



Welsh Language Standards Annual Monitoring Report 2025-2026

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Foreword

I am pleased to present Powys Teaching Health Board's Welsh Language Standards Annual Report for 2025–26, which highlights a further year of steady progress in embedding the Welsh language across our organisation and services.

This year has seen particularly significant advances in our infrastructure and capacity to provide services in Welsh. The upgrade of our telephony systems marks a major step forward, enabling callers to be greeted in Welsh and to select their preferred language when contacting the Health Board.

This forms an important part of our response to recommendations from the Welsh Language Commissioner and demonstrates our commitment to ensuring that Welsh speakers can engage with our services confidently and routinely.

We have also continued to build momentum in staff engagement with Welsh language learning. For the third consecutive year, participation in Welsh language training has reached a record level, reflecting a sustained cultural shift and growing confidence across our workforce.

This progress, alongside improvements in translation capacity and the availability of Welsh across our digital platforms, strengthens our ability to deliver person-centred care that respects language choice.

I would like to thank colleagues across the organisation for their continued commitment to promoting and using Welsh in the workplace. Together, we are creating an environment where the Welsh language is a natural and valued part of everyday service delivery, and I look forward to building on this progress in the year ahead.

Hayley Thomas

Chief Executive Officer



Message from the Executive Director of People, Culture & Transformation:

We are pleased to present the Welsh Language Standards Annual Report for 2025–26, which outlines how Powys Teaching Health Board continues to strengthen compliance with the Standards while supporting the wider ambitions of *More Than Just Words* and our Strategy for Welsh in Healthcare.

A key theme this year has been increasing both the visibility and everyday use of Welsh across the organisation. Internal communications campaigns, face-to-face engagement, and the expansion of Welsh content on our intranet have all helped reinforce the message that Welsh is a living, working language



within PTHB, rather than simply a compliance requirement. Alongside this, the launch of a dedicated intranet area for Welsh learning opportunities has made it easier for staff to access training and support.

We have also made significant progress in our translation provision. The introduction of AI-enhanced translation tools, alongside collaboration across NHS Wales, has increased capacity, improved resilience, and enabled the translation of a broader range of materials beyond those required by the Standards. This has supported greater consistency and improved access to Welsh language content across internal policies, staff communications and digital platforms.

Whilst we celebrate these achievements, the report also highlights areas where continued focus is required, including improving completion rates for Welsh language awareness training and increasing the consistent use of the Welsh language vacancy assessment process. These priorities will remain central to our work in 2026–27.

Overall, this report reflects a maturing approach to Welsh language planning at PTHB, combining compliance, workforce development and cultural change. I would like to thank colleagues across the organisation who have contributed to this progress and who continue to champion the Welsh language in their teams and services.

Debra Wood-Lawson

Executive Director for People, Culture & Transformation
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 of the progress made during 2025–2026, including developments across a number of key areas.

- A major milestone has been the upgrade of telephony infrastructure, enabling callers to receive a Welsh language greeting and select their preferred language when contacting the organisation, representing full compliance with these Standards for the first time.
- There has been continued growth in Welsh language learning. For the third consecutive year participation in Welsh language training has reached a record level, reflecting increasing confidence and cultural change across the workforce.
- Alongside this, the ongoing delivery of Welsh in Healthcare for Managers training continues to embed understanding of the Standards and the Active Offer within leadership practice.
- Further improvements have been made to translation provision. The introduction of AI-enhanced translation tools and collaboration across NHS Wales has increased capacity, improved turnaround times, and enabled the translation of a wider range of material, including internal communications and intranet content beyond the requirements of the Standards.
- Internal communications and engagement activity have continued. The development of a dedicated intranet area for Welsh learning has further improved access to training and resources for staff.

Overall, the Health Board continues to work to ensure compliance with the Standards. Systems are in place to ensure most standards are met in most circumstances, and PTHB performs particularly well in centrally managed areas such as communications, digital platforms, and recruitment processes.

The report also identifies areas requiring continued focus. These include improving completion rates for Welsh language awareness training, following a decline linked to renewal cycles, and increasing the uptake of the Welsh language vacancy assessment process to ensure roles are consistently assessed for their linguistic requirements.

Further detail on these developments, alongside a comprehensive account of compliance against each of the Standards, is provided 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: 2025-26 in Review

Overview

2025-26 was the second year since the introduction of our new Strategy for Welsh in Healthcare and whilst we have continued to direct efforts at increasing the level of Welsh language skills within our workforce, we have also worked to increase awareness and develop our internal use of Welsh.

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, like the specialist sessions put on for the Neurodiversity workforce, Neurodiversity 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.



Members of the Welsh team have also been present at face-to-face sessions across the health board to promote the work of the team.

Promotion of Welsh Learning Opportunities

We have worked hard during this year to encourage our staff to undertake language awareness and compliance training and Welsh learning opportunities, and have again broken our previous records on the number of staff participating in various learning opportunities. The following numbers undertook training this year (with increase on the previous year, itself a record year, noted):

- 8 individuals from the health board took part in the *Codi Hyder* Confidence Raising scheme.
- 36 individuals took part in the *Cwrs Croeso* introductory learning scheme with Dysgu Cymraeg.
- 14 attended the new "Cwrs Blasu" course for Welsh beginners.
- 6 completed online self-directed courses with Dysgu Cymraeg.
- 1 attended a 2 day summer course organised by Aberystwyth University.
- 3 other individuals took part in Dysgu Cymraeg schemes with the health board's support.

This total of 68 attending Welsh language training is, for the third consecutive year, a record for the Health Board, representing a sustained increase in the number of our staff undertaking Welsh training. In addition to the above:

- 26 attended Welsh language for managers or Welsh language in healthcare training (see below).

As part of these efforts, a new area of the PTHB intranet has been developed to summarise and promote learning opportunities.

Learning Welsh

Equalities & Welsh Language Officer



*You can view this page in Welsh by changing the language to 'Welsh' in the language menu in the top-right corner.
Gallwch weld y dudalen hon yn Gymraeg drwy newid yr iaith i 'Welsh' yn y ddewislen iaith yng nghornel dde uchaf y dudalen.*

Want to learn or improve your Welsh?

It's never too late to learn Welsh or improve the Welsh you already have. Speaking Welsh is a skill that you can use at work, at home and in your community. Being able to speak to our patients in Welsh, when that is their preferred choice, will help them feel at ease and more comfortable about their treatment and care.

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 and continues to be a cornerstone of our compliance efforts, as well as a target in our Strategy for Welsh in Healthcare. A total of 26 staff with leadership responsibility attended four sessions over the course of 2025-26, with a further 39 booked to attend courses in the first weeks of 2026-27.

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?

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.

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?

The Welsh in Healthcare for managers training module is a cornerstone of our strategy for compliance with the Standards and *More than Just Words*, helping to ensure the standards become 'business as usual' across the health board.

Telephony Infrastructure Upgrades

During 2025-26 PTHB's telephone infrastructure has been upgraded to enable incoming callers to be directed to different locations according to their language preferences. This allows, for example, incoming Welsh calls from any part of the health board to be directed to locations with Welsh speaking staff, enabling the existing staff body to deal with incoming calls in the language of callers' choice. These developments were part of the wider response to the notification of an investigation by the Commissioner (Ref: CS1124) on 28th March 2023. As of March 2026 project is now nearing completion, with all the infrastructure changes in place and staff training underway.

