



Welsh Language Annual Report 2025-2026



Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



Shaping Our Future
Wellbeing



Tegwch a Chynhwysiant
Equity & Inclusion



Shaping Our Future
Workforce



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Foreword

I am pleased to present Cardiff and Vale University Health Board's Welsh Language Annual Report for 2025-2026. This report outlines the progress made during the year to support compliance with the Welsh Language Standards and strengthen the provision of Welsh language services across our organisation.

The Welsh language is an integral part of the communities we serve and plays an important role in delivering person-centred healthcare. We remain committed to ensuring that Welsh-speaking patients, service users and staff can access services and support in their language of choice, and that Welsh is treated no less favourably than English in all aspects of our work.

During 2025-2026, we made progress in several important areas. We improved the recording of workforce Welsh language skills, maintained a strong focus on staff awareness, supported Welsh language learning and saw valuable examples of bilingual practice across our services. These achievements reflect the commitment of colleagues who are working to make Welsh more visible and accessible in healthcare.

We must also be candid about our current position. Progress is not yet consistent across the organisation, and we do not always have the workforce information or assurance needed to demonstrate that Welsh language needs are being addressed systematically. Telephone services, locally managed communications, workforce planning and the application of Welsh language requirements in recruitment all require further attention. Engagement with the Welsh Language Commissioner and our own monitoring have helped us understand



these gaps and must now lead to sustained improvement.

While compliance with the Welsh Language Standards remains a statutory responsibility, our ambition extends beyond compliance alone. We want to create an environment where Welsh is visible, valued and actively used; where staff feel supported to develop and use their Welsh language skills; and where patients and service users can engage with our services confidently in Welsh if they choose.

I would like to thank colleagues across the Health Board for their continued commitment and contribution throughout the year. Their efforts help ensure that the Welsh language remains an important part of how we deliver compassionate, inclusive and equitable healthcare.

As we look ahead, we remain committed to building on the progress achieved to date, addressing areas for improvement and working collaboratively with our staff, patients, communities and partners to strengthen Welsh language services for the future.

Rachel Gidman
Executive Director of People and Culture
Cardiff and Vale University Health Board

Executive Summary

This report describes Cardiff and Vale University Health Board's performance against the Welsh Language Standards between 1 April 2025 and 31 March 2026. It records areas of progress and good practice, while also recognising that Welsh language capacity, provision and assurance are not yet consistent across the organisation. Further work is required to ensure that Welsh language needs are identified systematically and that patients, service users and staff receive a reliable experience across all services.

The Health Board has intentionally taken a transparent approach to reporting, highlighting both progress and areas requiring improvement in order to support continuous improvement and organisational learning.

Key Progress

During 2025–2026:

- Workforce Welsh language skills were recorded for 70.14% of staff, representing a significant improvement and providing a stronger foundation for workforce planning and service development.
- 87.96% of staff completed the mandatory Welsh Language Awareness eLearning module, helping to strengthen understanding of the Welsh Language Standards and the Active Offer.
- Welsh language learning opportunities continued to be promoted through partnerships with Dysgu Cymraeg Caerdydd and the National Centre for Learning Welsh, supporting staff confidence and capability.
- Bilingual communications remained a

priority across patient information, digital platforms, corporate communications and public-facing services.

- No formal complaints relating to compliance with the Welsh Language Standards were received directly by the Health Board through its corporate complaints processes.



Challenges and Learning

Alongside positive developments, the evidence shows that further organisational progress is required. Workforce Welsh language data remain incomplete, recruitment information indicates that Welsh language capability is not yet being translated consistently into role requirements, and assurance across telephone and locally managed communication channels requires strengthening. Matters raised directly with the Welsh Language Commissioner also demonstrate that the absence of complaints received through the Health Board's own processes should not be interpreted as evidence that concerns do not exist. These findings will be used to target improvement during 2026–2027.

Priorities for 2026–2027

The Health Board will focus on:

- Improving the completeness and quality of workforce Welsh language skills data.
- Increasing staff confidence and capability to use Welsh.

