



# **Welsh Language Annual Performance Report**

## **2024 - 2025**

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## **Introduction**

This Welsh Language Annual Performance Report outlines key achievements during 2024-2025 in our delivery of our services through the medium of Welsh, and performance in line with the Welsh Language Standards (no.7) 2018 and the Welsh Language (Wales) Measure 2011.

During the year we have continued to carefully monitor our compliance with the Welsh language standards, reviewed processes and protocols to facilitate further improvements and have explored innovative solutions to support other NHS organisations with translation services to assist them with compliance and the provision of Welsh language services for patients and the public at large.

The Welsh Language Standards (no.7) 2018 continue to be a part of our service planning as are the priorities of the More Than Just Words Strategy for 2022 – 2027, which launched in September 2022. Both standards and strategies remain at the centre of our future planning and benchmarking. The provision of Welsh language services is also an integral part of our integrated medium-term plan, addressing requirements of services and service users in the short, medium and longer term.

## Service Delivery Standards (Standards 1 – 64)

We monitor our compliance with the Welsh language Standards continuously in a cyclical process. We issue a self-assessment tool to each division and service area in one year, with the following year being a year to address issues arising from the self-assessment. Alongside the self-assessment tool, directors, deputy directors, heads of services and managers use the compliance notice and the code of practice to assist them in determining the level of compliance with each set of standards and support their assessment by providing evidence of compliance.

The self-assessment tool also provides a basis for conversations to establish and implement local improvement plans. The assessments inform us about where further support is required to strengthen the service offer as well as giving us the opportunity to share best practice across the organisation.

The overall outcome of the Self-Assessment for the service delivery standards for 2024/25 were as follows:

Set of Standards	Level of compliance 2023/24	Level of compliance 2024/25
Correspondence (1,4,5,6,7)	Medium level of compliance	Medium level of compliance
Telephone services main number/contact centres (8,9,10,11,12,13,14,15,16)	Medium level of compliance	Medium level of compliance
Telephone services direct numbers (16,17,18, 19)	Low to medium level of compliance	Medium level of compliance
Telephone automated systems (20)	High level of compliance	High level of compliance
Meetings (21,22, 22A, 22CH)	High level of compliance	High level of compliance
Public Meetings (26,27,28,29)	Not applicable	Not applicable
Displaying written material at public meetings (30)	Not applicable	Not applicable
Public Event (31,32,33,34)	Medium to high level of compliance	Medium to high level of compliance.
Forms to be completed by individuals (36)	High level of compliance	High level of compliance
Documents available to individuals (37)	High level of compliance	High level of compliance
Documents and Forms (38)	High level of compliance	High level of compliance
Websites (39,40,,41,42,43)	High level of compliance	Medium level of compliance
Apps (used on electronic devices) (44)	High level of compliance	High level of compliance.

Social media (45,46)	Medium to high level of compliance	Medium level of compliance
Signage in publicly accessible areas (47,48,49)	Medium to high level of compliance	Medium to high level of compliance
Reception services (50, 52, 53)	Medium level of compliance	Medium level of compliance
Applications and documents for grants (54,55,56)	High level of compliance	High level of compliance
Invitations to Tender (57,58,59)	Low to medium level of compliance	Low to medium level of compliance
Promote Welsh language services (60-61)	High level of compliance	High level of compliance
Corporate Identity (62)	High level of compliance	High level of compliance
Public Address Systems (64)	Not applicable	Not applicable

Most of the standards remained the same from the previous year. However, there were some slight variations. Here is a breakdown of the variations for 2024/25 by comparison to 2023/24:

- **Telephone services direct numbers (16,17,18, 19)**  
 From secret shopper audits of telephone numbers applicable to these standards, there was an increase in staff awareness to answer telephone calls through the medium of Welsh.
- **Websites (39,40,41,42,43)**  
 A comprehensive audit of our website and pages was undertaken in February 2025. We saw a slight fall in compliance on some of our webpages. Whilst pages were available through the medium of Welsh, the following issues were identified on a few pages:

  - documents were found on the site that hadn't been assessed to be available in Welsh,
  - videos uploaded onto a few pages were only available in English.
  - Links to other webpages in NHS Wales or other public organisations were only linking to English language pages, although there were Welsh language pages that could be linked to.