Welsh Language Awareness Training

The Welsh Language Awareness ESR module has been a mandatory online training session for all staff; as of the end of 2025-26 it had been completed by **82.2%** of staff, a decrease of 12.5% from the previous year. This significant drop had not been expected, but is likely a temporary consequence of natural churn in the renewal process rather than anything else (staff must renew the training every three years, and the training was introduced about three years ago). The completion figure was 96% as recently as September 2025, indicating that the decrease is associated with renewal timing rather than a sustained decline in engagement.

Welsh Translation Service

A total of 637,259 words were translated internally during 2025-26, an increase of 6.7% on 2024-25. Maintaining an internal translation service has realised considerable benefits in terms of turnaround times and consistency; further increases in productivity began to be realised towards the end of 2025-26 due to the introduction of a new AI-enhanced system and cooperative arrangement (see below).

Translation Upgrade & NHS Wales Collaboration

Since 2021 PTHB has made use of Translation Memory software (Memsource/Phrase) to increase the capacity of the translation unit. In November 2025 we joined a multi-organisational collaboration in NHS Wales to share a live Translation Memory across multiple organisations. As a part of this partnership (with organisations including NWSSP, Public Health Wales and others), this has also led to a substantial upgrade to the system in use within PTHB, which now has

AI-driven machine translation integrated into the system. Text processed by the translation unit is now typically pre-translated by AI and the Translation Memory and then verified / quality-checked by a professional human translator.

This has led to a substantial increase in capacity and now the health board has begun to translate material not previously available in Welsh, some of which is not mandated by the standards; including parts of the Intranet and internal communications. More information is covered in the relevant sections of Part 2.

As part of the new collaboration, NHS colleagues in other teams will cover PTHB translation requirements on occasions when PTHB translators are unavailable. The expectation is that in the future the Health Board will no longer routinely make use of freelance Welsh translators outside the NHS.

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 five year period.



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 2026, the 2,644 staff at PTHB staff indicated that their ability to speak Welsh was as follows:

Welsh Language Skills by Year (Proportion and Numbers)

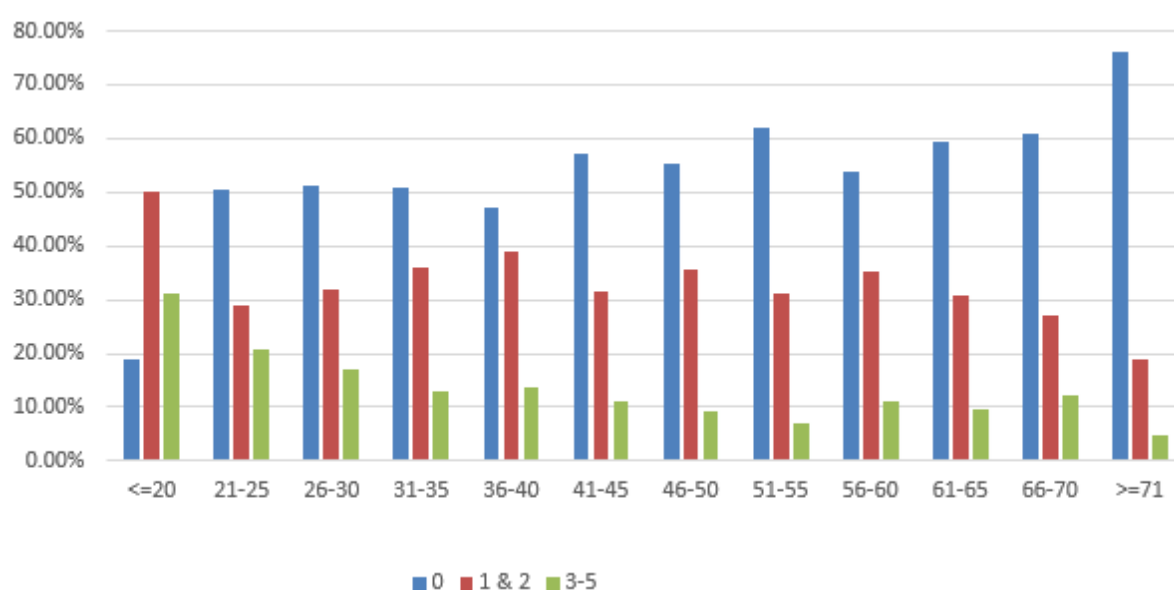
Year	Unknown	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	TOTAL
2022-23	317	1,140	654	161	79	69	115	2,535
2023-24	306	1,148	625	178	91	77	97	2,522
2024-25	269	1,265	624	171	91	78	108	2,605
2025-26	203	1,343	654	163	87	79	115	2,644

The number of staff in each group has remained broadly similar to previous years. Whilst the absolute number of staff with advanced Welsh skills (levels 3+) has increased to its highest yet recorded for the second year running; this is offset by growth in the staff body overall, meaning the percentage with any level of Welsh language skills has slightly reduced.

Year	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5
2022-23	51.4	29.5	7.3	3.6	3.1	5.2
2023-24	51.8	28.2	8.0	4.1	3.5	4.4
2024-25	54.1	26.7	7.3	3.9	3.3	4.6
2025-26	55.0	26.8	6.7	3.6	3.2	4.7

Separate analysis of the workforce dataset (see Equality Annual Report 2025–26) indicates an increase in the diversity of the workforce, including growth in the number of staff recruited internationally. This shift in workforce composition may be contributing to the overall proportion of staff with Welsh language skills remaining relatively stable, despite record levels of participation in training and an increase in overall staff numbers

Welsh Language Skills by Age (Unknowns Removed)



Showing the distribution of skill levels by age continues to show that younger staff are likely to show a higher level of ability in Welsh than their older colleagues,

particularly at the advanced 3-5 levels with staff aged 20 or younger eight times more likely to show these advanced skills than their oldest colleagues aged 71+.

This data has been broken down by geographical base (for the 9 main PTHB hospital sites) in Appendix 1 (note that not all PTHB staff are shown in as some are based in other locations). The distribution of Welsh skills amongst PTHB staff is uneven, with two sites (Ystradgynlais and in particular 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 2025-26:

Service Delivery Standards

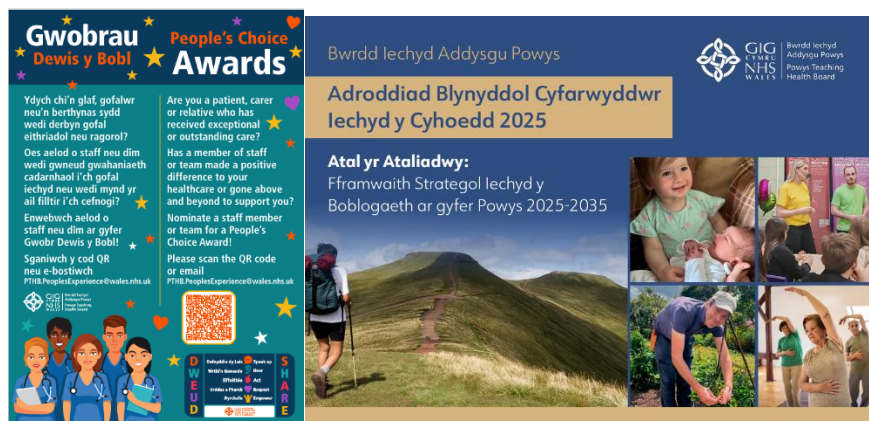
Standards	Situation as of 2025-26	Proposed Actions during 2026-27
Standards 1-7 relating to correspondence sent by the health board	As per the standards and our internal PTHB policy, we have continued to proactively ensure standard correspondence is sent out bilingually as a matter of course. Regarding 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. 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.	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. 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.
Standards 8 – 20 relating to telephone calls made and received by the health board	The introduction of new telephony infrastructure in the past year means callers to the health board are now prompted with a Welsh greeting as per Standard 8 and offered a choice of language as per Standard 9; the Health Board is fully compliant with these two standards for the first time.	Ensure the new system is put in place and operational as soon as possible during 2026-27.