- Strengthening Welsh language service delivery and the Active Offer.
- Enhancing assurance across telephone, digital and social media communications.
- Maintaining strong governance and continuous improvement arrangements.

Summary

The Health Board remains committed to ensuring that Welsh is treated no less favourably than English and that Welsh-speaking patients, service users and staff can access services and support through the medium of Welsh with confidence. The progress achieved during 2025–2026 provides a strong foundation for continued improvement in the year ahead.

About this report

The Welsh Language (Wales) Measure 2011 established a legislative framework to promote and protect the Welsh language in Wales. Under the Welsh Language Standards (No. 7) Regulations, Cardiff and Vale University Health Board is required to ensure that Welsh is treated no less favourably than English and that individuals are able to access services through the medium of Welsh where they choose to do so.

This Annual Report covers the period 1 April 2025 to 31 March 2026 and describes how the Health Board met its responsibilities under the Welsh Language Standards during that time. The report has been prepared in accordance with the requirements of the Welsh Language Commissioner and forms part of the Health Board's commitment to transparency,

accountability and continuous improvement.

The report provides an overview of the arrangements in place to support compliance with the Welsh Language Standards and promote the use of Welsh across the organisation. It outlines activity undertaken in relation to the Service Delivery, Policy-Making and Operational Standards, together with the statutory information required as part of the annual reporting process.

The report also highlights progress made during the year to support bilingual service delivery, develop workforce capability and strengthen Welsh language provision across the Health Board. It concludes by identifying key priorities that will support continued improvement and help ensure Welsh-speaking patients, service users and staff can access services and support through the medium of Welsh.



Governance and Accountability

Strong governance arrangements are essential to ensuring that the Health Board meets its responsibilities under the Welsh Language Standards and continues to improve access to Welsh language services for patients, service users and staff. The Health Board is committed to embedding Welsh language considerations within decision-making, service delivery and organisational planning to ensure that Welsh is treated no less favourably than English.

Overall accountability for compliance with the Welsh Language Standards rests with the Chief Executive, with executive responsibility delegated to the Executive Director of People and Culture. Strategic oversight is provided through the People and Culture Committee, which receives assurance on compliance, monitors progress against improvement actions and oversees the Health Board's approach to Welsh language services.

Day-to-day coordination and operational support are provided by the Equity & Inclusion Team. The team works with Clinical Boards, Service Boards and corporate departments to support implementation of the Standards, provide advice and guidance, coordinate monitoring activity and promote good practice across the organisation.

During 2025-2026, the Health Board continued to monitor compliance through established assurance arrangements. This included oversight of workforce Welsh language skills data, staff training, complaints and concerns, and service improvement initiatives. Self-assessment and evidence-gathering activity undertaken throughout the year helped identify areas of good practice, opportunities for improvement and emerging risks.

The Health Board also maintained constructive engagement with the Welsh Language Commissioner throughout the reporting period. Monitoring and compliance activity undertaken during the year provided valuable assurance and informed a number of improvement actions relating to workforce planning, digital communications, telephone services and the development of Welsh language services. The findings and recommendations arising from this work have been used to strengthen organisational learning and support continuous improvement.

While progress has been made in several areas, the Health Board recognises the importance of maintaining robust governance and assurance arrangements to support sustainable improvement. Particular focus during 2026-2027 will be placed on strengthening workforce data, enhancing assurance across communication channels and continuing to build organisational capacity to deliver high-quality Welsh language service.

Performance Against the Welsh Language Standards

During 2025–2026, the Health Board continued to implement the Welsh Language Standards across its services and functions. Activity undertaken throughout the year focused on strengthening bilingual service delivery, supporting staff to develop and use Welsh language skills, and ensuring Welsh language considerations were embedded in planning and decision-making processes. This section provides an overview of progress against the Service Delivery, Policy-Making and Operational Standards.

Service Delivery Standards

The Service Delivery Standards are intended to ensure that Welsh-speaking patients, service users and members of the public can access services through the medium of Welsh and that Welsh is treated no less favourably than English.

