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Gwasanaethau Ambiwylans Cymru

Welsh Ambulance Services  
NHS Trust

**WELSH AMBULANCE SERVICES  
NHS TRUST**

**WELSH LANGUAGE  
STANDARDS  
ANNUAL REPORT  
2022-2023**

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

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## Foreword

**Croeso! Welcome!**

**As Chair and Chief Executive of the Welsh Ambulance Services NHS Trust, we are delighted to present our fourth report on implementing the Welsh Language Standards.**

The Welsh Language (Wales) Measure 2011 sets out a legal framework which imposes a duty on the Welsh Ambulance Services NHS Trust, along with other public institutions, to comply with the Standards relating to the Welsh language and provides an opportunity to reinforce the requirements and to improve the quality and availability of services through the medium of Welsh.

There is a clear commitment from the Board in implementing the Standards and during 2022/23 we have continued to raise awareness of the requirements of the Standards by including Welsh language requirements in staff induction sessions together with promoting the online module 'Croeso Cymraeg Gwaith' which has been key to supporting staff who are at the beginning of their journey to learn Welsh.

Welsh Language Deliverables have been included in the Trust's Integrated Medium Term Plan (IMTP) 2023-26 that incorporates an action plan to implement the Welsh Government More Than Just Words strategy with a focus on an active offer of Welsh across our services. Progress against the IMTP is monitored by the Trust's Finance and Performance Committee, however the People and Culture Committee has specific oversight of Welsh language and has the promotion of the strategic equality objectives as one of its priorities for 2023/24.

This Annual Report sets out our compliance with the Standards and is supported by data for the reporting period 1 April 2022 to 31 March 2023. We recognise that we have made progress, but further improvements are planned to improve the provision of our Welsh language services. To achieve these improvements, we have been working closely with the Welsh Language Commissioner to establish solutions that meet our operational needs and ensure the rights of Welsh language speakers.

This report also reflects the positive impact of the Implementation of More than just words and the "Active Offer" principle, meaning the provision of a Welsh medium service without the service user having to request it.



**Colin Dennis**  
Chair



**Jason Killens**  
Chief Executive

## 1. Introduction

This is the fourth Annual Report of the Welsh Ambulance Services NHS Trust's work showcasing how the Welsh Language Standards have been implemented.

On 30 May 2019, the Trust moved from implementing its Welsh Language Scheme under the Welsh Language Act 1993 to implementing Welsh Language Standards as part of the Welsh Language (Wales) Measure 2011.

The Trust has continued to respond positively to the Welsh Language Standards as it provides an opportunity to reinforce and to improve the quality and availability of its services through the medium of Welsh.

## 2. About us

We are a team of over 4,000 people serving the 3.1 million people of Wales, along with the invaluable support of Community First Responders (CFRs), and volunteer car drivers who transport patients from their homes to hospital appointments and back again.

The 111 Call Centre provides thousands of patients a year with advice, support and signposting to the right services through our Consult and Close services. This includes the NHS 111 Wales Service, which provides 24/7 healthcare advice online and on the phone.

Our Non-Emergency Patient Transport Service (NEPTS) offers a dedicated call handling service dealing with over 1,000 calls a day nationally from eligible patients needing non-emergency ambulance transport. The NEPTS Service takes hundreds of thousands of patients to a place of care, or home, every year.

Our Emergency Call Handlers and Clinical Contact Centre staff deal with more than half a million calls every year, 24/7 and 365 days a year and we are at the frontline of service delivery, making sure that patients get the right advice and help.

## 3. Background to the Welsh Language Standards

Under the Welsh Language (Wales) Measure 2011, all public service organisations in Wales are required to comply with language duties, which ensure that the Welsh language is not treated less favourably than the English language. The duties encourage promotion of the Welsh language, the use of Welsh within internal administration and require that provision is made for the accessibility of Welsh to the public.

Section 44 of the 2011 measure permits the Welsh Language Commissioner to issue a compliance notice, requiring a body to comply with one or more standards specifically applicable to it. The Welsh Language Standards (No.7) Regulations 2018 were then introduced to the health sector organisations in Wales.