	A multi-site call flow has been established that will enable incoming calls requesting to use Welsh to be diverted from sites across the health board to those which have Welsh speakers available among the call handling staff. It is anticipated this element of the system will be online early in 2026-27.	
Standards 20-22CH relating to meetings that are not open to the public	This requirement is promoted on an ongoing basis and individual teams have implemented processes as per their individual requirements. 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. The 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.	Continue to monitor compliance levels and feedback.
Standards 23-25 relating to in-patients and case conferences	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.	Ensure any new systems are developed in line with these requirements, including any national systems to which PTHB contributes. PTHB will develop a policy approach to comply with Standard 24 (this has been delayed due to staffing issues).

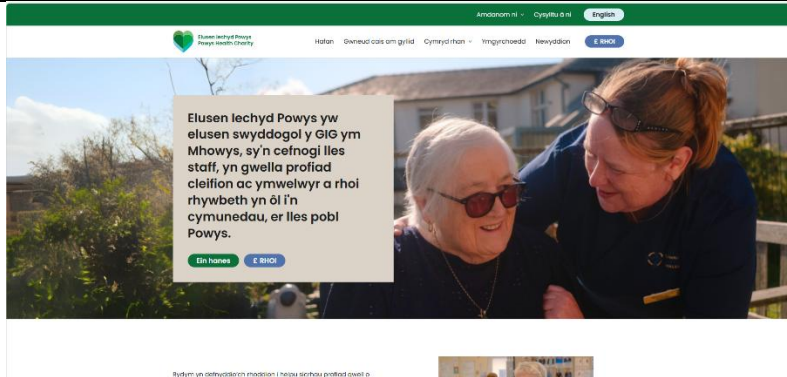
Standards 26-32 relating to meetings and events that are open to the public	The requirement to ask the public if they would like to use Welsh at our meetings is outlined in guidance documentation on holding meetings and events. Uptake of this offer is rare, e.g. Participants at the AGM of the board were invited to use Welsh in questions, and all information provided was in Welsh; however, no questions in Welsh were received. 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.	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)	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. 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. New Dementia friendly signage has been installed at Bronllys hospital which is fully compliant with the Welsh Language Standards:	Continue to visit sites to assess compliance and escalate issues.



Large quantities of documents, signage and public information is routinely published in Welsh and/or bilingually within the health board. The images in this section show some of the materials published during 2025-26.



	Temporary signage and information displays has seen a significant improvement since 2024-25 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	To the best of our current knowledge, the PTHB website and main social media channels are operated in full compliance with the standards. Our new Powys Health Charity website, established during 2025-26, is fully Bilingual.	Continue to ensure compliance remains high.

		
Standards 47-49 relating to signage	See Standards 33-38 above.	See Standards 33-38 above.
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 also distributed to Welsh speaking staff (Standard 53).	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 2026, there are currently no public address systems in operation within PTHB.	N/A																																																															
Standards 65-68 relating to primary care	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: List of GP Practices in Powys Use the table below to find all GP Practices in Powys. Click on a practice to find more details. Find your local NHS service Show 10 entries Search: Previous 1 2 3 Next <table><tr><th>Code</th><th>Name</th><th>Address</th><th>Town</th><th>Postcode</th><th>Telephone</th><th>Fax</th></tr><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></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																																																											
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	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.																																																																

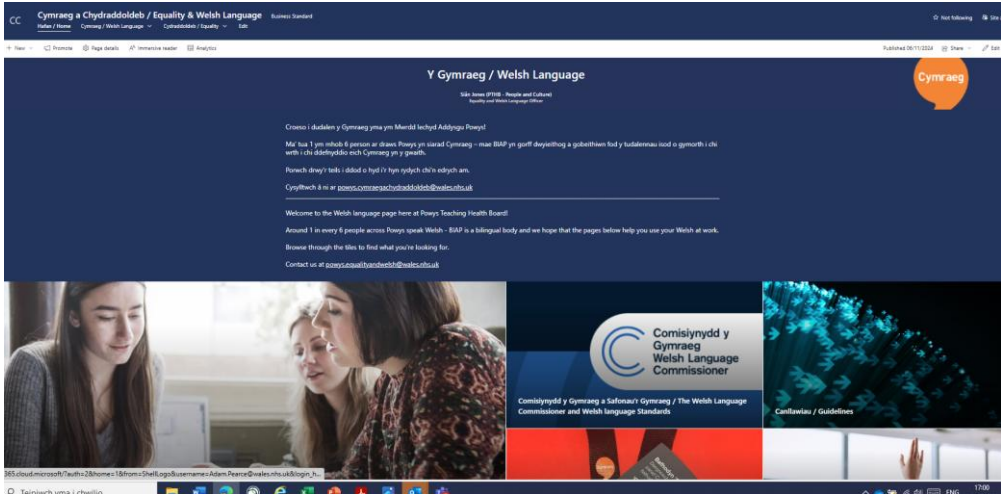
Policy Making Standards

Standards 69 – 78A relating to policy making decisions	The Health Board's EIA process requires staff to consider the impacts of their policy and strategy decisions on the Welsh language.  http://pthb.nhs.wales What do I need to consider? (5/6) Welsh Language The Policy or Project must should not have negative effects and ideally will have positive effects on 1) Opportunities to use the Welsh Language 2) Treating the Welsh Language less favourably than English <i>Questions to ask:</i> 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? 11 Equality Impact Assessment Training Examples of mitigations and changes made during 2025-26 include the identification of the DBS policy as coming under Standard 82, and the Primary Care policy considerations under Standard 78 (see Appendix 3 for Standard 78A).	PTHB will participate in any All-Wales EIA project and ensure that the requirements of the standards are incorporated into any such work. All consultation undertaken as part of the Better Together Program will consider the potential impacts on Welsh of any changes to service provision in Powys. Continue to record positive changes made to improve Welsh language access and provision of services.
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Operational Standards

Standard 79 relating to a policy on the internal use of the Welsh language	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.  WELSH LANGUAGE IN THE WORKPLACE POLICY <table><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> The latest approved version of this document is online. If the review date has passed please contact the Author for advice. 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	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		Continue to promote the Welsh in the Workplace Policy. The Policy will be reviewed and renewed in 2026-27.
Document Reference No:	PTHB /HR 109																																		
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Scope:	PTHB-wide																																		
Standards 80 – 81 relating to employment documents	Contracts (Standard 80) are standardised and automatically provided bilingually through the TRAC system. Other Employment documents have been made available in Welsh on the Health Board intranet; awareness of these is promoted via induction and the Welsh in Healthcare for managers training session.																																		
Standard 82 - relating to operational policies	Following the increase in translation capacity, we have been working through these and during 2025-26 the following additional policies have been made available in Welsh:	Complete all outstanding policies as they come up for review, to ensure																																	

	- Flexi Hours Policy - Recruitment and Selection Policy and Procedure We will continue to translate internal policies to which this standard applies as they are reviewed, to ensure 100% compliance in the future.	100% compliance with Standard 82 in the future.
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.