The matter has been communicated to the relevant teams to address and rectify these issues as a piece of work to be undertaken during quarters 1 and 2 of 2025/26.

- **Social Media**  
 Similar issues were identified on our social media accounts. Mostly where videos were only created in English. The timetable to address this will also be the early part of 2025/26.

We review our protocols that are available to all members of staff employed by NWSSP annually to ensure that our protocols and processes are deliverable across all service delivery areas. All protocols are available on our internal Welsh language support page.

We promote that we welcome correspondence and telephone calls in Welsh on our websites and in emails and corporate letterheads.

Most meetings are now hosted on virtual platforms, such as Microsoft TEAMS and Zoom. We have a protocol as to how meetings can be facilitated in both languages and the Welsh Language Unit supports all divisions and service delivery areas to source interpreters as and when required.

As an organisation, we do not host public meetings where the public are invited to participate or speak, therefore, we consider these standards as not applicable. However, it is important to state that agendas and minutes of the Shared Services Partnership Committee are available in Welsh on our website.

The majority of our events are not public facing. However, when an event is organised, we have a protocol and a checklist in place for event organisers to ensure that they consider and accommodate the Welsh language when planning events.

All NWSSP Forms and Documents intended for use by individuals are available in Welsh, whether they are hard copies or whether they are digital copies. We also recognise that it is important for us to give instruction as to how to use these resources where staff manage the administration and dissemination of documents and forms.

Our social media posts are planned ahead, and translation support is available to support our corporate social media accounts, if required in advance of any social media events and activities. We reply to Welsh language social media posts in Welsh if a reply is required. We have identified that staff responsible for social media accounts need to undertake a risk assessment to manage a number of possible risks including being able to identify whether a comment on a post needs to be responded to in Welsh and being able to do this in a timely manner and to the exact same timescales as responding to comments in English.

We received one request for an Invitation to Tender to be published through the medium of Welsh in 2024/25. We received 5 bids through the medium of Welsh in response to the invitation to tender being published in Welsh. Response documents were published in Welsh as required by Standards 57, 58 and 59.

We do provide training for procurement staff to advise Health Boards and Trusts to assess whether an invitation to tender needs to be published through the medium of Welsh and encourage commissioning staff to work with their Welsh language leads to consult the Welsh language standards and code of practice when creating a specification for third party contractors to deliver services on Health Boards and Trust's behalf.

We have identified the need to create an assessment to determine whether procurement tender documents need to be published in Welsh and English, and to

prompt commissioning staff to consult their Welsh language standards compliance notice. This work has been initiated in late 2024/25 and will be ongoing over the coming years due to the scale of procurement operations. We expect to see improvement in the medium to longer term.

**Investigation to Telephone Services – CS1040 November 2023 to January 2025.**

The work to remedy the concerns raised in the CS1040 investigation has now concluded. Some work remains to be completed, but we have started to map out a process to assess new and vacant posts and will pilot this with a small cohort of divisions in NWSSP prior to launch later in 2025/26.

Whenever a post responsible for answering calls on our main telephone number is vacant the role will always be advertised as Welsh Essential at level 3+ in speaking, understanding, reading and writing in Welsh, which is an intermediate level. We refer potential candidates to the Learn Welsh site, so that they can check out their skills prior to applying.

We set context so that potential candidate understands what our requirements are. Skills are assessed at interview and assessment exercises.

**Policy Making Standards (Standards 69 – 77)**

Whenever we need to develop or review a local NWSSP policy decision, the Welsh language is considered in policy decisions.

Following the seminar hosted by the Welsh Language Commissioner in November 2023, and further to a workshop held in April 2025, we embarked on reviewing our previous processes. We now have a more robust Welsh Language Impact Assessment tool to determine if an Organisational Protocol/Policy Change will have a positive, neutral or negative impact on the Welsh language. Authors, divisions and services will be challenged to find solutions to either maintain positive impact or to improve impact for positive change.

Set of Standards	Level of compliance 2023/24	Level of compliance 2024/25
Standards 69 to 77	Low level of compliance	Medium level of compliance

We reviewed and updated our concerns and complaints policy during 2024/25 and there is clear guidance to all members of staff as to how this must be managed if a general concern or complaint is received through the medium of Welsh, and if we receive a complaint about Welsh language services the Head of Welsh Language Services and Compliance will lead on the investigation to find conclusions and make recommendations to be actioned.