Bilingual Communications and Information

Throughout the year, Clinical Boards, Service Boards and corporate departments continued to provide information and services bilingually across a range of communication channels. Evidence submitted by services demonstrated ongoing efforts to ensure patient-facing information was available in Welsh, promote the Active Offer and support staff in recognising

and responding to language preferences. Examples included the translation of patient correspondence and information materials, the provision of bilingual patient information and the promotion of Welsh language services within local teams and departments.

Several services also reported actions to improve awareness of Welsh language needs within clinical pathways and communication processes, helping to support patient choice and improve access to services in Welsh.

Digital Communications and Social Media

The Communications and Engagement Team continued to support compliance with the Welsh Language Standards through established governance and approval processes for digital communications. Corporate social media content continued to be published bilingually, Welsh language compliance formed part of communication approval arrangements, and monthly Ask Suzanne sessions remained accessible through simultaneous Welsh translation. Corporate website content also continued to be subject to bilingual publication requirements.

During the reporting period, the Welsh Language Commissioner undertook thematic monitoring of social media compliance. The findings highlighted strong compliance across centrally managed corporate accounts



while identifying opportunities to strengthen oversight and assurance arrangements for locally managed departmental accounts. In response, the Health Board has continued work to improve governance and strengthen monitoring arrangements across digital communication channels.

Telephone Services

The Health Board continued to implement improvements relating to bilingual telephone services following previous enforcement activity by the Welsh Language Commissioner. Work undertaken during the year included strengthening bilingual greetings, reviewing automated telephone systems and enhancing assurance relating to Welsh language provision within telephone services. The completion of a number of enforcement actions represents progress. Nevertheless, monitoring showed that the Health Board cannot yet be assured that Welsh-speaking callers receive a consistent service across all telephone systems and service areas. Further work is required on staff capability, bilingual greetings, automated systems and local monitoring. Improving confidence that Welsh-speaking callers can access services consistently through the medium of Welsh will remain a key area of focus during 2026–2027.



Policy-Making Standards

The Policy-Making Standards are intended to ensure that Welsh language considerations are embedded within strategic planning, policy development and decision-making. Throughout 2025–2026, Welsh language considerations continued to form part of established governance and assessment processes across the Health Board. Welsh language impacts were considered through Equality and Health Impact Assessments and incorporated into wider organisational planning and service development activity. Clinical Boards and Service Boards reported that Welsh language needs were considered alongside broader accessibility and communication requirements when reviewing services, developing improvement initiatives and undertaking organisational change.

The Health Board's Clinical Consultation Plan continued to support the development and planning of Welsh language clinical services. Activity during the year focused on improving understanding of workforce Welsh language capacity and ensuring that planning arrangements are informed by a clearer understanding of linguistic need and workforce capability.

Work undertaken during the year reinforced the importance of accurate workforce information, effective service planning and consideration of linguistic needs at an early stage in decision-making processes. These will remain important areas of focus as the Health Board continues to develop Welsh language services and support patient choice.

Operational Standards

The Operational Standards support the use of Welsh within the workplace and help ensure that staff are able to access support,

information and development opportunities through the medium of Welsh.

Workforce Welsh Language Skills

Improving the recording and understanding of workforce Welsh language skills remained an important organisational priority during 2025–2026. The Health Board implemented a range of measures to improve the completeness and quality of workforce data, including strengthened governance arrangements, targeted communications, mandatory recording requirements and regular monitoring across Clinical Boards, Service Boards and corporate departments.

As at 31 March 2026, Welsh language skills had been recorded for 70.14% of the workforce. This represents progress in data completion. However, 29.86% of the workforce had not been assessed. This remains a substantial information gap and limits the Health Board's ability to understand its Welsh language capacity, make informed workforce decisions and align provision with service need. Improving both the completeness and reliability of these data will remain a priority during 2026–2027.

While progress was made during the year, improving the completeness and accuracy of workforce Welsh language skills data remains a key priority to support effective planning and delivery of Welsh language services.