Standards 90 – 95 relating to the intranet	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:  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. Following the increase in translation capacity we are now making additional internal material available in Welsh over and above the requirements of the Standards. This includes additional areas of the intranet, such as all the Equality pages and various landing pages, as well as the staff "Team Focus" Newsletter and the new Equality and Welsh newsletter.	Continue the translation of additional areas of the intranet over and above those mandated by the Standards, as capacity allows.
Standards 96 – 101 relating to staff	See the section above for staff skills reporting responsibilities.	Continue to promote existing and new training options to staff across

Welsh language skills and training	PTHB have continued to promote and, where appropriate, financially support learning of Welsh in line with the standards. PTHB maintains a strong working partnership with Dysgu Cymraeg and Coleg Cambria to provide Welsh learning opportunities to staff. Staff also attend courses hosted by other neighbouring providers e.g. Aberystwyth University, Coleg Gwent and USW. During 2025-26: - a total of 8 (-9) individuals from the health board took part in the <i>Codi Hyder</i> Confidence Raising scheme. - 36 (+24) individuals took part in the <i>Cwrs Croeso</i> introductory learning scheme with Dysgu Cymraeg. - 14 attended the new "Cwrs Blasu" course for Welsh beginners. - 6 (+2) completed online self-directed courses with Dysgu Cymraeg. - 1 individual attended a 2 day summer course organised by Aberystwyth University. - 3 (+1) other individuals took part in Dysgu Cymraeg schemes with the health board's support. This combined total of 68 confirmed courses is a new high for PTHB, an increase of 30 from the previous record of 38 in 2024-25 (n.b. Some courses attended in 2024-25 had no attendees in 2025-26, so the overall total is different from that implied by the changes in individual courses).	PTHB to maintain this level of engagement.
Standards 102-103 relating to Welsh language awareness training	The Welsh Language Awareness ESR module has been a mandatory online training session for all staff; as of the end of 2025-26 it had been completed by 82.2% of staff, a decrease of 12.5% from the previous year. This significant drop had not been expected, but is likely a temporary consequence of natural churn in the renewal process rather than anything else (staff must renew the training every three years, and the training was introduced about three	Continue to monitor and encourage completion of the mandatory training module.

	years ago), as the completion figure was 96% as recently as September 2025.	
Standards 104-105 relating to identifying Welsh speaking staff	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. This enables patients to readily identify Welsh speaking staff and increases their confidence in the health board's ability to provide services in Welsh. Bilingual email signature templates are available on the Welsh language resource intranet page and in the Managers Guidance and Resource document. Use of these identifiers is encouraged via staff induction and training.	
Standards 106 – 109 relating to recruitment	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. The introduction of a Vacancy Approval procedure during 2025-26 has improved the ratio, though it remains comparatively low. 47 of 661 Vacancies were assessed during 2025-26 (7.1%). 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. 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. Whilst translation capacity has increased due to the introduction of AI into	Ensure greater uptake of the Welsh language skills assessment tool for vacancies during 2026-27. Continue to ensure Welsh essential vacancies on programs like apprenticeships and aspiring nursing programs are a fixture in 2026-27.

	the process, this has not yet proven sufficient to enable to the translation of job descriptions. During 2025-2026 PTHB advertised 661 vacancies: 3 posts were advertised with Welsh language skills. 640 posts were advertised with Welsh language skills as desirable. 18 posts were advertised with Welsh language skills as not required. Examples of roles advertised with Welsh language skills as essential included - Business Support Assistant in the Living Well Service - Aspiring Nursing Program - Apprenticeships Program	
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 Strategy for Welsh in Healthcare 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.	During 2025-2026 PTHB a formal inquiry was received concerning a lack of provision of services in Welsh and a failure to make an Active Offer by our Complex Care nursing team; this was isolated to an individual mistake by a member of staff as the service could have been provided had the Active Offer been made. This has now been resolved within the team, and the need to make the Active Offer added to the Complex Care team's Quality Assurance framework. An additional informal contact was made concerning compliance with the Welsh language standards, relating to the absence of signage in Welsh at a Primary Care setting within the Health Board. 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 with the assistance of the Health Board's Welsh and Primary Care teams; training and awareness sessions were provided to the practice in question and the existence of the health board's translation service, which practices are able to use, was highlighted. 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.	N/A
Standards 116-121 relating to Record keeping and supplementary matters.	For Standard 116, see 'current Welsh Language Skill levels at PTHB' above. For Standard 117, see under Standard 106.	N/A

Moving Forward: Priorities for 2026-27

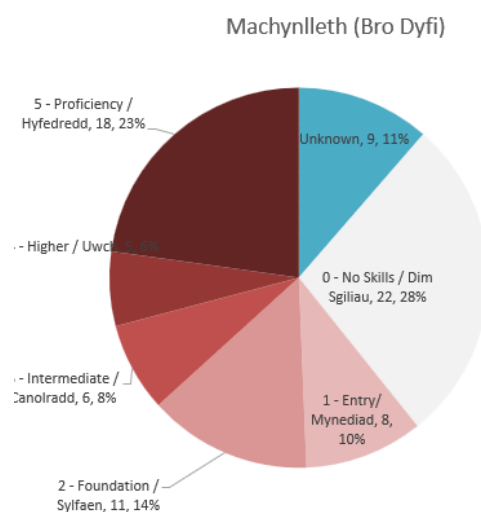
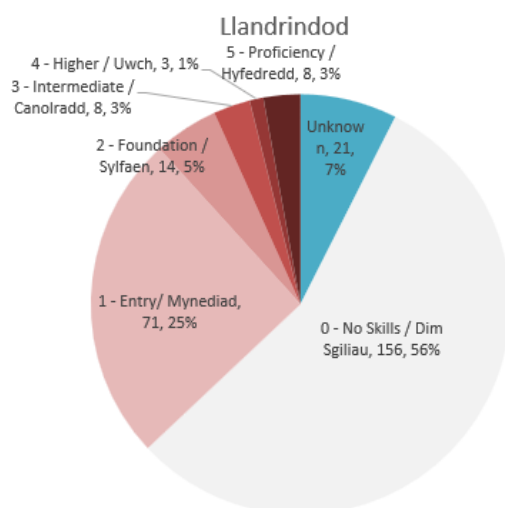
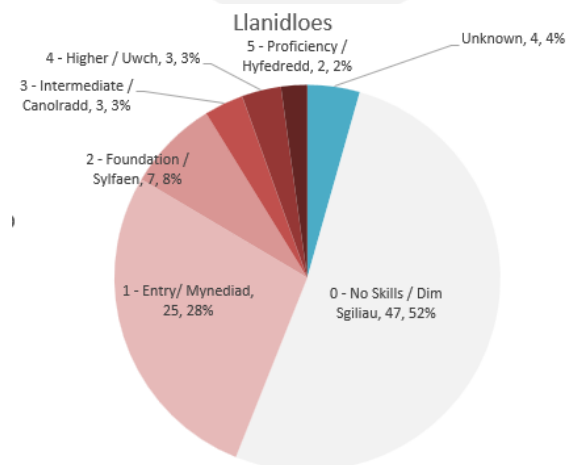
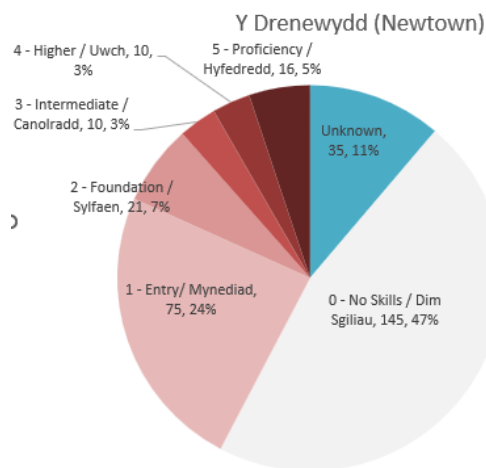
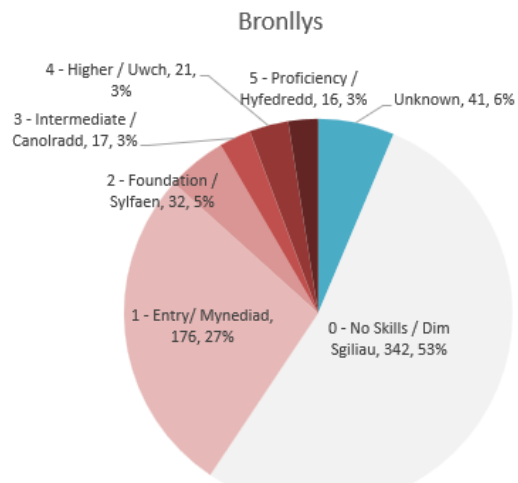
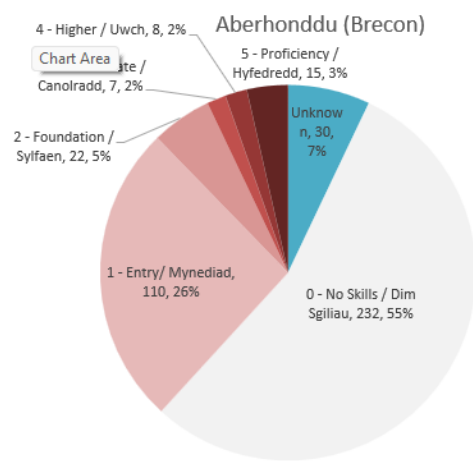
Our Strategy for Welsh in Healthcare sets out our priorities and targets over the current five-year period in terms of improving the Welsh language skills of our workforce, which in turn will improve our ability to comply with the standards.