## Operational Standards (Standards 79 – 114)

As part of the self-assessment process, we also included the operational standards. The outcomes from the self-assessments for Operational Standards are as follows:

Set of Standards	Level of compliance 2023/24	Level of compliance 2024/25
Welsh Language Policy – Using Welsh internally (79)	Medium level of compliance	Medium level of compliance
Contract of Employment (80)	High level of compliance	High level of compliance
Documents relating to employment of employees (81)	High level of compliance	High level of compliance
Policies relating to employment & workplace (82)	High level of compliance	High level of compliance
Complaints made by staff & disciplinary matters (83 – 88)	High level of compliance	High level of compliance
Computer software for spelling and grammar & interfaces (89)	Medium to high level of compliance	Medium to high level of compliance
Intranet pages (90 – 95)	High level of compliance	High level of compliance
Assessing Welsh language skills of employees (96)	Medium to high level of compliance	Medium to high level of compliance
Training for staff in key areas (97 & 98)	Medium to high level of compliance	Medium level of compliance
Opportunities to learn Welsh (99 – 103)	High level of compliance	High level of compliance
Email signatures, wording and Welsh language logo (104)	High level of compliance	High level of compliance
Welsh badges and branding for staff (105)	High level of compliance	High level of compliance
Assessing skills, advertising, recruiting & onboarding (106 – 109)	Medium level of compliance.	Medium level of compliance
Signage & notices (113)	High level of compliance	High level of compliance
Recorded announcements (114)	Not applicable.	

In most cases Welsh language software is made available to staff across the organisation. We will explore making the software available to all members of staff from 2025/26 onwards.

All intranet pages detailed in our compliance notice are available in Welsh. When a new page is produced and published it is done so in Welsh at the same time as the English version of the page. Any reviews and updates are undertaken in both languages at the same time.

NWSSP's compliance for recording Welsh language skills is currently at 96% a 1% increase since 2023/24. We recognise that we need to find a solution to enable trainees on the SLE programme to be able to access ESR from smart laptops and devices to be able to update their skills on ESR. We will be looking into this further during 2025/26.

We have developed several training modules in Welsh. All statutory and mandatory training on ESR is available in Welsh, these also include dealing with the public and health & safety. The quality of courses is scrutinised and tested to ensure that they are fully operational prior to publication or launch. We encourage open dialogue for constructive feedback to make continuous improvement. Our E-Ateb team supports all NHS Wales staff with queries relating to their employment and training on our Electronic Staff Record (ESR) System, and the support on this helpline is available in Welsh.

In 2024/25, 284 members of staff received induction training, and within that training there is specific information about the Welsh language and their obligations as employees to comply with our Welsh language standards. They are also informed and signposted to where they can find support to deliver our services through the medium of Welsh.

We offer several opportunities to introduce our staff to the Welsh language and culture as specified in Standards 99 to 103. To support this piece of work, a business case was made in the IMTP planning process to be able to recruit a Welsh Language Facilitation Officer which has been successful. This means we will be advertising the role during the first half of 2025/26 with a view to have the vacant post filled by September 2025.

During 2025/26 we will review current training for managers across the organisation and will embed Welsh language awareness into relevant managers' training, rather than create separate modules of training as a stand-alone. The reasoning behind this is that the Welsh language should be embedded into everything that we do, and not something we need to do as an add on.

### **Opportunities to learn Welsh:**

We currently have a provider to host Welsh language courses to our staff under the Work Welsh funded scheme. The courses that were hosted in 2024/25 were as follows:

<b>Course Level</b>	<b>Number of staff enrolled onto the Work Welsh courses</b>
Entry Level 1 (two courses)	32
Entry Level 2 (one course)	12

The courses funded by the Work Welsh scheme have to have a minimum number of staff to host each one.

For those members of staff who don't work on those particular days and times, we offer main-stream courses online but pay for those directly with a supplier. These were the number of staff learning Welsh at different levels on mainstream courses:

<b>Course Level – Mainstream Courses</b>	<b>Number of staff enrolled on Mainstream Courses</b>
Entry Level 1	13
Entry Level 2	9
Foundation Level 1	5
Foundation Level 2	7
Advanced Level 2	5
Work Welsh Welcome part 1 online	9
Work Welsh Welcome back part 2 online	5

All courses are hosted during work time. The cost of the courses and coursebooks are covered by NWSSP as the employing organisation. We actively promote opportunities to learn Welsh to all NWSSP employees. We also promote other opportunities apart from the Learn Welsh courses, such as Duolingo and Say Something in Welsh and sign post to online and social media resources.

