

Welcome to our Welsh Language Annual Report for 2025/26. We welcome feedback on its detail. Its primary focus is to demonstrate the Trust's commitment and compliance against the Welsh Language Standards, but ultimately it demonstrates our support for safe, effective and person-centred care.

The report has been written in line with the requirements of the Welsh Language Standards. You can find a copy of our Compliance Notice [here](#). You can also find information about our relevant policies and plans [here](#).

The report was approved by Trust Board on 30th July 2026.

This report is also available in Welsh.

Chief Executive's message

Our commitment to the Welsh language continues to play a central role in all that we do for patients, donors and the communities that we serve. Over the past year, we have taken meaningful steps to ensure that the Welsh language is not only respected as a language of choice but is embedded as a core element of our person-centred care.

Our Integrated Medium-Term Plan identifies a continued focus on Welsh language pathways for patients and donors, and we have a clear picture of how Standard 110, the Clinical Consultation Plan, will support both. By framing this plan, we have gained a picture of how our workforce planning and recruitment will need to be strengthened to support its aims, and we are developing our structures to ensure that we can increase the services we provide in Welsh and English.

Our alignment of internal policy against clear national guidelines drives us and we recognise the importance of providing the 'Active Offer'. This is a core consideration and, as we move into our new Velindre Cancer Centre, we will ensure that communication for Welsh speakers is supported by continuing to improve our data collection around language skills, supporting our staff with digital initiatives and making the 'Active Offer' a visual concept that is easily recognised.

Our Welsh Blood Service strives to improve its approach to collecting language needs as part of its donation process. Donor registration has been significantly improved this year through the translation transformation of a clinical system that now supports staff and donors equally in both Welsh and English.

As you will see from the detail in this report, we are not only committed to compliance, but also to meaningful progress in increasing opportunities to use Welsh every day. We look forward to the challenges this brings as we move into 2026/27.

A message from the Chair of Velindre University NHS Trust

This report highlights the steps we have taken to expand our bilingual workforce, improve the visibility and accessibility of Welsh in our services, and ensure that individuals can receive care in their language of choice without having to ask.

We have also focused on supporting our staff to develop their Welsh language skills, recognising that a confident and capable workforce is central to delivering truly person-centred care. I am proud of the enthusiasm and dedication shown across the organisation, from frontline teams to corporate services, in championing the Welsh language and embracing it as a core part of our culture.

While we have made meaningful progress, we know there is more to do. Our ambition is to create an environment where the Welsh language thrives naturally in our services, where patients and donors feel heard and understood, and where staff feel empowered to use and develop their Welsh every day. This report sets out the foundations we have built and the priorities that will guide us in the year ahead.

I would like to thank all colleagues and partners who have contributed to this work. Your commitment ensures that we continue to move forward with purpose and integrity, delivering care that respects and reflects the linguistic heritage of the people we serve.

Legal and reporting context

The Trust has been subject to Welsh Language Standards since 2018. As part of our commitment to these standards and other relevant legislation, such as the 'More than Just Words' framework, we structure our governance around ensuring that our compliance is monitored and reported.

Our divisional groups report into our Trust-wide steering group, and updates are given regularly to senior teams. Our Quality, Safety and Performance Committee receives highlight reports on the Welsh language, and Annual Reports are agreed at Executive and Trust Board level.

Welsh Language Standards (Regulation number 7)

Service Delivery – Standards (Standards 1-64)

Intranet, telephony and social media presence

Welsh Blood Service social media contact this year has been extremely successful. The translation team at the Trust has agreed an updated procedure to ensure full bilingual compliance of posts.

Statistics demonstrate a positive response with over 1,200 followers of the Welsh Language pages and 61 new followers in 25/26.

The Trust website clearly displays a Welsh language speech bubble, which provides Welsh speakers with a visual indication of bilingual availability. Visits to the Trust website were 161,071 and the Welsh language pages in this reporting year were 2,380 or 1.48% of the overall views.

Following receipt of the Welsh Language Commissioner's social media and telephony monitoring survey in February 2026, the Trust is pleased to report that all calls and posts over this reporting year were compliant with the Welsh Language Standards.

