly respond to Welsh correspondence.</p>
Standards 8 – 20 relating to telephone calls made and received by the health board	During 2023-24 PTHB received notification of an investigation into a failure to comply with standards 8, 9, and 10. The investigation was carried out and found a lack of compliance; and PTHB was tasked with developing and carrying out an action plan to ensure compliance in the future.	Ensure the new system is put in place and operational as soon as possible during 2025-26, and that Patient Services teams have the appropriate level of skills in place to ensure compliance.

	<p>The majority of the action associated with this investigation were carried out during 2023-24 and the original intention was that this would be completed during 2024-25. The outstanding action involved the of procurement of a replacement for the health board's decades-old telephony system. Unfortunately work on this was delayed; it is now expected to be completed during the early months of 2025-26.</p>	
<p>Standards 20-22CH relating to meetings that are not open to the public</p>	<p>This requirement is promoted on an ongoing basis and individual teams have implemented processes as per their individual requirements.</p> <p>The Manager's Resource and Guidance document includes information on holding meetings with members of the public. Where Welsh speaking staff are not available to attend meetings, staff have access to interpretation services who can assist, and details of the approved interpretation services are available to staff on the intranet and have been promoted to staff.</p> <p>The new Welsh in Healthcare for Managers training session covers the requirements of these standards and ensures managers are aware of the need to proactively offer persons invited to meetings the opportunity to use the Welsh language.</p>	<p>Continue to monitor compliance levels and feedback.</p>
<p>Standards 23-25 relating to in-patients and case conferences</p>	<p>In-patient language choice can be recorded via several channels across PTHB. Our WPAS and WCCIS electronic systems both have capacity to record patient language choice. Many of our service user referral forms also asks patients for their preferred language choice, and case conferences are routinely carried out with the assistance of interpretation.</p>	<p>Ensure any new systems are developed in line with these requirements, including any national systems to which PTHB contributes.</p>

		PTHB will develop a policy approach to comply with Standard 24.
Standards 26-32 relating to meetings and events that are open to the public	<p>The requirement to ask the public if they would like to use Welsh at our meetings is outlined in guidance documentation on holding meetings and events.</p> <p>Uptake of this offer is rare, e.g. Participants at the AGM of the board were invited to use Welsh in questions, and all information provided was in Welsh; however, no questions in Welsh were received.</p> <p>The 'Welsh Language – Communication and Marketing' procedural guidelines which includes information on how to comply with the Standards when arranging meetings which are open to the public continues to be promoted to managers and staff within their teams; the new Welsh in Healthcare for Managers training session covers the requirements of these standards and ensures managers are aware of the need to proactively offer persons invited to meetings the opportunity to use the Welsh language.</p>	Continue to monitor compliance levels and feedback.
Standards 33-38 relating to publicity and advertising, displaying material in public, producing and publishing document and forms. (Standards 47-49 relating to signage; also, Standards 111 – 113 relating to signage)	<p>Periodic site visits have been carried out of the 9 main hospital sites, assessing compliance with a range of standards including those related to signage, information displays and documents or leaflets.</p> <p>Fixed signage has been bilingual as a matter of course long before the introduction of the Welsh Language Standards, and no examples of non-compliance were found with regards fixed signage.</p> <p>Large quantities of documents, signage and public information is routinely published in Welsh and/or bilingually</p>	Continue to visit sites to assess compliance and escalate issues.

within the health board. The images in this section show some of the materials published during 2024-25.

GAFael YN AWENAU IECHYD MEDDWL CYMORTH IECHYD MEDDWL DIGIDOL I FYFYRWYR

Datgloi Potensial GOFAL IECHYD YN SEILIEDIG AR WERTH

Ymunwch â ni i Greu Gwerth ym Mwrdd Iechyd Addysgu Powys
Mae eich cyfranogiad yn bwysig. Gyda'n glyd, gallwn sicrhau bod ein hadnoddau yn cael eu defnyddio'n effeithiol i gyflwyno canlyniadau o'r profiad iechyd gorau posibl i'n cymunedau.