We are currently exploring ways we can target staff with 0 skills in speaking and understanding Welsh to undertake Courtesy Course to achieve level 1 in speaking and understanding very basic phrases in Welsh along with Work Welsh and mainstream courses for staff for 2025/26.

We will also hold discussions with the Learn Welsh Centre to host sessions for staff who have prior knowledge and experience of using their Welsh language skills to further build their confidence to use their Welsh language skills at work. Funding wasn't available in 2024/25, therefore we will hold discussions with the Learn Welsh Centre for 2025/26.

## **Record Keeping Standards (115 – 117)**

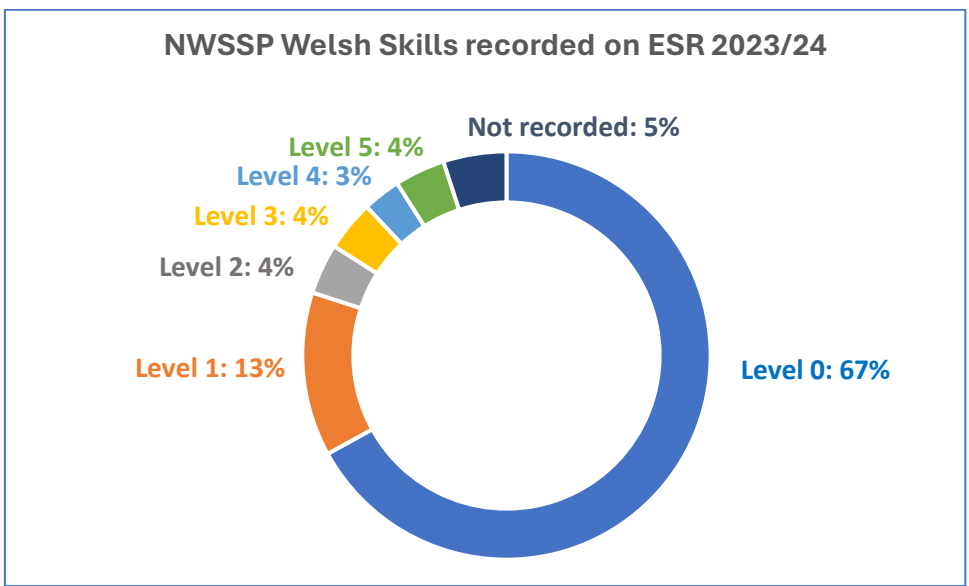
### **Record Keeping Standards - Complaints and Concerns - Standard 115:**

We did not receive a complaint nor a concern about our services in 2024/25.

A letter was received by Velindre University NHS Trust later in 2024/25 towards the end of the financial year advising Velindre University NHS Trust and hosted organisations that there were issues with some websites.

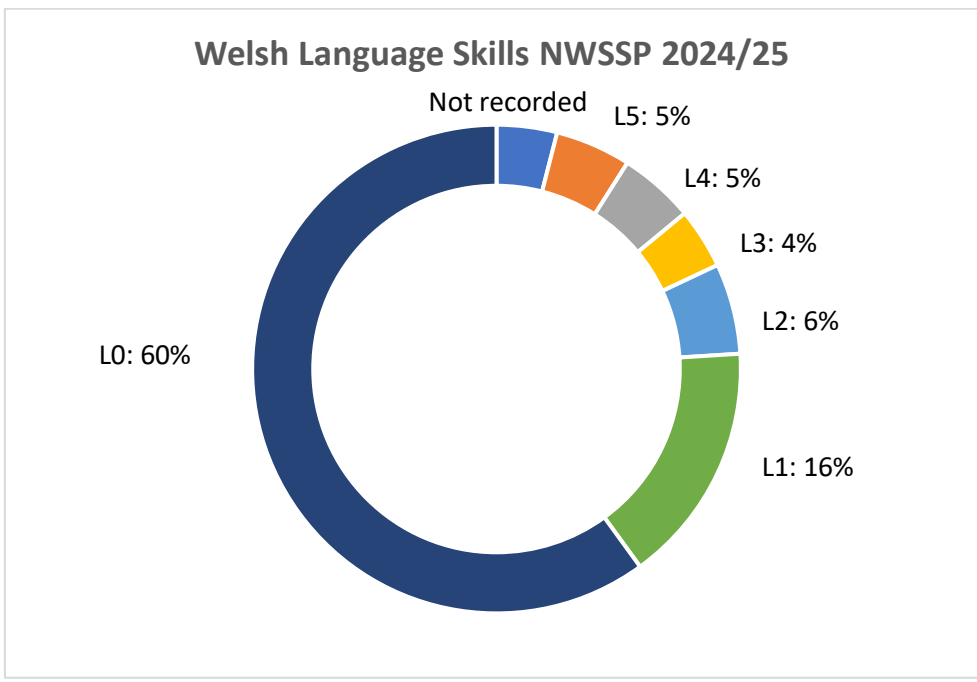
As mentioned on pages 4 and 5 of this report, NHS Wales Shared Services Partnership had already identified some issues with our webpages in February 2025, and the issues will be addressed and rectified during quarters 1 and 2 of the 2025/26 financial year. A further audit will be conducted in quarter 3 of the financial year in 2025/26.