*Bangor - "Croeso cynnes, gwybod
fy mod mewn dwylo da, ac yn
gallu siarad cymraeg drwy gydol
y profiad – translated - A warm
welcome, knowing that I am in
good hands, and being able to
speak Welsh throughout the
experience."*

The Trust will continue to monitor this via internal 'mystery shopper' exercises giving us the opportunity to challenge compliance at all levels.

Blood Donor pre-screening system

Historically, the Welsh Blood Service has used an IT system that identifies donor eligibility via a pathway of questions. These questions are pre-

screening requirements through the use of an algorithm.

Until this year, the algorithm was available in only English, and staff were required to adapt the system for Welsh donors. In 2025, over 18,000 donors were taken through this process.

The system is extremely complex and uses clinical terminology. This year, with assistance from the digital and translation team, we have successfully adapted the system, providing staff with the ability to use it in Welsh to assist with the screening of Welsh speakers.

This internal system gives us total equality of process in both languages and brings us closer to our ambition of a truly bilingual donor experience. The work on this process was a winner at this year's internal staff awards, further highlighting our commitment to supporting staff internally to use their Welsh language skills.

Operational Standards

Standard 110 – Clinical Consultation Plan

The development and refinement of a Welsh Language Clinical Consultation Plan under Standard 110 represents a significant milestone in the Trust's approach to equitable services. During this reporting period, we have moved from the initial concept of the framework to a strengthened approach that reflects the national ambition.

We have further work to do to achieve an equitable approach across the services we provide at Velindre Cancer Service and Welsh Blood Service; however, the work already achieved has given us a clear picture of where we need to be.

The plan has been subject to review and is a live document, demonstrating the fluidity of service provision. Early versions highlighted ambition, but the work in partnership with the Welsh Language Commissioner demonstrated the need to look at the plan in a more realistic way and target specific areas of provision to ensure that a real difference was being made and that this difference could be monitored and adjusted as required.

In 2026 we will focus on fully embedding the plan in the areas highlighted for the Welsh Blood Service and Velindre Cancer Services. Workforce planning will run alongside the plan, ensuring a clear shift from reactive to proactive planning. We are confident

that, although there is work to be done, our plan demonstrates a commitment to delivering the standard.

Patient and donor feedback already demonstrates our ability to successfully provide clinical consultations in Welsh, but data and monitoring will provide the platform for further work.

Concerns and Complaints

Following a more robust focus by the Welsh Language Commissioner on how to make complaints relating to the Welsh language, the Trust conducted an audit of its current process.

Complaints officers attended the online awareness sessions run by the Welsh Language Commissioner. Together with the Welsh Language Team, we provided input into the new national process and updated our internet and intranet information.

To mitigate risks, we hold internal 'mystery shopper' exercises in areas such as telephony. This year, three exercises were undertaken, and results are shared with the Trust's divisional working groups and fed back to the relevant staff for training purposes.

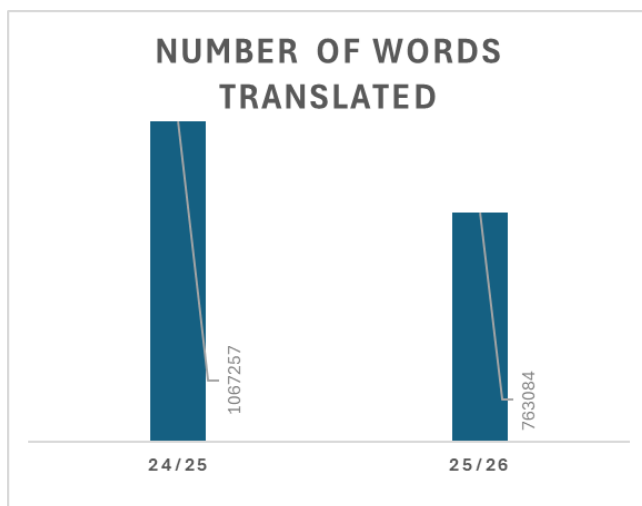
Compliance with telephony responses has increased, however the Trust is fully aware of areas needing further training and recruitment investment.

In 2025/26, the Trust received one complaint regarding a Welsh language service for donor collection. The complaint was dealt with under the Putting Things Right process and resolved.