Welsh Language Awareness and Workforce Development

The Health Board continued to support staff understanding of the Welsh Language Standards, the Active Offer and the importance of Welsh language services within healthcare settings. As at 31 March 2026, 87.96% of staff had completed the mandatory Welsh Language Awareness eLearning module.

Staff were also supported to develop Welsh language skills through a range of learning opportunities provided in partnership with Dysgu Cymraeg Caerdydd and the National Centre for Learning Welsh. Further information relating to learning and development activity is provided in Section 6 of this report.

Recruitment and Workforce Planning

Welsh language requirements continued to be considered as part of recruitment and workforce planning processes throughout the reporting period. During 2025–2026, 1,232 vacancies were advertised. Welsh language skills were identified as desirable for 1,188 posts and not necessary for 44; no posts identified Welsh as essential or as a skill to be learnt on appointment. While infrastructure is available to help managers assess the Welsh language requirements of roles, these figures raise questions about whether that infrastructure is being applied consistently and whether recruitment decisions adequately reflect service and population need. Strengthening the quality, consistency and scrutiny of these assessments will be a priority for 2026–2027.

Overall Position

Performance during 2025–2026 presents a mixed but developing picture. The Health Board improved workforce data completion, maintained a high rate of Welsh Language Awareness training and supported examples

of positive practice across services. These developments provide useful foundations for further improvement.



However, progress is not yet consistent across the organisation. Workforce data remain incomplete, the application of Welsh language requirements in recruitment requires significant strengthening, and assurance is not yet consistent across telephone services and locally managed communications. The evidence also describes organisational activity more clearly than its effect on the experience of Welsh-speaking patients and service users. Addressing these limitations will require sustained leadership, clearer accountability and a stronger focus on measurable outcomes during 2026–2027.



Developing and Promoting Welsh

The Health Board aspires not only to comply with the Welsh Language Standards but also to foster an organisational culture in which the Welsh language is visible, valued and actively used.

Throughout 2025–2026, the Health Board continued to promote opportunities for staff to develop their Welsh language skills, increase confidence in using Welsh within the workplace and support the delivery of bilingual services across clinical and non-clinical settings.

This work reflects the Health Board's commitment to supporting the Active Offer and creating an environment in which Welsh-speaking patients, service users and staff feel recognised, included and able to communicate through the medium of Welsh where they choose to do so.

Welsh Language Learning and Workforce Development

Developing workforce confidence and capability remains a key element of the Health Board's approach to promoting Welsh. During 2025–2026, staff continued to access a range of learning opportunities through the Health Board's partnership with Dysgu Cymraeg Caerdydd (Learn Welsh Cardiff) and the National Centre for Learning Welsh. These programmes support staff at different stages

of their learning journey and help build confidence in using Welsh within healthcare settings.

Meddwl Cymraeg Think Welsh

Learning Opportunities

A range of learning opportunities were promoted throughout the year, including introductory courses for new learners and programmes aimed at supporting staff to use Welsh more confidently in the workplace. These opportunities provide practical support for staff wishing to develop Welsh language skills and contribute to the delivery of the Active Offer across Health Board services.

Staff participation included:

- 74 staff completing Cwrs Croeso (Welcome Course).
- 40 staff completing Cwrs Blasu (Taster Course)
- 44 staff registered to do Codi Hyder (Building Confidence). 7 completed the course.

Together, these programmes support staff to develop practical language skills, increase confidence and apply Welsh in day-to-day interactions with patients, service users and colleagues.

Welsh Language Awareness

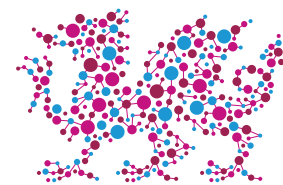
Alongside formal language learning, the Health Board continued to promote awareness of the Welsh Language Standards, the Active Offer and the importance of Welsh language services through mandatory Welsh Language Awareness training. This contributes to a wider organisational understanding of how language can influence patient experience, accessibility and inclusion.