DULL YN SEILIEDIG AR WERTH Gwerth ym Mhowys
Mae'r bwrdd Iechyd yn adelladu dull y'n Seiliedig ar Werth i'w gynnwys yn ei:

- STRATEGAETH
- POBL A SGILIAU
- DIWYLLIANT
- PROSESAU
- STRWYTHURAU

Beth mae hyn yn ei olygu?
 → Deall bodh sy'n bwysig i bobl
 → Ymryiadau effeithiol ar sail tystiolaeth
 → Lleihau amrywiol ddiangen mewn gwahanol arddau, canlyniadau iechyd a chostau
 → Mesur effaith ar ganlyniadau iechyd, profiad, a defnydd adnoddau

Mae blaenoriaethu canlyniadau iechyd, profiad a chost yn golygu y gall BAP sicrhau bod adnoddau'n cael eu defnyddio yn y lle fwydant yn cael yr effaith gadarnhaol fwyaf.
Mae'n bwysig bod ein hymdrechion i wella Gwerth yn cynnwys y system gyfan - mae hyn yn cynnwys gweithio gyda phartneriaid fel seilodau o'r Bwrdd Partneriaeth Rhanbarthol i wneud ein bod yn gwella gofal ar bob cam.
Mae'r dull hwn yn ymgyhoeddwr ar Werth yn helpu rhoi egwyddorion ein strategaeth Iechyd a Gofal ar waith ac mae'n allweddol i sicrhau bod gofal iechyd yn parhau i fod yn effeithiol ac yn gynaliadwy yn y dyfodol.

Atal, Diagnosis cywir cynt, Optimeiddio ymyrraeth, Triniaeth gefnogi, Gofal diwedd oes

GIG CŴM WYLLIANT SilverCloud by Amwell



Mural in Physiotherapy dept., Brecon Hospital

Temporary signage and information displays remain somewhat inconsistent and prominence has been given to these standards in the Welsh in Healthcare for Managers training. We have seen an improvement since 2023-24 with a greater proportion of signage now displayed bilingually.




It should be noted that a significant proportion of information posters on display in PTHB sites come from sources which do not have Welsh language standards and provide information in English only; for example, UK charities such as The Alzheimer's Society, or small local voluntary or charity groups. In line with the Code of Practice for the Welsh Language Standards (No. 7) published by the Welsh

	Language Commissioner, displaying this information does not consist of a breach of the standards, where PTHB (or another organisation which has received a Welsh Language Standards Compliance Notice) did not produce the information in the first place.	
Standards 39-46 relating to the health board's website, apps and social media	Following the introduction of a new system during 2023-24 compliance has improved and to the best of our current knowledge, the PTHB website and main social media channels are operated in full compliance with the standards.	Continue to ensure compliance remains high.
Standards 47-49 relating to signage	<i>See Standards 33-38 above.</i>	<i>See Standards 33-38 above.</i>
Standards 50-53 relating to receiving visitors	A sign has been provided to each reception area in the health board (where there was not already a sign present), inviting visitors to use the Welsh language (Standard 52); badges/lanyards were also widely distributed to Welsh speaking staff (Standard 53). During 2024-25, all Welsh speaking staff at PTHB were directly contacted via email and offered a <i>Iaith Gwaith</i> or <i>Dysgwr</i> (learner) lanyard. 77 individual lanyards have been distributed, and the ability to have the logo embroidered into a uniform has also been widely advertised.	Once the new telephony system is installed and functioning it will be possible to offer a telephone reception service (as per the Welsh Language Commissioner's code of practice) at all reception areas.
Standards 54-59 relating to grants, tenders and procurement	PTHB remains compliant with these standards as per NHS Wales standard procurement and practice.	Continue to ensure compliance.
Standards 60-62 relating to the organisation's corporate image	PTHB's corporate identity is wholly bilingual, with the Welsh appearing above the English in our logo.	Continue to ensure compliance.