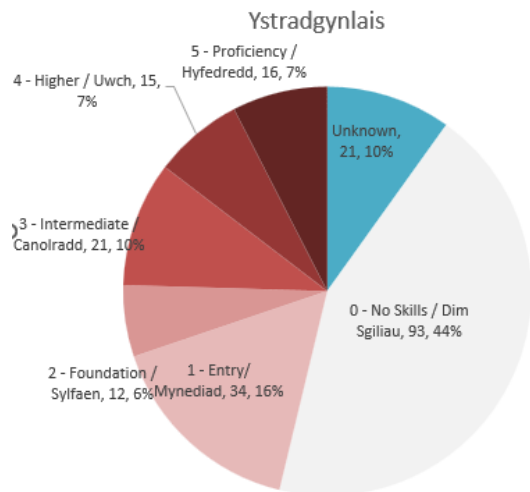
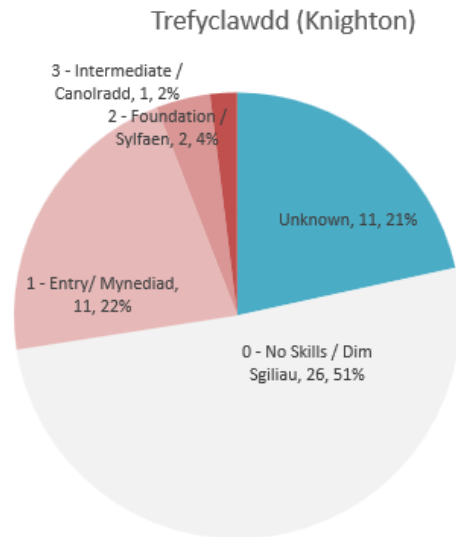
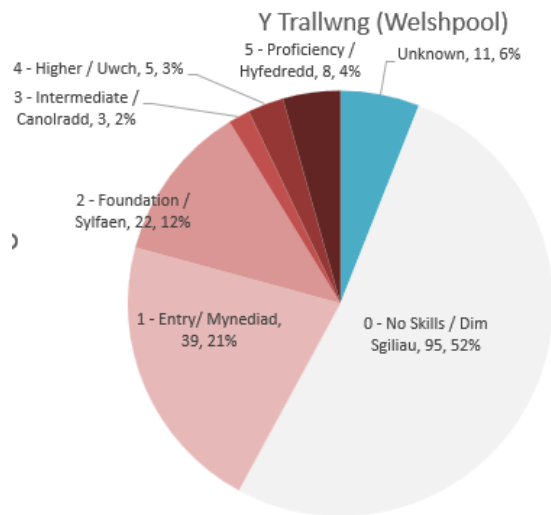
The 'Proposed Actions during 2026-27' column in the above section suggests further avenues of work during the next financial year. These include:

- Revamp and relaunch our Welsh Language Service Leads group to ensure collective responsibility for Welsh compliance is improved across the organisation.
- Ensure that the delayed telephony system is established as soon as possible and that the telephone reception system can be offered across the health board.
- Ensure that the Better Together program and associated consultation takes into account the need to assess any potential service changes for impact on the Welsh Language.
- Develop a Policy to meet the needs of Standard 24, concerning the language preferences of those unable to express a language preference.
- Review and renew our Welsh in the Workplace Policy.
- Improve the numbers completing Welsh language Vacancy assessments above our 7.1% baseline.
- Complete the translation of any outstanding policies to which Standard 82 applies in order to ensure full compliance.
- Complete our 3 year review of the Strategy for Welsh in Healthcare (for 2026-27).

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 2026





Appendix 2: More than Just Words Report

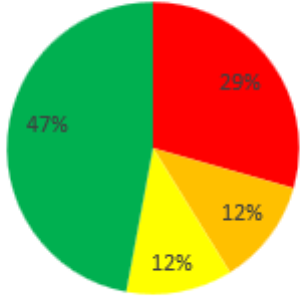
Delivering the actions in the More than just words Plan 2022-27: For the period April 2025 – March 2026

NB: Actions for which PTHB are not directly responsible are not included in this report.

Organisation	Powys Teaching Health Board
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Completed by:	Welsh and Equality Service Lead	Date: May 2026
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KEY DATA:	All data reflects the situation as of 31 st March 2026, or numbers during 2025-26 unless otherwise specified.								
Welsh Language Skills of staff	As of 31 st March 2026, the 2,644 staff at PTHB staff indicated that their ability to speak Welsh was as follows:								
	Year	Unknown	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	TOTAL
	2025-26	203	1343	654	163	87	79	115	2,644
	For more Information see the relevant section of the 2025-26 Annual Report.								
Number of staff completing training	Courtesy Course ("Cwrs Croeso"): 36 Confidence Building Course: 8 Welsh Language Awareness Course: 82.2%								