**Record Keeping Standards - Recording Welsh Language Skills on ESR - Standard 116:**



Our Welsh language skills remained static in 2023/24.

Our position on Welsh language skills has improved in 2024/25.



We recognised that staff at levels 0, 1, 2, 3 and 4 required further support to improve their confidence and we will have additional resource to support this in 2025/26 and will work with the Learn Welsh Centre to tap in to some confidence builder sessions for staff in 2025/26.

## Record Keeping Standards - Advertising vacancies – Standard 117:

<b>Total number of vacancies advertised as:</b>	
Welsh language skills are essential	2
Welsh language skills are desirable	435
Welsh language skills need to be learnt when appointed to the post	0
Welsh language skills are not necessary	0
<b>Total Number of vacancies advertised 01/04/2022 - 31/03/2023</b>	<b>437</b>

NHS Wales Shared Service’s Senior Leadership Group, agreed unanimously in 2020/21 that the basic requirement for advertising vacancies at NWSSP would be Welsh Desirable. We are an inclusive organisation that welcomes and values Welsh language skills.

We have a protocol and a system for advertising vacant posts in Welsh.

We have also ensured that every job description has been translated to be able to upload the job description and person specification for all vacancies in Welsh onto the TRAC recruitment system which feeds onto the NHS Jobs portal.

We have established a vacancy control panel to ensure that the Welsh language skills have been adequately considered for specific posts to ensure that we are able to provide Welsh language services as and when posts become vacant.

During 2024/25 we identified that we need to create an assessment tool to support recruitment managers establish whether a vacancy needs to be advertised as Welsh Essential, plus the level of skill required or whether a new or vacant post needs to be advertised as Welsh Desirable, plus the level of skill required. This tool will also require the recruiting manger to consider our customer base as well as existing skills on ESR.

We have started to assess skills required for new and vacant roles during 2024/25 and this work will continue as required by the Welsh language standards and the guidance in the code of practice.

The assessment is being undertaken alongside the Job Description Review work as required and agreed with Welsh Government.

An assessment tool will be developed, tested and piloted in 2025/26 prior to full roll out later in the year or early 2026/27.

We have put the following posts through the assessment tool as a test prior to the pilot being launched:

- Reception staff
- Call handling staff on main telephone and helpline numbers
- Communication roles

We intend to continue to build capacity in critical areas where there is engagement and liaison with customers, services users, patients and the public at large.

We will be launching a Welsh Language Strategy that is specific to NWSSP's requirements in 2025/26 to ensure that we continue to increase our ability and capacity to deliver our services through the medium of Welsh.

## **Welsh Language Unit Operations for 2024/25**

### **Translation Services and Developments 2024-2025**

The 2024-2025 financial year saw significant developments for NWSSP's translation unit as we expanded the offering NWSSP provides to NHS Wales by extending translation service level agreements held with Public Health Wales (PHW), Digital Health Care Wales (DHCW), Velindre University NHS Trust (VUNHST), and WAST, to include the provision of a centralised translation software system.