Standard 63 relating to education courses offered by the health board	Managers are informed of this standard as part of the Welsh in Healthcare for Managers training program.	Continue to ensure compliance.																																																															
Standard 64 relating to public address systems	As of 31 st March 2025, there are currently no public address systems in operation within PTHB.	N/A																																																															
Standards 65-68 relating to primary care	<p>As per Standard 65, a dedicated area of the website exists to provide the public with information on primary care services able to offer some or all services in Welsh. The "Iaith Gwaith" logo enables providers to identify that they are able to offer services in Welsh:</p> <p>List of GP Practices in Powys</p> <p>Use the table below to find all GP Practices in Powys. Click on a practice to find more details.</p> <p>Find your local NHS service</p> <p>Show 10 entries Search: <input type="text"/></p> <p>Previous 1 2 3 Next</p> <table border="1"> <thead> <tr> <th>Code</th> <th>Name</th> <th>Address</th> <th>Town</th> <th>Postcode</th> <th>Telephone</th> <th>Fax</th> </tr> </thead> <tbody> <tr> <td>W96001</td> <td>Montgomery Medical Practice</td> <td>Well Street, Montgomery</td> <td>Powys</td> <td>SY15 6PF</td> <td>01686 668217</td> <td></td> </tr> <tr> <td>W96001a</td> <td>Ladywell Surgery</td> <td>St Davids House, New Road</td> <td>Newtown</td> <td>SY16 1RB</td> <td>01686 623791</td> <td>01686 629215</td> </tr> <tr> <td>W96002</td> <td>Pengorof Surgery</td> <td>Gorof Road, Ystradgynlais</td> <td>Powys</td> <td>SA9 1DS</td> <td>01639 843221, 01639 843221</td> <td>01639 846920, 01639 846920</td> </tr> <tr> <td>W96002a</td> <td>Abercrave Surgery</td> <td>Heol Tawe, Abercrave</td> <td>Swansea</td> <td>SA9 1TJ</td> <td></td> <td></td> </tr> <tr> <td>W96002b</td> <td>Ystalyfera Surgery (Swansea)</td> <td>Wern Road, Ystalyfera</td> <td>Swansea</td> <td>SA9 2LX</td> <td></td> <td></td> </tr> <tr> <td>W96003</td> <td>Ty Henry Vaughan</td> <td>Bridge Street, Brecon</td> <td>Powys</td> <td>LD3 8AH</td> <td>01874 622121</td> <td>01874 623742</td> </tr> <tr> <td>W96003a</td> <td>Sennybridge Health Centre</td> <td>Defynnog Road, Sennybridge</td> <td>Brecon</td> <td>LD3 8RU</td> <td>01874 636559</td> <td></td> </tr> <tr> <td>W96004</td> <td>Wylcwm Street Surgery</td> <td>Wylcwm Street, Knighton</td> <td>Powys</td> <td>LD7 1AD</td> <td>01547 528523</td> <td>01547 529347</td> </tr> </tbody> </table>	Code	Name	Address	Town	Postcode	Telephone	Fax	W96001	Montgomery Medical Practice	Well Street, Montgomery	Powys	SY15 6PF	01686 668217		W96001a	Ladywell Surgery	St Davids House, New Road	Newtown	SY16 1RB	01686 623791	01686 629215	W96002	Pengorof Surgery	Gorof Road, Ystradgynlais	Powys	SA9 1DS	01639 843221, 01639 843221	01639 846920, 01639 846920	W96002a	Abercrave Surgery	Heol Tawe, Abercrave	Swansea	SA9 1TJ			W96002b	Ystalyfera Surgery (Swansea)	Wern Road, Ystalyfera	Swansea	SA9 2LX			W96003	Ty Henry Vaughan	Bridge Street, Brecon	Powys	LD3 8AH	01874 622121	01874 623742	W96003a	Sennybridge Health Centre	Defynnog Road, Sennybridge	Brecon	LD3 8RU	01874 636559		W96004	Wylcwm Street Surgery	Wylcwm Street, Knighton	Powys	LD7 1AD	01547 528523	01547 529347	Ensure this section of the website remains current by annually prompting providers to review the information to ensure it is kept up to date.
Code	Name	Address	Town	Postcode	Telephone	Fax																																																											
W96001	Montgomery Medical Practice	Well Street, Montgomery	Powys	SY15 6PF	01686 668217																																																												
W96001a	Ladywell Surgery	St Davids House, New Road	Newtown	SY16 1RB	01686 623791	01686 629215																																																											
W96002	Pengorof Surgery	Gorof Road, Ystradgynlais	Powys	SA9 1DS	01639 843221, 01639 843221	01639 846920, 01639 846920																																																											
W96002a	Abercrave Surgery	Heol Tawe, Abercrave	Swansea	SA9 1TJ																																																													
W96002b	Ystalyfera Surgery (Swansea)	Wern Road, Ystalyfera	Swansea	SA9 2LX																																																													
W96003	Ty Henry Vaughan	Bridge Street, Brecon	Powys	LD3 8AH	01874 622121	01874 623742																																																											
W96003a	Sennybridge Health Centre	Defynnog Road, Sennybridge	Brecon	LD3 8RU	01874 636559																																																												
W96004	Wylcwm Street Surgery	Wylcwm Street, Knighton	Powys	LD7 1AD	01547 528523	01547 529347																																																											