Patient / Service User Surveys e.g. secret shopper surveys	Number and details of surveys The PTHB Patient Experience survey asks patients what their preferred language for communication is, and whether they were able to use that language. The responses for those who answered Welsh in 2025-26 were as follows: Oedd modd defnyddio Cymraeg / Were you able to use Welsh?  <table border="1"><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Never</td><td>29%</td></tr><tr><td>Sometimes</td><td>12%</td></tr><tr><td>Usually</td><td>12%</td></tr><tr><td>Always</td><td>47%</td></tr></tbody></table> ■ Never ■ Sometimes ■ Usually ■ Always This is a similar rate to previous surveys. A more comprehensive analysis of Civica feedback will form a part of our review of the Strategy for Welsh in Healthcare at the end of 2026-27. Feedback / Actions taken in response to feedback During 2025-2026 PTHB a formal inquiry was received concerning a lack of provision of services in Welsh and a failure to make an Active Offer by our Complex Care nursing team; this was isolated to an	Response	Percentage	Never	29%	Sometimes	12%	Usually	12%	Always	47%
Response	Percentage										
Never	29%										
Sometimes	12%										
Usually	12%										
Always	47%										

	individual mistake by a member of staff as the service could have been provided had the Active Offer been made. This has now been resolved within the team, and the need to make the Active Offer added to the Complex Care team's Quality Assurance framework. An additional informal contact was made concerning compliance with the Welsh language standards, relating to the absence of signage in Welsh at a Primary Care setting within the Health Board area. 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 with the assistance of the Health Board's Welsh and Primary Care teams; training and awareness sessions were provided to the practice in question and the existence of the health board's translation service, which practices are able to use, was highlighted.
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Ref	Description of Short Term and Medium Term Action	Guidance completing response for the	Lead Accountability	Progress Report for 2025/26 (reporting period 1/4/25 – 31/3/26): What new and additional activities were delivered during 2025/26?	Examples of good practice / work done in partnership.
Culture and Leadership					
2.	Over time, we expect all health and social care staff to gain an appreciation of the positive difference that learning and using Welsh can make to the care experience. In the meantime we'll bolster language awareness courses with a behavioural-science communications approach so that everything we say about Cymraeg as leaders, and as	HEIW and SCW to provide a response – on the work they are taking forward to support this agenda. We request that health bodies and social services also provide information on how they are supporting this	Welsh Government / HEIW / SCW	During 2025–26, PTHB continued to promote Welsh language awareness through sustained internal communications campaigns aligned with <i>More than Just Words</i> , including promotion of Dydd Miwsig Cymru and the Welsh	Examples of Good Practice: Regular promotion of national campaigns including Dydd Miwsig Cymru and #DefnyddiaDyGymraeg.

	organisations and partnerships contributes to this strategy. This approach will build on the training and on the positive narrative outlined in the plan. <i>(Short to medium term)</i>	action, and good practice they want to share regarding the promotion of the Welsh language across all settings.		Language Commissioner's #DefnyddiaDyGymraeg campaign. Members of the Welsh language team delivered face-to-face engagement sessions across the health board, reinforcing positive behavioural messages about the everyday use of Welsh. Mandatory Welsh Language Awareness training remained in place for all staff, supporting a consistent organisational narrative about the importance of Welsh in care delivery.	• Face-to-face engagement sessions delivered by the Welsh language team across multiple sites. • Welsh language awareness embedded in corporate communications and internal messaging.
3	We'll expect those in leadership roles to take part	Welsh Government is exploring how to	Chairs	Our Executive Lead for Welsh has been	

	in our Leading in a Bilingual Country programme. This programme works towards embedding the spirit of Cymraeg 2050 in organisational culture and policymaking. All too often, Welsh is viewed as just an issue of translation or as a 'tick box' in policy development. This values-based programme goes beyond understanding the possible impact of language on all aspects of our work to using what levers we have to increase its use. <i>(Medium term)</i>	take forward a "train the trainer" approach to the future delivery of the Leading in a Bilingual Country Programme. No further response needed at this stage – unless there are specific examples of how outputs from the Leading in a Bilingual Country Programme are continuing to make a difference to leadership roles in the organisation; and / or there have been leadership programmes / training that have been delivered by health and social care bodies focusing specifically on	and Chief Executives of health and social care bodies	participating in the <i>Leading in a Bilingual Country</i> program.	
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		leadership in a bilingual context.			
Theme 1: Welsh language planning and policies including data					
5	Identify and develop research and data that will strengthen our understanding and knowledge based on the experiences of Welsh language speakers accessing and receiving services, to support evidence-based policy and Welsh language planning in health and social care. This to include ability to provide bilingual services and to evidence how More than just words supports improved outcomes for individuals. (This action aligns with the work set out in section 4 on mapping the data and creation of the dashboard) <i>(Medium term)</i>	Welsh Government has commissioned Alma Economics to identify key data on Welsh Language in health and social care which will help to identify data gaps in relation to monitoring outcomes, impact and progress. Health and social care bodies are asked to provide results of surveys of patient experiences of accessing and receiving services such as Mystery Shopper etc.	Welsh Government / Universities, Citizen Voice Body for health and social care and think tanks	See section above. Recent changes to Civica question structure made at an All-Wales level (and carried out without consultation with PTHB) have made the analysis of this data considerably more difficult and time-intensive.	PTHB were able to identify that existing NHS staff records record staff language ability over time, providing a unique opportunity to record and share the role of language attrition in the staff body of the Welsh NHS.

		Llais / universities / health and social care think tank organisations to highlight developments that look to strengthen our understanding and knowledge of the experiences of Welsh language speakers accessing and receiving services.			
6	Develop tools to support mainstreaming Welsh Language considerations into planning and policies especially in the priority areas and high levels of interactions with services. This to include establishing Welsh language care pathways for vulnerable individuals in identified priority groups such as older people, children, mental health, speech therapy, learning difficulties, and stroke services.	Welsh Government has worked collaboratively with the Office of the Welsh Language Commissioner to establish a new strategic Health Forum with the health sector aimed at improving clinical care services through the medium of Welsh.	Welsh Government / Health and social care bodies	Across Powys, care pathways reflect the needs of Welsh-speaking patients recording, language choice as part of routine care. At the point of access to services, patients should be offered the opportunity to express a language preference. However our analysis of Patient	

	(Long term)	Health and social care bodies are asked to provide evidence of Welsh language care pathways for the priority groups particularly, or any new mainstreaming tools.		experience and flow carried out as part of the development of our Strategy for Welsh in Healthcare found that 1) a lack of Welsh speaking staff in many departments means that staff are reluctant to do this, and that when done, it often cannot be met as the staff do not exist who are able to meet the need; 2) that many data recording and other bottleneck issues are beyond the means of PTHB to directly influence. We therefore made the decision to focus on increasing skills rather than patient pathways in our Strategy for	
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				Welsh in Healthcare.	
8	An agreed national framework for the collection and collation of data on the language skills of all staff working in health and social care in Wales will be developed and implemented. This should be mandatory wherever possible and would need to align with systems and approaches currently in place for the collection, collation of data across the health and social care sectors including services that are provided in Welsh <i>(Medium term)</i>	Health and social care bodies should provide an overview of how they are currently collecting and collating data on the language skills of all staff (as well as key data for the reporting period).	HEIW / SCW / DHCW / health and social care bodies including independent primary care contractors.	PTHB continued to collect comprehensive data on staff Welsh language skills via ESR, supporting both compliance and workforce planning. Data quality and coverage remain strong.	Breakdown of skills per site in subsequent annual reports supports our local geographical emphasis.
10	That action 30 of the 'Health and Social Care Workforce Strategy' – to develop workforce planning guidance for Welsh language skills identification and development in the health and social care workforce – is progressed at the earliest opportunity. This guidance	The HEIW Workforce Planning for the Welsh Language Guidance has been published. Health and social care bodies should provide examples of how this guidance has been used	HEIW / Social Care Wales	The Welsh Vacancy Assessment Tool should be facilitating the delivery of this element across the health board and usage of the tool has improved, though is still much	

	should consider the required number of staff with Welsh language skills and the nature of those skills in different health and social care contexts and within the priority areas of need identified. The guidance is used as part of annual workforce planning by Health Boards, Local Authorities, HEIW, Social Care Wales and other employers as appropriate. Furthermore, that the guidance inform the work of the relevant regulators and inspectorate as appropriate (<i>Short term</i>)	across different settings / policies.		lower than we would like. Ensuring greater usage and the relaunch of the Service Leads group to encourage greater ownership internally are key priorities for 2026-27.	
Theme 2: Supporting and developing the Welsh language skills of the current and future workforce					
13	Health and social care organisations to identify workforce skills gaps in key areas and develop plans to address them. This will be embedded in workforce and skills plans developed and delivered within individual organisations and involve	Health and social care bodies should provide examples of how they have identified workforce skills, where the gaps exist, and whether they have plans in place to address them.	Health and social care bodies, HEIW and SCW	The Welsh Vacancy Assessment Tool should be facilitating the delivery of this element across the health board and usage of the tool has improved, though is still much lower than we	