Encouraging the Use of Welsh in the Workplace

Creating opportunities for staff to use Welsh in everyday workplace settings remains an important part of developing a bilingual culture.

Rhwyd-laith Staff Network

Rhwyd-laith, the Health Board's Welsh language staff network, continued to provide a forum for staff who speak Welsh, are learning Welsh or wish to increase their use of the language at work. The network supports the sharing of resources, learning opportunities and information about Welsh language initiatives, while also providing encouragement and peer support for staff developing their language skills. Throughout the year, Rhwyd-laith played a role in promoting Welsh language activity across the organisation and raising awareness of opportunities available to staff.



Rhwyd-laith

Raising Awareness and Building Confidence

The Health Board continued to promote Welsh language learning and awareness through a range of internal communication channels and engagement activities. These included:

- Promoting Welsh language learning opportunities and resources.
- Encouraging staff to record their Welsh language skills on ESR.
- Sharing practical resources to support bilingual greetings and conversations.
- Supporting awareness of the Active Offer.
- Promoting national Welsh language campaigns and events.

These activities help create a supportive environment in which staff are encouraged to develop and use Welsh, regardless of their current level of knowledge or confidence.

Good Practice Across the Health Board

The examples below demonstrate positive local practice. They should be viewed as illustrations of developing approaches rather than evidence of consistent implementation across the organisation. Future reports should seek to include information about reach, outcomes and the extent to which successful approaches have been adopted elsewhere.

Clinical Diagnostics and Therapies Clinical Board

The Clinical Diagnostics and Therapies Clinical Board reported significant improvements in workforce Welsh language skills recording and continued to promote Welsh language resources through local communication channels. Services within the Clinical Board also undertook practical actions to improve access to Welsh language services, including ensuring that patient information and correspondence were available bilingually where appropriate. A member of staff also undertook Welsh language learning to support communication with Welsh-speaking patients.

Primary, Community and Intermediate Care Clinical Board (PCIC)

The 2025 PCIC Celebratory Awards included a dedicated Equality, Diversity, Inclusion and Welsh Language Award. Event materials, certificates and presentations were produced bilingually, and examples of Welsh language promotion and service delivery were recognised through the awards programme. The initiative provided an opportunity to

celebrate good practice and reinforce the importance of Welsh language services within patient care.



Communications and Engagement Team

The Communications and Engagement Team continued to support bilingual communication across the organisation, including the publication of bilingual corporate social media content, bilingual website content and simultaneous Welsh translation during Ask Suzanne staff engagement sessions. These arrangements help ensure that Welsh-speaking staff can access information and participate in organisational communications through the medium of Welsh.

Supporting Welsh-Speaking Patients and Service Users

Across the Health Board, services reported a range of actions designed to improve access to Welsh language services and support the needs of Welsh-speaking patients and service users. These included the provision of bilingual patient information, translation of patient-facing documentation and continued promotion of the Active Offer across services. Work undertaken through the Clinical Consultation Plan and local service improvement initiatives has also contributed

to strengthening understanding of Welsh language needs and supporting longer-term development of Welsh language services. While approaches vary across services, the common aim is to ensure that language is recognised as an important aspect of person-centred care and that individuals are able to access services in Welsh when they choose to do so.

Looking Forward

The Health Board recognises that promoting the Welsh language is a continuous process that extends beyond compliance with statutory requirements. Building workforce confidence, creating opportunities to use Welsh, celebrating good practice and supporting bilingual service delivery will remain important priorities in the years ahead. By continuing to invest in learning, engagement and cultural change, the Health Board aims to strengthen its ability to meet the linguistic needs of the communities it serves and create an environment where Welsh language services can flourish.



Statutory Information

This section provides the information required under the Welsh Language Standards in relation to the reporting period 1 April 2025 to 31 March 2026.