	<p>The PTHB in-house translation service continues to be offered to primary care providers as per Standard 66 along with the opportunity to order badges / lanyards with the 'Iaith Gwaith' logo free of charge.</p>	
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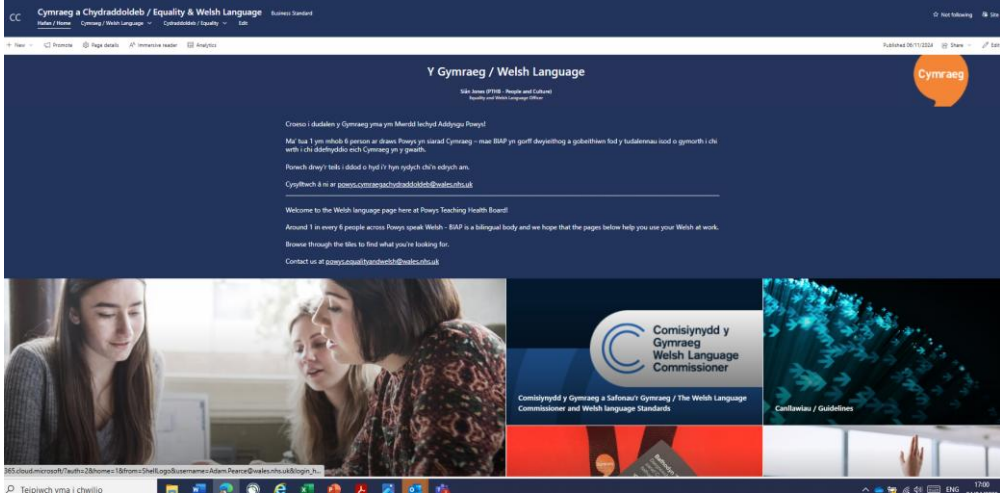
Policy Making Standards

<p>Standards 69 – 78A relating to policy making decisions</p>	<p>A planned review of the Health Board's EIA process was removed from our plans due to the expectation that an All-Wales EIA process may be introduced, which would incorporate these standards.</p> <div data-bbox="616 646 772 694" style="text-align: center;">  </div> <div data-bbox="1288 670 1400 694" style="text-align: right;"> http://pthb.nhs.wales </div> <div data-bbox="672 710 1232 750" style="text-align: center;"> <h3>What do I need to consider? (5/6)</h3> </div> <div data-bbox="660 766 840 790"> <p>Welsh Language</p> </div> <div data-bbox="660 790 1288 837"> <p>The Policy or Project must should not have negative effects and ideally will have positive effects on</p> </div> <div data-bbox="660 861 1254 909"> <ol style="list-style-type: none"> 1) Opportunities to use the Welsh Language 2) Treating the Welsh Language less favourably than English </div> <div data-bbox="660 933 840 957"> <p><i>Questions to ask:</i></p> </div> <div data-bbox="660 957 1220 1053"> <p>What provision have you made for Welsh? Will Welsh versions be distributed with English materials? Will it be easier for people to receive services in Welsh? If the service is new, how will you offer it in Welsh?</p> </div> <div data-bbox="515 1109 1444 1157" style="background-color: #003366; color: white; padding: 5px;"> <p>11 Equality Impact Assessment Training</p> </div> <p>Nevertheless, the health board's existing EIA procedure remains in place and has led to changes to projects/policies including, within our <i>Speaking Up Safely</i> framework, making the right to make raise internal concerns in Welsh explicit and making the page in question available in Welsh.</p>	<p>PTHB will participate in any All-Wales EIA project and ensure that the requirements of the standards are incorporated into any such work.</p> <p>Continue to record positive changes made to improve Welsh language access and provision of services.</p> <p>PTHB will develop a policy approach to Standard 78 on Primary Care decisions.</p>
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Operational Standards