	close working with HEIW and SCW. (<i>Medium term</i>)			would like. Ensuring greater usage and the relaunch of the Service Leads group to encourage greater ownership internally are key priorities for 2026-27.	
14	We'll expect all NHS and social care colleagues to follow a language 'awareness' course which will explain how important Cymraeg is in service delivery and as a patient need. Following the introduction of Welsh language awareness training for all health and social care professional, we'll expect that this training is provided across all disciplines for trainees and introduced as part of the induction process for new employees in the health and social care workforce who have not already undertaken the training.	Health and social care bodies should provide key data on take up of Welsh Language Awareness Courses. This includes data on providing the course as part of the induction process.	Health and social care bodies	Welsh Language Awareness training remained mandatory for all staff. Compliance fell to 82.7% this year but this is likely due to the three-year renewal cycle.	Regular reminders and reporting to support compliance; line managers across the Organisation are provided a monthly update on compliance levels in different areas of the organisation.

	<i>(Medium term)</i>				
15	The National Centre for Learning Welsh develop further their plans to offer Welsh language training to the health and social care sectors and provide an enabling environment on the use of Welsh in workplaces. This should complement informal language learning through on-line tools and apps to be made available across the sector. It could be modelled on recently announced developments for the education workforce. This should include tailored provision to support practice in health and social care and identify opportunities (along with relevant employers) to support staff confidence to make more use of their Welsh language skills (at whatever level) in the workplace. We further recommend that Welsh Government explore what resources are required to	National Centre for Learning Welsh to provide an update on key actions, take up of specific courses, and outcomes. Health and social care bodies are asked to describe how they've worked strategically with National Centre for Learning Welsh to meet their own priorities.	Welsh Government / National Centre for Learning Welsh	A record number of staff accessed Welsh language learning during 2025–26, reflecting sustained growth in confidence and engagement across the workforce. - 8 individuals from the health board took part in the <i>Codi Hyder</i> Confidence Raising scheme. - 36 individuals took part in the <i>Cwrs Croeso</i> introductory learning scheme with Dysgu Cymraeg. - 14 attended the new	Launch of a dedicated Welsh learning intranet area.

	deliver adequate support for such a scheme including supporting employers to release key staff to undertake substantive Welsh language learning. (<i>Medium term</i>)			"Cwrs Blasu" course for Welsh beginners. - 6 completed online self-directed courses with Dysgu Cymraeg. - 1 attended a 2 day summer course organised by Aberystwyth University. - 3 other individuals took part in Dysgu Cymraeg schemes with the health board's support. PTHB collaborates strategically with other NHS Wales organisations	
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				(DCHW and Public Health Wales), and with the National Centre for Learning Welsh, to provide courses. This multi-organisational partnership ensures training numbers are sustainable from small NHS organisations.	
16	Organisations to define the level of Welsh language skills required in all job adverts as per best practice in some health boards and local authorities <i>(Medium term – guidance to be developed and shared in the short term)</i>	All health and social care bodies to provide an update on work being taken forwards to define Welsh language skills required in all job adverts, as well as key data on whether posts are being advertised as Welsh desirable and Welsh essential.	Health and social care bodies	All vacancies continued to meet Welsh Language Standards requirements in terms of being advertised bilingually and of having their Welsh language requirements specifically noted in the job description. Use of the Welsh Language Vacancy Assessment Tool	

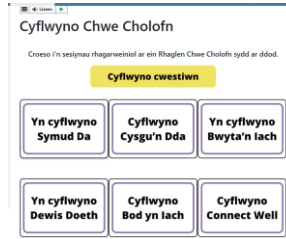
				improved following governance changes, although further improvement is required to ensure all vacancies are appropriately assessed.	
17	Gradual introduction of a minimum "courtesy" level of Welsh language skills making staff more aware of positive impact that learning and using Welsh can have on individuals accessing and receiving health and social care services. By the end of the life of this plan, all staff working in health and social care should have courtesy level Welsh. (<i>Short term-introduction</i>)	National Centre for Learning Welsh to provide data on the new courtesy course (as part of the health and social care scheme) and take up across the organisations. Health and social care bodies to also provide information on other courtesy courses being developed (not by the National Centre for Learning Welsh)	National Centre for Learning Welsh Health and social care bodies	36 individuals took part in the Cwrs Croeso courtesy level. This is a 200% increase on last year, though still low compared to the theoretical target total of 1,343 staff at Level 0. PTHB has previously advised that this model of training delivery will not be able to provide a high level of coverage, for which an eLearning module will be	

		and delivered locally, and key data on take up.		necessary, and the central provision of a means to record this level.	
18	Organisations to develop and implement a targeted Welsh language training and workforce strategy – with initial focus on addressing gaps in More than just words key priority areas and those who lack confidence (need to consider the potential for working with team leaders / managers /employers to also create the conditions for individuals to use their Welsh) <i>(Medium term)</i>	Health boards to provide an update on work to support the delivery of Standard 110, and how they are increasing the use of Welsh across clinical settings.	Health and social care bodies	The Strategy for Welsh in Healthcare 2024–2029 continues to meet the requirements of Standard 110 and provides a coordinated approach to workforce development.	
19	Instigate a national awareness and promotion campaign to make staff more aware of the positive difference that learning and using Welsh can make to the services they provide. This to include recruitment	Health and social care bodies to provide information on promotion campaigns they are delivering to raise awareness of the difference learning	Welsh Government/ SCW and HEIW	Welsh language skills continued to be promoted as a valuable professional asset across the organisation; they are promoted	

	campaigns articulating the importance of the Welsh language. The campaigns to involve role models and case studies on the difference use of Welsh has in improving outcomes for individuals. <i>(Medium term)</i>	Welsh can make. This should include case studies and awards which feature the Welsh language.		internally via a range of strategies which have led to a record level of attendance for the third year running. Case studies inform our Welsh in Healthcare/Welsh for Managers training programs.	
20	Careers Wales / HEIW and SCW to promote the importance and opportunities Welsh language skills can provide within careers in health and social care utilising the Tregyrfa portal resources and through roadshows and engagement sessions with young people. <i>(Short/medium term)</i>	HEIW to provide information on Tregyrfa, including data on numbers accessing the site. HEIW to also provide information on roadshows and engagement events held with educational institutions. Careers Wales to provide information on initiatives	Careers Wales / HEIW and SCW / health and care bodies	The Academy Careers Enterprise scheme continues to engage with secondary School pupils across the Health Board Area, and one school (Ysgol Gymraeg Ystalyfera) in an adjacent area which receives a significant number of pupils resident in Powys . During the 2024/2025	The Academy Careers Enterprise Scheme achieves an unusually high level of coverage and penetration across a rural health board area, reaching the majority of secondary school age pupils.