The bodies now make annual financial contributions towards a single translation software system, which enables the confidential sharing of previously translated content, translation term bases, and AI generated content across the NHS bodies that are now part of our system. This enables all users to make financial efficiencies on a daily basis and speeds up the translation processes for all users by substantially reducing the duplication of content. It also means that NHS Wales has fewer translation software accounts, removing the duplication of procurement resources, simplifying and speeding up the process and reducing financial expenditure.

One of the key benefits of the system is that it enables previously translated content to be instantly accessible to multiple NHS translators. In this regard, NWSSP's translation managers believe that the translation system's current operational output is enabling NWSSP to translate its own content and that of its service level agreements using approximately four fewer full time, experienced translators than would otherwise be possible. This comes with a substantial financial saving to NHS Wales of over £150,000 per annum.

We also undertook a feasibility study to gauge how the phase one pilot for 2024 to 2026 could be extended to Health Boards, giving priority to those Health Boards with no translation memory systems in place and licences due to expire.

NWSSP's translation managers and the Head of Welsh Language Services and Compliance meet regularly with the relevant representatives of the NHS bodies using the translation system and are pleased to report that the experiences relayed to them so far have been very positive.

The feedback from our existing partners have been positive:

“Thanks to the translation service level agreement we have in place with NWSSP, we are able to collaborate with their translators and other NHS translators and share translated content with each other. I’m also able to use the system to enable PHW’s framework translators to translate into it and further increase the range and scope of the translations the memory holds. It has proven itself to be very cost-effective so far, as not only am I able to reuse previously translated content, it is exceptionally quick to use and enables PHW to meet very tight translation deadlines that wouldn’t otherwise have been possible before we had access to this comprehensive translation database.”

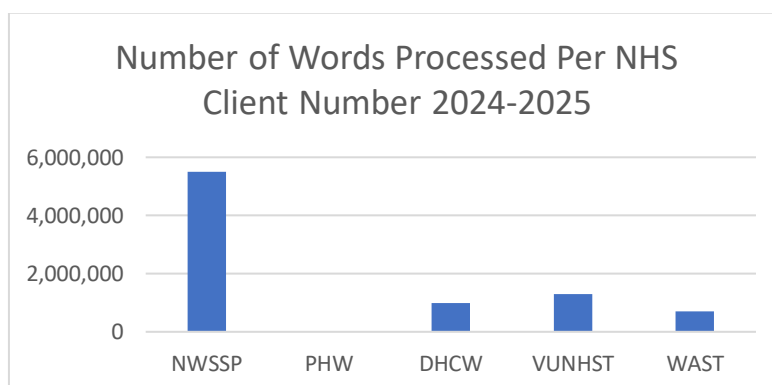
**David Symons, Translation Coordinator, PHW**

“Regarding feedback on Phrase, I don’t have much to say – but that’s because it’s such a good system. It’s a very easy system to use and I can do everything I want to do. And obviously, it helps us to save a lot of time every day.”)

**Seiriol Dafydd, Translator, DHCW**

### **Number of Words Processed on NWSSP-procured Translation Software (Phrase) per NHS Client**

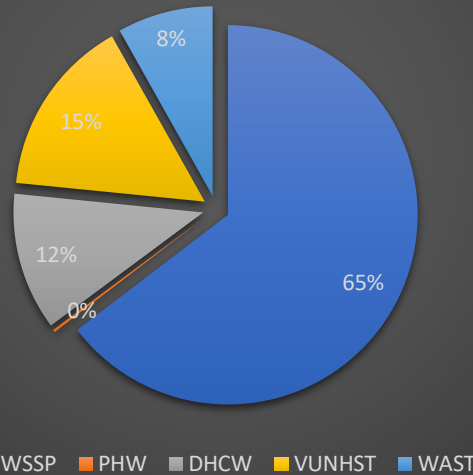
The graph below demonstrates the number of words processed during 2024-2025 for NWSSP, PHW, DHCW, VUNHST, and WAST –



It is important to explain that the total number of words processed by NWSSP includes both the work we translate for NWSSP and the translation work we provide under service level agreements for PHW, DHCW, VUNHST and WAST. PHW appointed an internal Translation Coordinator during the financial year and we expect their independent usage of the system to increase over time, as well as the number of words we translate for them under a service level agreement.

The pie chart below shows the percentage usage of each NHS client of the translation software Phrase. Again, NWSSP’s percentage includes the work that we undertake for the other named clients within the chart.