<p>Standard 79 relating to a policy on the internal use of the Welsh language</p>	<p>Powys Teaching Health Board’s Welsh Language in the Workplace policy meets the requirements of this standard. It is promoted via induction and the Welsh in Healthcare for Managers training session.</p> <div style="text-align: center;">  <p>WELSH LANGUAGE IN THE WORKPLACE POLICY</p> <table border="1" data-bbox="598 667 1021 948"> <tr> <td>Document Reference No:</td> <td colspan="2">PTHB /HR 109</td> </tr> <tr> <td>Version No:</td> <td colspan="2">1</td> </tr> <tr> <td>Issue Date:</td> <td colspan="2">July 2023</td> </tr> <tr> <td>Review Date:</td> <td colspan="2">July 2026</td> </tr> <tr> <td>Author:</td> <td colspan="2">Service Improvement Manager for Equality and Welsh Language</td> </tr> <tr> <td>Document Owner:</td> <td colspan="2">Service Improvement Manager for Equality and Welsh Language</td> </tr> <tr> <td>Accountable Executive:</td> <td colspan="2">Director of Workforce and Organisational Development</td> </tr> <tr> <td>Approved By:</td> <td colspan="2">Executive Committee</td> </tr> <tr> <td>Approval Date:</td> <td colspan="2">12 July 2023</td> </tr> <tr> <td>Document Type:</td> <td>Policy</td> <td>Non-clinical</td> </tr> <tr> <td>Scope:</td> <td colspan="2">PTHB-wide</td> </tr> </table> <p style="text-align: center; font-size: small;">The latest approved version of this document is online. If the review date has passed please contact the Author for advice.</p> <p style="text-align: center; font-size: x-small;">Powys Teaching Health Board is the operational name of Powys Teaching Local Health Board Bwrdd Iechyd Addysgu Powys yw enw gweithredol Bwrdd Iechyd Lleol Addysgu Powys</p> </div>	Document Reference No:	PTHB /HR 109		Version No:	1		Issue Date:	July 2023		Review Date:	July 2026		Author:	Service Improvement Manager for Equality and Welsh Language		Document Owner:	Service Improvement Manager for Equality and Welsh Language		Accountable Executive:	Director of Workforce and Organisational Development		Approved By:	Executive Committee		Approval Date:	12 July 2023		Document Type:	Policy	Non-clinical	Scope:	PTHB-wide		<p>Continue to promote the Welsh in the Workplace Policy.</p>
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<p>Standards 80 – 81 relating to employment documents</p>	<p>Contracts (Standard 80) are standardised and automatically provided bilingually through the TRAC system.</p> <p>Other Employment documents have been made available in Welsh on the Health Board intranet; awareness of these is promoted via</p>																																		

	induction and the Welsh in Healthcare for managers training session.	
Standard 82 - relating to operational policies	<p>A process has been put in place to ensure policies relevant to this standard are made available in Welsh, and where changes are made, these are flagged. Most of the policies covered by Standard 82 are published bilingually already due to being All-Wales policies.</p> <p>Any local policies will be translated in line with the existing review processes and will be ongoing throughout 2024-25.</p>	Explore the potential of AI to increase translation capacity to reduce the translation backlog.
Standards 83-88 - relating to disciplinary, grievance and other internal processes.	All these requirements continue to be met via the existing relevant all-Wales and PTHB policies; awareness of these is promoted via induction and the Welsh in Healthcare for managers training session.	Continue to ensure all policies reflect these requirements.
Standard 89 relating to bilingual computer software interfaces	Cysgliad and Welsh interfaces for Windows, Office and ESR remain available to staff. Details on accessing these are available on the health board staff intranet, and awareness of these is promoted via induction and the Welsh in Healthcare for managers training session.	Continue to promote these via staff induction and training/awareness sessions.

<p>Standards 90 – 95 relating to the intranet</p>	<p>Our intranet has been designed from the start to be wholly compliant with the Standards related to the intranet (to the extent that the architecture allows). The Welsh versions of intranet pages (where they exist) can be accessed by clicking 'Welsh' on the languages tab:</p>  <p>As well as the pages relating to the use of Welsh at work (see above), the homepage of the intranet is available in Welsh as are pages relating to OD and clinical education (Training) and all other sites as specified by the Standard 81.</p>	<p>Continue to monitor the intranet to ensure compliance continues as the intranet grows.</p>
<p>Standards 96 – 101 relating to staff Welsh language skills and training</p>	<p>See the section above for staff skills reporting responsibilities.</p> <p>PTHB have continued to promote and, where appropriate, financially support learning of Welsh in line with the standards.</p> <p>PTHB maintains a strong working partnership with Dysgu Cymraeg and Coleg Cambria to provide Welsh learning opportunities to staff.</p> <p>During 2024-25:</p>	<p>Continue to promote existing and new training options to staff across PTHB to maintain this level of engagement.</p>