		promoting the importance of Welsh language skills in health and social care careers, including data on attendee numbers for any events / roadshows / engagement sessions. Health and care bodies to provide information on roadshows and engagement with young people, including data on attendee numbers.		academic year the scheme was delivered to 4,318 pupils in English medium settings plus 1,189 in Welsh medium (these sessions were delivered in Welsh); for a total of 5,507. As part of this scheme representatives from Powys Teaching Health Board have given presentations on careers in Health and Social Care presented to almost every secondary school pupil in Powys, and in some neighbouring counties where pupils living in Powys attend school. These	
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				presentations include several slides including a video on the importance of Welsh language skills in healthcare. The presentations are given in Welsh in Welsh medium settings.	
Theme 3: Sharing best practice and an enabling approach					
29	We'll collate and share examples of innovative good practice which is accessible across the sector utilising existing portals and hubs including the Research and Innovation Hubs. (<i>Short term</i>)	Health and social care bodies should provide examples of where and how they have shared good practice, including internally as well as with other organisations. Health and social care bodies to also provide information on whether they have used Hwb Iaith to share good practice. They should also provide	Welsh Government / Welsh language officers	Tregyrfa (Hwb Iaith) is promoted in the ACEEs presentations and PTHB information is integrated into Hwb Iaith. PTHB has used the Research and Innovation Hubs to promote good Welsh language practice: 	

		evidence of utilising the Research and Innovation Hubs and explain why if they haven't.			
30	We'll use our Bilingual Technology Toolkit to ensure that when we procure and/or develop new digital services, they will include a bilingual user interface wherever possible. For information and advice websites we'll bring translators closer to content creation, drafting in Welsh and English together, so that we communicate clearly in both languages. <i>(Short term)</i>	Health and social care bodies should provide specific examples of where and how the principles of the Bilingual Toolkit has been used.	DHCW / health and social care bodies	PTHB-based digital interfaces like SilverCloud and the powys Living Well Service are available in Welsh: 	
32	We'll ensure that Welsh language Executive Leads and Welsh Language Officers and champions meet nationally to share best practice to ensure a consistent approach on key issues and develop initiatives	Health and social care bodies to provide information on examples of good practice shared as part of existing networks, awards and events.	Welsh Government, Health and social care bodies	Powys regularly attends and contributes to meetings of the NHS Welsh language managers. Through this network, innovations	

	to celebrate success including promoting More than just words within existing awards and accolade schemes. (<i>Short term</i>)			developed in Powys have been adopted by other health boards innovations e.g. the Vacancy Assessment app, a form of which is being used in DCHW and potentially other organisations. During 2025-26 PTHB joined an NWSSP-led collaboration on Translation Memory and Machine Translation which has led to a significant increase in local capacity on a cost-neutral basis.	
35	Visual markers not only enable service users to identify Welsh speaking staff but also to convey a message that Welsh is a 'normal' everyday part of service delivery and builds on ethos	Health and social care bodies to update on work being taken forwards to support and promote the identification of	Welsh Government / DHCW / health and social care	All Welsh speakers in the health board have been individually contacted via email and offered to be sent a Iaith Gwaith	

	of belonging. We'll extend the Iaith Gwaith project across Wales to allow workers who can offer or partially offer services in Welsh to readily identify themselves by wearing Iaith Gwaith badges or lanyards. We'll also in our ICT systems capture, display and share information that let us know as individuals and staff who can speak Welsh and what services they will be offering in Welsh — so we can use our Welsh with them. (Consideration would need to be given to additional funding / resources to enable this to be delivered.) <i>(Short term)</i>	Welsh speaking staff – including any work in relation to digital systems locally. DHCW to update on work happening at a national level to support this agenda.	bodies	Lanyard. A digital interface on the Welsh team's sharepoint page enables staff to request these easily from any part of the organisation. Their use is promoted at induction and via Welsh managers' training.	
37	We'll further develop dictionary resources, high standard terminological corpus, language memory systems and practical tools to	Health and social care bodies and NWSSP to update on work being taken forwards to develop	Welsh Government / health and social	Our cross-organisational Translation Memory /AI translation	

	support staff to use their Welsh skills, for example Gair i Glaf. This to include in the short-term Welsh language officers and translators working together on collation of terms and translation capacity and capability. <i>(Short term- joint working on developing standard terms)</i>	and support the implementation of these resources.	care bodies / NWSSP	collaboration ensures terminological consistency across the various other NHS organisations in the collaboration.	
42	All health bodies and local authorities to appoint a person to be responsible for ensuring delivery on the actions and targets set in the plan.	All health bodies and local authorities to list the person responsible for ensuring delivery of the actions.	All health bodies and local authorities	The Executive Director for People & Culture (Debra Wood-Lawson) is the executive board member with overall responsibility for Welsh language planning and delivery. The Service Lead for Welsh Language and Equality is operationally responsible for Welsh Language compliance within	

				Powys Teaching Health Board.	
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Appendix 3: Standard 78A Report 2021-26

Context

Standard 78: *You must publish a policy on providing a primary care service which requires you to take the following into account when you make decisions in relation to providing a primary care service— (a) what effects, if any (and whether positive or negative), the decision would have on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; (b) how that decision could be taken or implemented so that it would have positive effects, or increased positive effects, on— (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language; and (c) how the decision could be taken or implemented so that it would not have adverse effects, or so that it would have decreased adverse effects on— 30/11/2019 (i) opportunities for persons to use the Welsh language, and (ii) treating the Welsh language no less favourably than the English language.*

Standard 78A: *On the expiry of 5 years after publishing the policy in accordance with standard 78 (whether or not revisions have been made to that policy) and on the expiry of each subsequent period of 5 years you must — (a) assess to what extent you have complied with the policy; and (b) publish that assessment on your website within 6 months of the end of the period.*

The Welsh Language Commissioner's Code of Practice on Standard 78 clarifies that the standard can be met by means of a wider policy on decision making or policy making, and that the Health Board is not required to have a stand-alone policy in this area. Consequently, it is PTHB's current position that this requirement is covered by our existing Equality Impact Assessment process and policy, which explicitly asks for the assessment of the impact on Welsh.

Activity in 2020-25

During the five year period under consideration, a single decision on Primary Care provision took place which fell under the scope of this policy. In late 2022, Crickhowell Group Practice applied to Powys Teaching Health Board to close its Belmont Branch Surgery in Gilwern, citing GP retirements, premises ownership issues and wider workforce pressures. Following a formal engagement process with patients and stakeholders, the Health Board approved the application at its public meeting in May

2023, having concluded that no viable alternatives were available to sustain the branch. The Belmont Branch Surgery closed permanently on 30 November 2023, with all patients remaining registered with Crickhowell Group Practice and GP services continuing to be provided from the Crickhowell War Memorial Health Centre, supported by an agreed mitigation plan to address access and patient support concerns. Whilst the practices in question were physically located in Aneurin Bevan Health Board, their patients include some living in Powys.

During the engagement process, stakeholders were explicitly asked their views on the provision of services in Welsh. An analysis of the Welsh speaking profile of the local area revealed that the practice in question was located in an area with a higher than average number of Welsh speakers for Monmouthshire, but much lower than the Powys and Wales averages. During the consultation nevertheless some individuals indicated that this was important to them. It was noted that the practice in question was not currently providing any of its services in Welsh, and that its closure would not therefore have a negative impact on provision. The conclusion of the process, with respect to Welsh, was that the impact of a closure would be at worst neutral, and potentially positive, as the centralisation of the group's services would make it easier to provide services to a wider range of patients, and increase the chances of Welsh speaking patients being able to be matched with Welsh speaking staff.

In response to a request, the Health Board provided the Welsh Language Commissioner with a copy of documentation related to this consultation and restructure proposal in November 2023. No comments were received in response to this submission.

Assessment

Based on the above, our current position as of May 2026 is that the existing PTHB approach in this area is proportionate to the size and scope of PTHB as an organisation and the frequency with which decisions on Primary Care provision are made; and that Powys Teaching Health Board has complied with Standards 78 and 78A.