In accordance with section 44 of the 2011 measure, the purpose of the Welsh Language Standards is to provide:

- Clarity for organisations on the Welsh language
- Clarity for Welsh speakers on what services they can expect to receive in Welsh.
- Greater consistency in Welsh language services and improvement of quality for users

## 4. More than just words 2022-27 Action Plan

Welsh Government's **More than just words 2022-27 Action Plan** which was launched in August 2022 sets out how together Welsh Health and Social care services can drive forward progress under the overarching theme of culture and leadership and the following three themes:

- **Theme 1** – Welsh language planning and policies including data.
- **Theme 2** – Supporting and developing the Welsh language skills of the current and future workforce.
- **Theme 3** - Sharing best practice and an enabling approach.

The Trust is committed in delivering the actions as set out in Action Plan so that the 'Active Offer' is an integral part of service quality and service delivery across the Trust.

## 5. Accountability and Support

### 5.1 Welsh Language Leads and Champions

Alongside the Trust's Welsh Language Services Manager, the Trust's Board Secretary, Trish Mills is the executive lead for the Welsh language who has been instrumental in championing the development of a new Welsh Language Framework that is included in the Trust IMTP and has been opening conversations in basic Welsh. In addition, the Trust Board has a Non-Executive Director, Bethan Evans who is the Board's Welsh Language Champion and has been involved in promoting the Welsh Language within the Trust to our staff and externally to our service users via the Trust's social media platforms.



**Trish Mills**  
Board Secretary



**Bethan Evans**  
Non-Executive Director

## 5.2 Welsh Language Advisory Group

The Welsh Ambulance Services NHS Trust has established a Welsh Language Advisory Group. This Group provides a mechanism for reviewing all aspects of the Welsh Language Standards and to ensure that a satisfactory service is maintained for all patients and members of the public who use the Trust's services.

## 5.3 Assistant Directors Leadership Team

The Trust's Assistant Directors Leadership Team (ADLT) are responsible for supporting the Trust's Executive Management Team on developing and delivering strategic plans and objectives, financial targets and compliance with legislation requirements, standards, and practices.

## 5.4 People and Culture Committee

The Trust's People and Culture Committee provides assurance to the Board of its leadership arrangements and monitors progress and seeks assurance that the Trust is discharging its statutory responsibilities in relation to the Welsh Language Standards.

## 5.5 Trust Board

The final part of the of the governance route of the Trust's Welsh Language Standards Annual Report following its approval route via the Trust's Welsh Language Advisory Group, ADLT, Executive Management Team and the People and Culture Committee will be for the Trust Board to review and discuss the progress made in complying with the Standards.

## 5.6 Complaints Procedure

Concerns received in relation to compliance with the Welsh Language Standards are received in a number of ways e.g., correspondence to the CEO. All complaints received will be investigated and response provided with any required corrective action. Issues relating to patient safety would be addressed under the Putting Things Right Regulations.

If a member of the public has a concern regarding a recent experience of using Trust services, they can register their concern in a number of ways using whichever is best suited to them: email the concerns team: [Amb\\_PuttingThingsRight@wales.nhs.uk](mailto:Amb_PuttingThingsRight@wales.nhs.uk) or complete an online form: [Online Concerns Submission Form](#)

## 6. Compliance with the Service Delivery Standards (Standards 1 – 77)

This set of standards identifies how the Trust is required to use the Welsh language in different situations so that Welsh speakers can have unhindered access to Welsh language services; for example, when sending correspondence, dealing with telephone calls, providing on-line or face-to-face services.

### 6.1 Correspondence (Standards 1 – 7)

The Trust has applied a consistent approach in relation to use of headed paper and email signatures and requires all staff to use the bilingual headed paper of the Trust. We have also actively encouraged all staff to include a message on email signatures noting that the individual 'welcomes correspondence in Welsh or English'.