	<ul style="list-style-type: none"> - a total of 17 individuals from the health board took part in the <i>Codi Hyder</i> Confidence Raising scheme. - 12 individuals took part in the <i>Cwrs Croeso</i> introductory learning scheme with Dysgu Cymraeg. - 4 completed online self-directed courses with Dysgu Cymraeg. - 1 individual attended a week's residential course. - 1 individual completed a <i>Gloywi Iaith</i> course. - 2 other individuals took part in Dysgu Cymraeg schemes with the health board's support. - 1 individual undertook a course of self-directed study through <i>Say Something in Welsh</i>. <p>This combined total of 38 confirmed courses is a new high for PTHB.</p>	
Standards 102-103 relating to Welsh language awareness training	The online More than Just Words: Welsh Language Awareness module was introduced in December 2022. As of March 2025, a total of 94.7% of all PTHB staff had undertaken this mandatory training module (an increase of 4.7% since 2023-24).	Continue to monitor and encourage completion of the mandatory training module.
Standards 104-105 relating to identifying Welsh speaking staff	<p>Badges and lanyards to identify Welsh speaking staff and Welsh learners are available to all staff, which can also be embroidered into clinical staff uniforms. During 2024-25, all Welsh speaking staff at PTHB were directly contacted via email and offered a <i>Iaith Gwaith</i> or <i>Dysgwr</i> (learner) lanyard, with 77 distributed during the course of the financial year.</p> <p>This enables patients to readily identify Welsh speaking staff and increases their confidence in the health board's ability to provide services in Welsh.</p> <p>Bilingual email signature templates are available on the Welsh language resource intranet page and in the Managers Guidance and Resource document.</p>	

<p>Standards 106 – 109 relating to recruitment</p>	<p>During the later part of 2024-25 a new electronic assessment process was introduced to ensure that vacancies are appropriately assessed for their Welsh language requirements. Whilst this system has been useful in standardising the approach it has revealed that only a minority of managers are utilising it, with the number of roles assessed being quite small.</p> <p>The health board’s policy is that all vacancies have the Welsh language requirement specified, and are advertised in Welsh as well as English as per Standards 106 and 106A; as a matter of course applicants to all vacancies are invited to apply in Welsh.</p> <p>107A a-c are all provided in Welsh as a matter of standard practice. The health board does not currently translate all job descriptions (107A ch) due to financial and capacity constraints.</p> <p>During 2024-2025 PTHB advertised 849 vacancies:</p> <p>8 posts were advertised with Welsh language skills as essential (an increase from 1 in 2023-24).</p> <p>824 posts were advertised with Welsh language skills as desirable.</p> <p>17 posts were advertised with Welsh language skills as not required.</p> <p>Examples of roles advertised with Welsh language skills as essential included</p> <ul style="list-style-type: none"> - Complaints and Public Services Ombudsman for Wales Case Co-ordinator - Academy Skills Educator - Aspiring Nursing Program - Apprenticeships Program <p>Whilst the total number of posts advertised as Welsh essential remains a very small fraction of the total (<1%) this represents a significant increase on previous years, with the range of teams represented also being higher.</p>	<p>Ensure greater uptake of the Welsh language skills assessment tool for vacancies during 2024-25.</p> <p>Continue to ensure Welsh essential vacancies on programs like apprenticeships and aspiring nursing programs are a fixture in 2025-26.</p> <p>Explore the potential of AI to increase translation capacity to potentially enable longstanding issues e.g. Job Descriptions to be addressed.</p>
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Standards 110-110A relating to a plan for bilingual clinical consultations	Our Strategy for Welsh in Healthcare 2024-2029 was designed to meet the requirements of this strategy. This comprehensive document incorporates the requirement to develop a Five-Year Plan to increase our ability to provide Clinical Consultations in Welsh in accordance with Welsh Language Standard 110 as well as the Workforce Strategy required by More than Just Words, and provide overall direction and targets for the development of our bilingual workforce. The document is available on the PTHB website and sets out how we plan to develop our Welsh language capacity as an organisation over the next five years.	Ensure the Welsh in Healthcare Strategy is embedded and promoted across the health board.
Standards 111 - 113 relating to signage	(See Standards 33-38 above).	(See Standards 33-38 above).
Standard 114 - relating to recorded workplace messages.	This standard is not applicable to PTHB as there are not recorded workplace announcement systems in place on our sites.	N/A