Translation

The translation team continues to diligently assess the translation process and look at ways to improve the service. This reporting year, we are even more proactive, working with specific teams to ensure that translation times are kept within KPI timescales and improving those timescales by targeting regular translations such as external communications and social media posts.

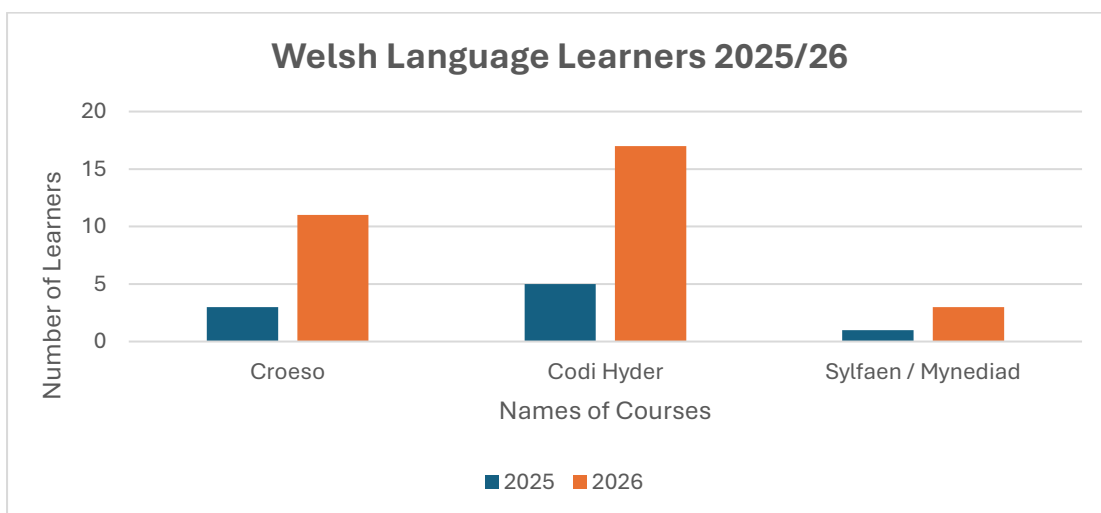
Our SLA with Shared Services Partnership has enabled us to significantly reduce our translation figures. Year on year, this will mean a decrease in cost for the Trust and a more planned approach to the translation process. Sharing memory software means sharing the translations already in the system, which decreases the amount of translation needed in-house.



Welsh Language Training Opportunities

Our partnership with Aneurin Bevan Local Health Board and the national organisation, Dysgu Cymraeg, continues to grow. The partnership has enabled us to access a Welsh language tutor and offer staff free language training at different levels. We will continue to strengthen this over the coming years.

This year, our training figures, although small, are encouraging. Our tutor-led partnership began in August 2025.



Staff understanding of available support has increased, and discussions around raising confidence and staff needs are regular. The partnership with Coleg Gwent, Aneurin Bevan and Dysgu Cymraeg has made a positive difference. The Trust will continue its efforts to increase these learning opportunities in support of the aims of the 'More than Just Words' framework.

"I really enjoyed the course, and I found it really beneficial. ...what it made me do was realise how I would have to seek out more opportunities to practice and improve my Welsh. It also gave me confidence to ask people to practice Welsh with me and I've now signed up to do a 'Codi Hyder' course with Dysgu Cymraeg which I'm looking forward to."

- Kate Cleary

Cymraeg

"Although I'm a fluent Welsh speaker and attended Welsh-medium schools, I don't use the language daily anymore, so my confidence had dipped over time. The Welsh Language Confidence Course was incredibly valuable, giving me a safe and supportive space to reconnect with the language. The relaxed atmosphere, just chatting about everyday activities, made it easy to ease back into speaking Welsh, and the gentle guidance helped rebuild my confidence step by step. I feel more comfortable using Welsh in everyday situations, and it has reignited my enthusiasm for the language"

- Donna Dibble

Cymraeg

Procurement

Improved compliance with Standards 57, 58 and 59.

In 2025/26, NWSSP developed and piloted an assessment tool to help Velindre University NHS Trust determine when invitations to tender specifications should include Welsh Language requirements. This tool will enable the Trust to assess Welsh language compliance across procured services and systems.