### 6.2 Telephone Calls (Standards 8 – 20)

The Welsh Language Standards as imposed upon the Trust places no legal requirement to answer 999 calls in Welsh. Under [The Welsh Language Standards \(No. 7\) Regulations 2018](#) Paragraph 35: Standards 8 to 10 and 13 to 16 do not apply to calls made to the 999 telephone number.

Callers to the 111 service and to the NEPTS service receive a bilingual greeting. When the Trust establishes telephone contact with a service user for the first time, the service user will be asked if they would prefer to receive future calls from the Trust in Welsh or English. That language preference will be noted and respected. Calls to 111 and NEPTS offer a language option for callers.

#### 6.2.1 111 Service Review

During the financial year 2022/23 the 111 Service had significant performance challenges in relation to unprecedented winter demand. During these months the demand on the service at times challenged our technical and staffing capacity to answer the calls in a timely manner. This level of activity was beyond what was witnessed during the peak of the covid pandemic.

The Strep A outbreak in December, prolonged industrial action alongside an impacting National cyberattack over a 6 month period resulted in substantial impact on overall performance for the service.

This impact was seen in answer rate performance in both Welsh and English language calls.



## NHS Wales 111 Service Welsh Language Call demand and answer rate 2022-2023

Welsh language demand	Total answered calls for 111	Welsh Calls Offered	Total calls answered in Welsh	% of calls answered in Welsh
01/04/22 – 31/03/23	766,718	15,735	2,853	18.1%
01/04/21 – 31/03/22	680,161	15,341	6,949	45%

\* Orange figures/percentages represent the 2021/22 reporting period.

### 111 Service Improvements related to the Welsh Language

To address the performance of this standard the following is underway and planned for 2023/24.

1. Significant service and technical developments to improve overall answer rate performance.
2. Continued recruitment of Welsh speaking call handlers to the 111 service.
3. Welsh awareness training at start of employment.
4. Regular Welsh awareness training utilising the focused in-house training videos and materials.
5. Inclusion of a Welsh Language improvement plan within the 111 Service IMTP.

Additionally, Welsh language call answering for 111 and Non-Emergency Transport Patient Service is now a Board level key performance indicator in the Monthly Integrated Quality and Performance Report (MIQPR).

### 6.2.2 Non-Emergency Patient Transport Service (NEPTS)

All callers to our NEPTS Call Centre are welcomed with a bilingual greeting followed by our Integrated Voice Response (IVR) system allowing callers to select their preferred language being English or Welsh from this point. Depending on their selection all messages will be presented in their selected language.

Welsh callers are directed through the IVR to our Welsh Call takers. If our Welsh Call Takers are busy with other callers, the caller will be re-routed to the next available English or Welsh call taker to avoid unnecessary waiting time. It is important not only to provide a full Welsh call experience but to also ensure that no prolonged delays occurs if all our Welsh Call Takers are dealing with other calls.

Our Patient Needs Assessment is used to check the eligibility of each patient for ambulance transport and has been fully translated for use by our Welsh Call Takers to enhance the caller's experience.



## NEPTS Welsh Language Call demand and answer rate 2022-2023

Welsh language demand	Total answered calls for NEPTS	Welsh Calls Offered	Total calls answered in Welsh	% of calls answered in Welsh
01/04/22 – 31/03/23	200,864	1,878	1,856	98.8%

\*NET Centre call data has been included for this year's report as to align itself with the data set provided by the 111 Service. Going forward comparable data from previous year will be included.

\*Compared to the performance of answering Welsh language calls for the 111 service, NEPTS has achieved 98.8% of answering their Welsh language calls. This can be attributed to the lower numbers of calls received to the NEPTS service.

### 6.3 Meetings (Standards 21 – 30)

When the Trust arranges a meeting with a member or members of the public, attendees will be asked if they wish to use the Welsh language at the meeting. Where individuals express a desire to use Welsh at a meeting, the Trust will respect and accommodate that preference. Board meetings have Non-Executive Directors who speak Welsh, and all meetings of the Board are livestreamed via Zoom. We are researching into the possibility of utilising Welsh language subtitles for future Board meetings.