Record Keeping and Supplementary Standards

Standard 115 - relating to complaints.	<p>During 2024-2025 PTHB received no formal complaints in relation to the our compliance with the Welsh Language Standards.</p> <p>PTHB continues to follow the conditions set out in NHS Wales 'Putting Things Right' policy, which include information on dealing with complaints made in Welsh and relating to Welsh language provision. Copies of these documents can be found here.</p>	N/A
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	<p>Two informal contacts were made concerning our compliance with the Welsh language standards.</p> <ul style="list-style-type: none"> - One related to the provision of services on an interactive screen at a Primary Care setting within the Health Board in such a way that treated the Welsh language less favourably than English. Although as this was not a managed practice and the Standards therefore did not directly apply, the concern was able to be resolved and the issue addressed. - Another related to standards in relation to the advertising of roles and on our telephone lines, though no details were provided that would have enabled the health board to investigate further. These standards are either the subject of ongoing compliance (see Standards 8-10 above) or a case where the health board has made a deliberate decision on its compliance position (see Standard 107 above). 	
Standards 116-121 relating to Record keeping and supplementary matters.	<p>For Standard 116, see 'current Welsh Language Skill levels at PTHB' above.</p> <p>For Standard 117, see under Standard 106.</p>	N/A

Moving Forward: Priorities for 2025-26

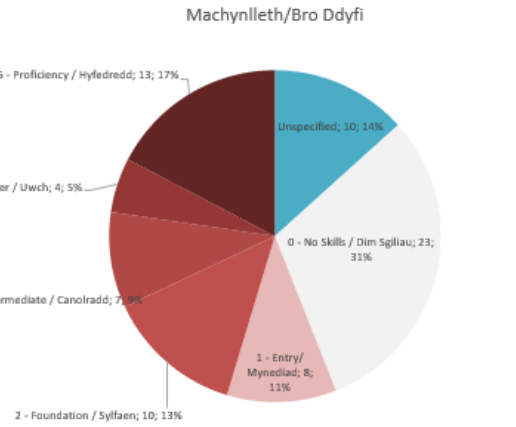
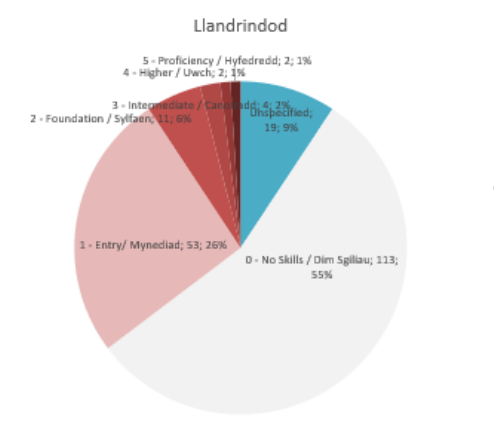
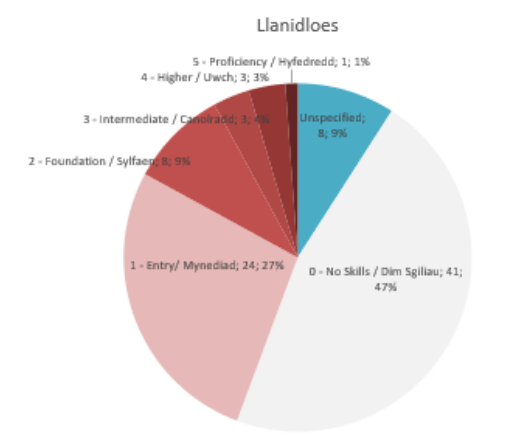
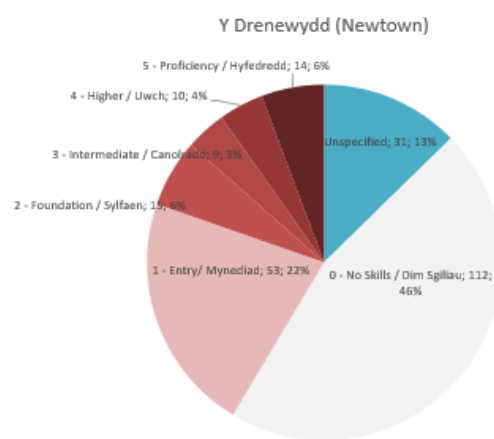
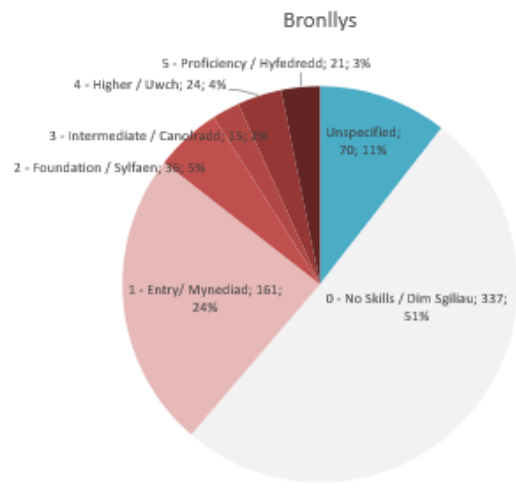
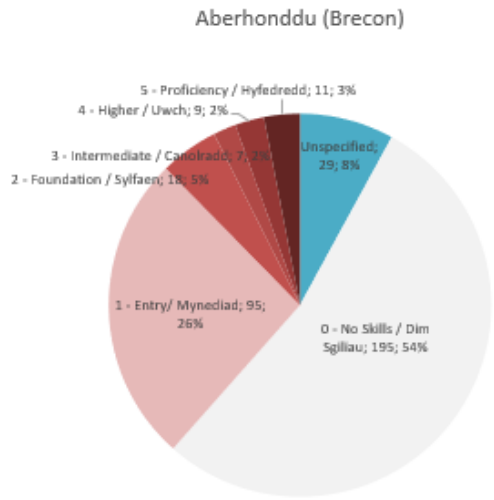
Our new Strategy for Welsh in Healthcare sets out our priorities and targets over the coming five-year period in terms of improving the Welsh language skills of our workforce, which in turn will improve our ability to comply with the standards.