## Translation Software (Phrase) Usage Percentage Per NHS Client 2024-2025



### **NWSSP Translation Service Efficiency**

The service is pleased to report that over 99% of the translation requests we received during the 2024-2025 financial year were returned on or before the return dates requested by the author. Indeed, a significant proportion of the work the service received during the year was returned before the return dates the authors requested, often on the same day.

Where translated documents were returned beyond the requested return dates, this can primarily be attributed to inaccuracies in the text provided to the translation unit, or text that was unclear in its meaning. The translation unit then have to contact the relevant authors and wait for clarification before they can return the work and this can cause delays which are mainly out of the translation unit's control. However, in an attempt to improve efficacy, the translation unit has designed and distributed advice for authors to enable them to follow best practice when using the translation service.

### **Training Offered by NWSSP's Translation Unit During 2024/2025**

In addition to managing NWSSP's core translation staff and bank translators, NWSSP's translation managers have developed tailored, regular one to one translation training sessions for individual members of NWSSP staff, which have seen a number of our staff succeed in the Association of Welsh Translators and Interpreters' (the Association) membership examination. With the aim of spreading best practice across the NHS more widely, they also designed and organised a bespoke translation session with Dr Menna Jones, who is a leading member and translation examiner of the Association. This workshop was offered to all NWSSP translation staff and the translators with whom we hold service level agreements. We are pleased to report that all the translators we

approached eagerly took up the offer and appeared to benefit from taking part in the session.

“I’d love to have another session with Menna. The previous one was very helpful.”

**Rhys Dilwyn Jenkins, Translation Manager, DHCW**

## **Organisational Projects and Services 2024/25:**

### **WGOS Project**

This project continued to be a significant piece of our work during 2024/25 and a ministerial priority to bring eye-care for patients closer to home. The Welsh language has been front and centre for this project as we ensure that documents for patients are available in Welsh and that our team promotes the Welsh language throughout the profession across Wales.

### **Complaints and Concerns Protocol**

The NWSSP Complaints and Concerns Protocol was reviewed during 2024/25 and is available on our website in Welsh.

Alongside the Protocol itself there is a guidance to all the staff, supervisors, managers, heads of services and directors on how to follow the protocol.

There is guidance on how to manage a concern made through the medium of Welsh and also a guidance of how concerns and complaints about Welsh language services will be dealt with and investigated fully.

### **Handling Calls in Welsh Training for Staff**

We have offered a few tailored training sessions to staff on handling calls through the medium of Welsh during the year.

Specifically tailored to use regular vocabulary related to the service, and practicing patterns, these sessions have proven helpful in handling the initial call in Welsh, although there are Welsh speaking members of staff in teams.

This work is ongoing and available to all teams in our improvement plan.



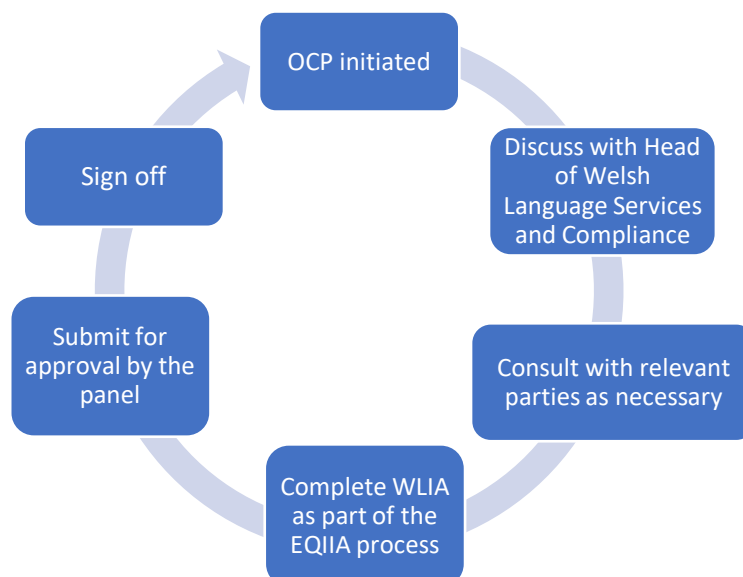
### Welsh language impact assessment

Following a seminar with the Welsh Language Commissioner's office in November 2023 and a further workshop in April 2025, we reviewed the Welsh Language Impact Assessment tool we previously had and incorporated it fully into our Organisational Change Policy work, including providing key statistics on population demographics and highlighting key documents that should be consulted by authors when completing a Welsh language impact assessment including but not limited to:

- Census data from 2021
- Welsh Language Measure 2011
- Welsh Language Standards Compliance Notice for VUNHST
- The Code of Practice for the Welsh Language Standards
- Cymraeg 2050 Strategy
- The More Than Just Words Strategy' and
- Well-being of Future Generations (Wales) Act 2015

As well as considering the demographic profile of our staff across Wales.

We have also reviewed the process, whereby any proposed Organisational Change Policy work must be sighted by the Head of Welsh Language Services and Compliance for guidance and advice prior to consultation.



## **Review of Internal Use of the Welsh Language Protocol and NWSSP Welsh Language Skills Strategy**

Later during 2024/25 we commenced the review of the Internal Use of the Welsh Language Policy and the NWSSP Welsh Language Skills Strategy.

Both documents will go through a consultation period through relevant processes within the organisation with a view to launch with a robust communication and engagement plan during 2025/26.

## **Welsh Language Skills Assessments for New and Vacant Roles**

Towards the end of the year, we started to look at an assessment tool and process for recruiting managers to evaluate Welsh language skills for new and vacant posts in NWSSP.

The process will need to be able to work alongside current processes, and we will need to establish how we will ensure that job descriptions and adverts will reflect possible new Welsh skills requirements and be updated as required.

The assessment tool was in the planning stage towards the end of 2024/25. This work will continue into 2025/26 with a view to pilot the assessment tool in the first half of the year, followed by a full-roll out following user testing by 2026/27.

## **Outreach & Engagement**

We consider outreach and engagement with schools, colleges, universities, Careers Wales and communities across Wales vitally important. It is a priority for us to raise awareness of the work that NWSSP does to support NHS organisations and to be considered as a reputable employer of choice across Wales. The Head of Welsh Language Services and Compliance leads on the engagement work with Welsh speaking communities, Welsh medium schools, colleges and universities.

During 2024/25 we worked with Caerdydd Dwyieithog / Bilingual Cardiff o tap into 20 Welsh medium schools in the south-east Wales area at a career event in Cardiff Students Union on the 18<sup>th</sup> of June.

In October 2024, we attended a career fair for students at Bangor University, where we engaged with over 120 students during the day.

## **Support for NHS Wales Organisations**

### **➤ Training for Cardiff and Vale UHB Telephone Operators**

During the summer of 2024 we hosted a Welsh Language familiarisation session for staff working as operators on the main-telephone number for Cardiff & Vale Health Board.

The session encompassed an awareness and context of the Welsh language in the Cardiff & Vale area as well as basic Welsh greetings and

phrases for staff on the main telephone number to be able to handle calls through the medium of Welsh.

- **Framework of Translators and Interpreters for Public Health Wales**  
During quarter one and quarter two of 2024/25 we supported Public Health Wales with creating a translation and interpretation framework so that the organisation could have access to quality translation services alongside the translation services that are provided by NWSSP through a Service Level Agreement. We supported with:
  - Creating the specification
  - Evaluation
  - Awarding contracts and providing documentation to contractors through the medium of Welsh.
  
- **Interview and Selection of a new Translation Co-ordinator at PHW**  
NWSSP provided support to PHW to be able to recruit a candidate to the newly created role of Translation Co-ordinator at PHW in June 2024.

## Conclusion

We remain committed to continuous improvement to ensure that we achieve compliance with the Welsh language standards. This is demonstrated by a growth in Welsh language skills in the organisation during 2024/25 and our overall position with compliance in comparison to 2023/24.

We continue to work to create a thriving Welsh culture in the workplace, making staff aware of the Welsh language and its importance in day to day life for people living in Wales. We continue to offer opportunities to learn and grow confidence in using the Welsh language in the workplace expanding on this work further in 2025/26.

We look forward to further developments during 2025/26 so that we can maintain and improve identified in this year's report.

If you would like to discuss this report or any matters relating to our Welsh language offer, please do contact our Head of Welsh Language Services and Compliance: [non.richards@wales.nhs.uk](mailto:non.richards@wales.nhs.uk)