### 6.4 Public Events (Standards 31 – 32)

In relation to face to face services offered at the event, the event's invitation or advertisement will ask persons to inform us if they wish to use the Welsh language. Where this occurs, we provide a translation service at the event.

### 6.5 Documents and Forms (Standards 36 - 38)

Forms to be completed by members of the public are available in Welsh. Documents produced by the Trust for the public are made available in Welsh if the subject matter of the document suggests that it should be produced in Welsh, or if the anticipated audience, and their expectations, suggests that the document should be produced in Welsh. If separate Welsh language versions are required, the English language version will state that the document or form is also available in Welsh.

### 6.6 Publicity and Advertising Material (Standards 33 – 34)

A national bilingual communications campaign for NHS 111 Wales has recently finished. The aim of the campaign was to increase awareness, understanding and trust in NHS 111 Wales, including the [website](#), and help patients with urgent care needs to get the right care, in the right place, first time.

The first phase of this multi-channel marketing campaign started on 14 November 2022 with paid and organic social and digital out-of-home advertising. From 28th

February 2023, phase two began with a new TV ad airing on ITV, S4C and Video on Demand – [you can watch the TV advert here](#). The second phase of the campaign also included a digital radio advert, digital advertising, social media (organic and paid), out-of-home advertising and influencer activity. A social media and poster asset package was available for stakeholders to download and share.



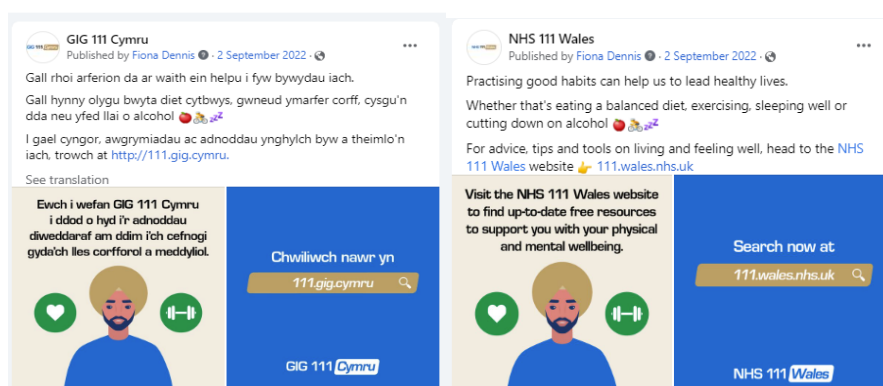
## 6.7 Websites and Online Services (Standards 39 – 43)

The Trust operates two websites: a [Corporate website](#) that has been redeveloped with a facility to switch between the two languages, and the NHS Direct Wales website which was rebranded in May 2020 to GIG 111 Cymru [www.111.wales.nhs.uk](http://www.111.wales.nhs.uk).

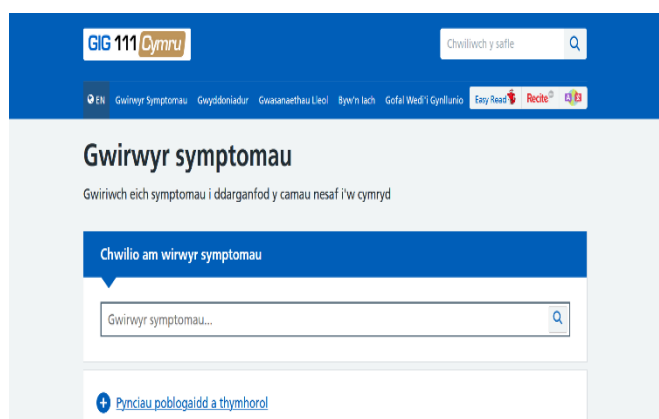
### 6.7.1 111 Website

During the reporting period the website received **4,550,981 (4,187,031)** visits of which **12,554 (0.27%) (33,664 (0.62%))** visits were to the Welsh language website.