Complaints Relating to the Welsh Language Standards

Cardiff and Vale University Health Board is committed to ensuring that concerns relating to the Welsh language are considered appropriately and that opportunities for learning and improvement are identified where required. Concerns relating to patient care are managed through the Putting Things Right process, while concerns relating to corporate services and compliance with the Welsh Language Standards are managed through the Health Board's established corporate processes.

Complaints Received During 2025-2026

No formal complaints relating to compliance with the Welsh Language Standards were received directly by the Health Board during the reporting period.

A number of Welsh language matters were raised directly with the Welsh Language Commissioner during the year. These related primarily to workforce Welsh language skills recording, recruitment and workforce planning, telephone services, social media compliance, signage and the development of Welsh language services. The Health Board engaged constructively throughout this process and used the resulting findings and recommendations to support improvement activity.

Workforce Welsh Language Skills

Improving the completeness and quality of workforce Welsh language data remained a key organisational priority during 2025–2026. As at 31 March 2026, Welsh language skills had been recorded for 70.14% of the workforce. This represents a significant improvement compared with previous years and provides a stronger evidence base to support workforce planning and service development.

Workforce Welsh Language Skills Profile (31 March 2026)

Listening/ Speaking Welsh	Headcount	% of workforce
0 - No Skills (Dim Sgiliau)	8,483	49.55%
1 - Entry (Mynediad)	2,167	12.66%
2 - Foundation (Sylfaen)	426	2.49%
3 - Intermediate (Canolradd)	259	1.51%
4 - Higher (Uwch)	277	1.62%
5 - Proficiency (Hyfedredd)	396	2.31%
Not Assessed	5,113	29.86%
Total Workforce	17,121	100%

During the reporting period, the Health Board strengthened governance arrangements to improve the recording of workforce Welsh language skills. This work will continue during 2026–2027 to support workforce planning and the provision of Welsh language services.

Recruitment and Welsh Language Requirements

During 2025–2026, a total of 1,232 vacancies were advertised and categorised as follows.

Welsh Language Requirements for Vacancies

Welsh Language Category	Number of Vacancies
Welsh language skills essential	0
Welsh language skills desirable	1,188
Welsh language skills to be learnt when appointed to the post	0
Welsh language skills not necessary	44
Total	1,232

The Health Board has established infrastructure to support managers in assessing the Welsh language skills required for posts, including processes to consider Welsh language requirements as part of recruitment and workforce planning. However, the Health Board recognises that there remains much work to do to ensure this infrastructure is consistently understood, actively promoted and used meaningfully across the organisation. Greater organisational focus will be required to ensure that Welsh language requirements are considered at an early stage in recruitment planning and that decisions are informed by service need, workforce capacity and the linguistic needs of patients, service users and communities. Strengthening this approach will form part of the Health Board's priorities for 2026–2027.

Welsh Language Awareness and Learning

The Health Board continued to promote Welsh Language Awareness training to support staff understanding of the Welsh Language Standards, the Active Offer and the importance of Welsh language services within healthcare settings. As at 31 March 2026, 87.96% of staff had completed the mandatory Welsh Language Awareness eLearning module.

The Health Board also continued to promote opportunities for staff to develop Welsh language skills through its partnership with Dysgu Cymraeg Caerdydd and the National Centre for Learning Welsh. Further information about learning and development activity is provided in Section 6 of this report.

Compliance Monitoring and Improvement Activity

Throughout 2025–2026, the Health Board engaged with a range of compliance and monitoring activities relating to the Welsh Language Standards. These activities included:

- Workforce Welsh language skills recording and workforce planning.
- Recruitment and workforce assessment processes.
- Bilingual telephone services.
- Social media compliance.
- Signage and public-facing communications.
- Development of Welsh language clinical services.

Learning arising from these activities has informed governance arrangements, service improvement activity and the priorities identified for 2026–2027.

Areas for Continued Improvement

The Health Board remains committed to continuous improvement and has identified the following areas as priorities for further development:

- Further improving the completeness and quality of workforce Welsh language skills data.
- Strengthening assurance arrangements for bilingual telephone services.
- Continuing to develop workforce capacity to support Welsh language service provision.
- Strengthening the use of workforce data to inform service planning and delivery.