This piece of work also clarifies expectations for third-party contractors delivering patient-facing services and staff-facing systems, strengthening accountability for linguistic accessibility. By embedding Welsh language considerations in procurements, Velindre is better equipped to uphold the duty of quality, improve equity, and ensure person-centred, accessible services in line with Welsh Language Standards and the 'More than Just Words' framework.

Internal Staff Engagement

This year, through our 'Croeso' induction course, we have engaged with 326 newly appointed members of staff. This is crucial in giving staff an introduction to the Trust and its values, including the importance of bilingual care.

The Trust's promotional activities continue to support staff with cultural awareness. It



has been a successful year with attendance at several internal and external events.

Our attendance at the National Eisteddfod with NHS Wales partners provided an exceptional platform for sharing best practice and highlighting the work of the Trust.

Over the week, the Health Minister attended the activities, and we held events to launch aspects of the 'More than Just Words' framework

and Learning Welsh at Work. It also gave us an opportunity to promote the work of our divisions.



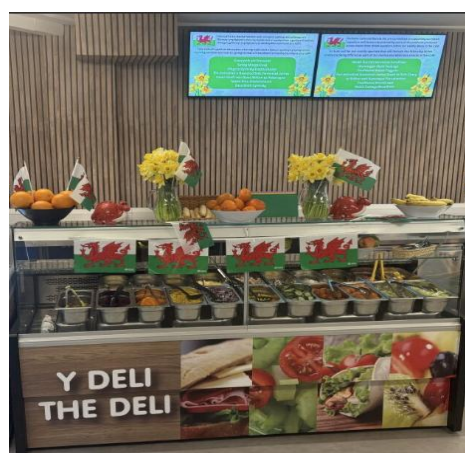
Widening access, providing opportunities to promote and meet possible NHS staff of the future, provides us with another platform for sharing the Trust's opportunities. This year, we attended several careers fairs and spoke to young people about the Trust and what a career in the NHS looks like. To date, we have communicated with over 4,000 young people in schools and over 3,000 in universities and colleges.

St David's Day was celebrated this year with an online staff quiz and a celebratory menu at Velindre Cancer Centre.

This year, we have successfully

developed a series of internal videos for staff. The aim of the videos is to inform staff of the work in support of the Trust's bilingual provision for patients and donors.

Driven by the Welsh Blood Service, the fourth promotional video was 'Meet the Translation Team'. This was promoted on the Trust intranet and offered staff the opportunity to meet the team and learn from their translation process. The Welsh Blood Service will continue to look at other ways of promoting the services as part of its drive to support staff.



Policy Making (Standards 69-77)

Assessing the impact on our Welsh language communities and our staff within all our policies and procedures continues to be a high priority for us. It provides us with an opportunity to discuss the impact of our actions before they become accepted behaviour.

We now have a monthly meeting to discuss all the relevant impact assessments and take action to escalate any questions or actions to the initiator of the policy or practice.

This strengthens the quality of the policy or procedure and gives assurance that all aspects of the Welsh language are considered.

This year, we have assessed 38 policies and procedures, each with a dedicated section on Welsh language impact.

Workforce skills

We continue to promote the need to record language skills across the Trust. Having the correct information on staff skills supports our workforce plans. As of March 2026, we are 96% compliant with the recording of the three Welsh language competency levels within ESR.

Our Welsh language awareness training compliance is also high at 93% Trust-wide.

Welsh-speaking staff identified as having skills at levels 3-5, the skills required to communicate confidently with patients and donors, are:

25-Mar-26							
Row Labels	3 - Intermediate / Canolradd	%	4 - Higher / Uwch	%	5 - Proficiency / Hyfedredd	%	Grand Total
NHS LANG Listening/Speaking Welsh	57	29%	58	30%	80	41%	195
NHS LANG Reading Welsh	50	26%	60	32%	80	42%	190
NHS LANG Writing Welsh	47	29%	42	26%	73	45%	162
Grand Total	154	28%	160	29%	233	43%	547
25-Mar-25							
Row Labels	3 - Intermediate / Canolradd	%	4 - Higher / Uwch	%	5 - Proficiency / Hyfedredd	%	Grand Total
NHS LANG Listening/Speaking Welsh	52	29%	58	32%	71	39%	181
NHS LANG Reading Welsh	48	27%	56	32%	73	41%	177
NHS LANG Writing Welsh	42	28%	41	27%	67	45%	150
Grand Total	142	28%	155	31%	211	42%	508

NB: This information does not include hosted organisations.