The 'Proposed Actions during 2025-26' column in the above section suggests further avenues of work during the next financial year. These include:

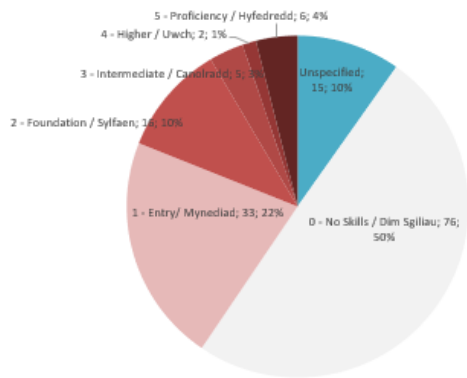
- Ensure that the delayed telephony system is established as soon as possible and that the relevant teams have the appropriate level of Welsh language skills to enable compliance with standards 8, 9 and 10.
- Explore the use of AI tools to increase internal Translation capacity to improve compliance with standards 82 and 107.
- Continue to promote the use of the Welsh Language Vacancy Skills Assessment including escalation where necessary to ensure roles are being appropriately assessed as per standard 106.
- In line with guidance published by the Welsh Language Commissioner, develop appropriate policy approaches to standards 24 and 78.

For further information on the details of this report and for further information on PTHB's implementation of the Welsh Language Standards, please contact the Equality and Welsh Language team by emailing powys.equalityandwelsh@wales.nhs.uk.

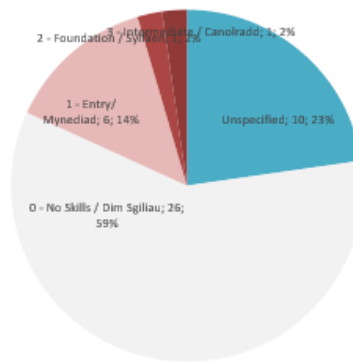
Appendix 1: Welsh Language Skill Levels at PTHB by Base



Y Trallwng (Welshpool)



Trefyclawdd (Knighton)



Ystradgynlais