Learning, Challenges and Priorities

Reflections on 2025–2026

During 2025–2026, the Health Board continued to strengthen its approach to implementing the Welsh Language Standards and supporting the delivery of bilingual services across the organisation. Progress was evident in several areas, including improvements in the recording of workforce Welsh language skills, high levels of completion of Welsh Language Awareness training, continued investment in Welsh language learning and development, and sustained efforts to promote bilingual communication and the Active Offer across services.

The reporting period also demonstrated the value of strong governance, partnership working and organisational learning. Engagement with staff, Clinical Boards, Service Boards and external partners helped identify examples of good practice and supported the continued development of Welsh language services across a range of settings. Learning opportunities provided through partnerships with Dysgu Cymraeg Caerdydd and the National Centre for Learning Welsh continued to support staff confidence and capability, contributing to the Health Board's longer-term ambition of developing a bilingual workforce.

The Health Board's engagement with the Welsh Language Commissioner throughout the year provided further opportunities to strengthen assurance, review existing arrangements and identify areas where

improvements were required. This has helped reinforce the importance of evidence-based planning, consistent implementation and continuous improvement in supporting Welsh language services.

Ongoing Challenges

The Health Board has made progress, but it does not yet deliver or assure Welsh language provision consistently across all services. The principal challenge for 2026–2027 is to move from individual examples of positive practice and developing infrastructure towards a more systematic organisational approach.

Workforce information remains incomplete, with 29.86% of staff recorded as not assessed at 31 March 2026. This limits the Health Board's ability to understand where Welsh language skills are available and where gaps may affect service provision. Data quality must therefore improve alongside completion rates.

Recruitment practice also requires greater organisational attention. No vacancies advertised during the year identified Welsh language skills as essential or as a requirement to be learnt on appointment. Although this does not establish whether individual assessments were appropriate, it indicates a need for stronger scrutiny of how language need, workforce capacity and service requirements are considered when posts are planned.

Assurance across communication channels remains uneven. Corporate social media arrangements showed positive results, but oversight of locally managed accounts requires strengthening. Similarly, progress on telephone services has not yet provided consistent assurance that Welsh-speaking callers receive an equivalent experience across the organisation.

The Health Board must also strengthen its understanding of outcomes. Much of the available evidence describes activity, participation and process. Future monitoring should provide a clearer picture of whether these actions improve access, patient experience and the consistent delivery of the Active Offer.

Priorities for 2026–2027

Building on the progress made during 2025–2026, the Health Board has identified five priority areas for the coming year.

1. Establish reliable workforce evidence

Reduce the number of staff whose Welsh language skills are not recorded, improve confidence in data quality and use the resulting evidence in workforce and service planning.

2. Strengthen recruitment decisions

Ensure managers assess Welsh language requirements consistently and at an early stage, with decisions informed by service need, workforce capacity and the linguistic needs of patients and communities.

3. Increase and apply workforce capability

Broaden participation in Welsh language learning, support progression and create practical opportunities for staff to use their skills in their roles.

4. Provide consistent service and communication assurance

Establish proportionate monitoring across telephone services, digital platforms, social media and locally managed communications, with clear ownership of corrective action.

5. Demonstrate outcomes for patients and service users

Develop measures that show whether

Welsh language activity is improving access, experience and delivery of the Active Offer, rather than relying primarily on activity and completion data.

6. Strengthen organisational accountability

Use scrutiny, feedback, complaints, monitoring and engagement with the Welsh Language Commissioner to identify risk, track improvement actions and provide transparent assurance.

Looking Ahead

The Health Board remains committed to ensuring that Welsh is treated no less favourably than English and that Welsh-speaking patients, service users and staff can access services and support through the medium of Welsh with confidence. The progress achieved during 2025–2026 provides a strong foundation for future improvement, and the Health Board will continue to work collaboratively with staff, patients, communities and partners to strengthen Welsh language services and promote the use of Welsh in healthcare settings.