Recruitment

Velindre University NHS Trust 2025-2026

Total number of vacancies advertised as:	
Welsh language skills are essential	2
Welsh language skills are desirable	113
Welsh language skills need to be learnt when appointed to the post	2
Welsh language skills are not necessary	7
Total Number of vacancies advertised 01/04/2025 - 31/03/2026	124

Our recruitment process has been updated this year, giving significant assistance to recruiting managers as they work through the recruitment structure and assess the language needs of a vacant post.

Step 1

Think about whether the post should be categorised as one of the following:

- Welsh language skills are essential
- Welsh language skills are desirable
- Welsh language skills need to be learnt when appointed to the post
- Welsh language skills are not necessary

To do this, think about the factors below:

1

Do the duties of the role mean conversing or corresponding with the public?

2

Do you currently have enough Welsh speakers in your team to provide your service bilingually?

The Welsh Language Team can provide data on this if you don't know

3

Could you support offering Welsh language training to current staff, instead of recruiting a Welsh speaker?

The Welsh Language Team can support this

You must record your justification for these factors under the 'Authorisation' in Trac:

Under 'Working Details' you need to select in the dropdown what skills in Welsh, if any, are needed. Explain here your justification for that decision. Guidance is available above in the blue sections.

This relatively new process will take some time to embed and, as yet, we are not yet seeing this process result in greater numbers in Welsh 'essential' roles. However, we are confident that the monitoring of this will inform future changes to the process, and throughout 2026/27 we will focus on data collection to inform further development.

Moving Forward into 2026/27

This year we will be looking at opportunities to refine our embedded structures. The new Cancer Centre gives us an opportunity to do this with workstreams looking at signage and direct communication with patients and the public.

The Welsh Language Team is central to these discussions and will continue to provide expert advice and guidance. It is an exciting time for the Trust.

Through our IMTP we will lay the foundations for discussions around the possibility of having an in-house trainer, recognising the budget constraints on the NHS throughout this process. An in-house trainer would enable us to focus on face-to-face training needs, central to providing support for staff, patients and donors.

The Trust's Clinical Consultation Plan will continue its focus on donor collection teams and gathering data on donor language need. At the Cancer Centre, we will move forward with identifying areas able to support this plan while being mindful of the imminent changes to the centre's services.

We are committed to these changes and will work with staff to ensure that their needs are met to provide equality of language services to our patients and donors.

RAG rating document

This format follows the Annual questionnaire format provided by the Welsh Language Commissioner
It is sent to all Local Health Boards and Trusts annually.

The Trust adopted the format as its assurance rating on 3 March 2026 at the Welsh Language Steering group meeting.

High assurance of compliance - Green

The organisation complies with all requirements at all times, under all circumstances, except for rare exceptions.

Medium assurance of compliance - Yellow

The organisation generally complies fully, but there are occasional instances or specific requirements where compliance is lacking.

Low assurance of compliance - Red

The organisation complies in some cases or with some requirements, but not fully or consistently.

No assurance of compliance - Red

The organisation does not comply with the requirements at all or only complies occasionally or with very few aspects.

No duty to comply

The requirements have not been imposed on the organisation, or the organisation does not carry out the relevant activity.

Direct contact with the public

	High	Medium	Low	No assurance
Corresponding with the public in Welsh (standard 1-6)	x			
Include a statement welcoming Welsh correspondence and that corresponding in Welsh will not lead to delay (standard 7)	x			
Telephone services available in Welsh (standard 8 - 20)		x		
Conducting meetings in Welsh (standard 21-22Ch and 26-30)	x			
Conducting public events in Welsh (standard 31-32)		x		
Welsh language reception services (standard 50-53)		x		
Establish and record language choice of in-patients (standard 23-24)		x		
Conduct case conferences in Welsh (standard 25)		x		

Published materials and digital services

	High	Medium	Low	No assurance
Publicity and advertising materials are produced in Welsh (standard 33-35)	x			
Documents and forms are published in Welsh (standard 36-38)	x			
English version of a document or form include a clear statement that it is also available in Welsh		x		
Websites and public digital services (including apps) are in Welsh (standard 39-44)	x			
Welsh language is not treated less favourably than English on social media (standard 45-46)	x			

Other Public Services

	High	Medium	Low	No assurance
Signs are displayed in Welsh (standard 47-49)	x			
Processes for awarding grants and contracts ensure that the Welsh language is not treated less favourably than the English language (standards 54-59)			x	
Welsh medium services are promoted to encourage their use (standard 60-61)	x			

Corporate identity is in Welsh (standard 62)	x			
Providing educational courses in Welsh (standard 63)			x	
Announcements over a public address system are made in Welsh and the announcement is made in Welsh first (Standard 64).		x		

Considering the Welsh language when reviewing or formulating policies

	High	Medium	Low	No assurance	No duty
Consider the effects on the Welsh language when developing policies (standard 69)	x				
Consider how a policy could be formulated so that it would have positive effects on the Welsh language (standard 70)	x				
Consider how policies could be formulated so that it would not have adverse effects on the Welsh language (standard 71)	x				
Consider and seek views on the effects on the Welsh language when consulting on policy decisions (standards 72-74).	x				

Ensure that research commissioned or conducted considers the effects on the Welsh language (standard 75-77)		x			
Publish a policy on providing a primary care service that ensures consideration of the impact on the Welsh language when making decisions in relation to providing a primary care service (standard 78-78A).					x

Encourage the use of Welsh internally

	High	Medium	Low	No assurance
Policy on using Welsh internally (standard 79)	x			
Provide employment documents to staff in Welsh (standard 80-82)	x			
Provide software for checking Welsh spelling and grammar for staff (standard 89)	x			
Intranet is available in Welsh, and provides services and support materials to assist staff in using Welsh (standards 90-95)	x			
Internal policies are available in Welsh (standard 82)	x			
Staff complaints and disciplinary procedures are available in Welsh (standard 83-88)	x			
Provide internal training to staff in Welsh (standard 97)		x		

Provide wording for staff for e-mail signatures and out-of-office messages in Welsh (standard 104)	x			
Signs and notices displayed in the workplace are in Welsh (standards 111-113)		x		
Announcements are made via audio equipment in the workplace, are made in Welsh, and the Welsh-language announcement is made first (standard 114)		x		

Developing the Welsh language skills of the workforce

	High	Medium	Low	No assurance
Assess employees' Welsh language skills annually (standard 96)	x			
Provide training (in Welsh) on using the Welsh language effectively in meetings, interviews, and complaints and disciplinary procedures (standard 98)		x		
Provide opportunities for staff to receive Welsh lessons (standard 99-101)		x		
Provide training courses to help staff develop awareness of the Welsh language (standard 102-103)	x			

Clinical consultations

	High	Medium	Low	No assurance
Publish a plan for each 5 year period setting out the extent to which you are able to offer to carry out a clinical consultation in Welsh (standard 110)	x			
Three years after publishing the plan - assess the extent to which you have complied with the plan and publish that assessment within 6 months (standard 110A)		x		

Advertising new and vacant posts

	High	Medium	Low	No assurance
Assess the need for Welsh language skills for new and vacant posts and categorising according to the standards when advertising the post (standard 106 and 106A)	x			
State that applications may be submitted in Welsh when advertising the post (standard 107)	x			
Publish recruitment documents and materials in Welsh (standard 107A)	x			
Job application forms include a section for individuals to indicate that they wish to have an interview conducted in Welsh (standard 108)	x			
Inform an individual of our decision regarding a job application in Welsh if the application was made in Welsh (standard 109)	x			

Keep an annual record of –

	High	Medium	Low	No assurance
number of complaints received relating to compliance with the standards (standard 115)	x			
number of employees who have Welsh language skills at the end of every financial year (standard 116)	x			
number of new posts and vacancies that were categorised where Welsh language skills were identified (standard 117)	x			

Publish the following documents on the organisation's website:

	High	Medium	Low	No assurance
document that records the standards you are under a duty to comply with (standard 118)	x			
Complaints procedure which sets out how you deal with complaints about compliance with the standards (standard 119).	x			
Annual report on compliance with the Welsh language standards (standard 120)	x			