From the launch of the newly branded NHS 111 Wales website, the website has been operating its own Welsh and English social media Twitter accounts @GIG111Cymru with **105 (81)** followers and @NHS111Wales with **7,282 (7,022)** followers.



## 111 Website Symptom Checkers



Listening to website user feedback, we continue to work closely with colleagues across the Trust to extend the range of symptom checkers available in Welsh through the website, allowing users to check their symptoms and receive online advice about what to do next. During this reporting period, **14** new checkers were developed and made available in Welsh and English:

Leg injury	Facial pain and swelling	Knee pain and swelling	Foot pain and swelling	Ankle injury	Fatigue	Fainting
Belching	Testicular pain	Palpitations	Hallucinations	Burns	Finger injury	Sleep problems

The total number of **bilingual** symptom checkers now available is **65**.

## 111 Website Developments

A new 'Planned care' section was hosted on the 111 Website homepage on behalf of Welsh Government, providing data on how long people in each Local Health Board were waiting to be referred to or under the care of a specialist.

During December, an increase in the search term 'Scarlet Fever' had already been identified prior to reported cases in the media and calls to 111 telephony service. To support the worried well and other users, information was developed on looking after a sick child, Strep A and Scarlet Fever. This was quickly translated into Welsh.

With a four day bank holiday over the festive period, users were also reminded about planning ahead and advised what they could do out of hours with and without a prescription. An all Wales pharmacy rota was also made available.

Working with the 111 Project team, a number of pages throughout the site have been redesigned with Welsh language in mind, including the Health A-Z, Check Your Symptoms and Services Near You to create design consistency and improve accessibility and optimisation for mobile users, who are our greatest majority of visitors.

## 6.8 Social Media (Standards 45 – 46)

The Trust operates separate Welsh language and English social media accounts for Facebook and Twitter.



Below is a breakdown of the engagement on Trust's social media accounts during the reporting period.

### Twitter

	@Ambiwlans Cymru		@WelshAmbulance	
	2022-23	2021-22	2022-23	2021-22
<b>New followers</b>	42	59	1,385	1,906
<b>Total impressions</b>	113,351	191,100	2,440,000	4,806,500
<b>*Retweets (without comments)</b>	625		4,693	
<b>Likes</b>	485	366	12,400	16,188
<b>*Link clicks</b>	38		7,300	

\* Orange figures/percentages represent the 2021/22 reporting period.

\* New additions therefore no previous comparable data available.

Note: the total amount of Tweets differs between both accounts for the following reasons:

- 'Tweets' include quoted Tweets which are published more frequently on our English account due to other agencies, such as other UK ambulance services, not putting out content in Welsh.
- Link clicks include users clicking on links we provide in the captions. For example, during industrial action, on a selection of posts we used a link to go to the FAQ page.

### Facebook

	Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru		Welsh Ambulance Services NHS Trust	
	2022-23	2021-22	2022-23	2021-22
<b>New followers</b>	27	59	1,959	4,647
<b>New page likes</b>	10	28	1,029	2,237
<b>*Total page visits</b>	1,259		43,566	
<b>*Total page reach</b>	65,794		939,342	
<b>*Reaction/likes, comments and shares</b>	491		100,0084	

\* New additions therefore no previous comparable data available.

\* Orange figures/percentages represent the 2021/22 reporting period.

## 6.9 Signs and Notices (Standards 47 - 49)

All new or replacement signage is produced bilingually with the Welsh positioned so that it is likely to be read first. During the reporting period new external and internal signage was produced for the Trust's new offices in Cwmbran.



## 6.10 Reception Services (Standards 50 - 53)

Where we do have a reception service the online module 'Croeso Cymraeg Gwaith' is available to staff working in reception areas in order to develop their Welsh language skills and be able to greet visitors bilingually. Welsh language support is also available from the Trust's Welsh Language Service Manager.

## 6.11 Awarding Contracts (Standards 57 - 59)

Invitations to tender will be published bilingually if the subject matter of the invitation to tender suggests that it should be produced in Welsh, or if the anticipated audience, and their expectations, suggests that the text should be produced in Welsh. Tenders may be submitted in Welsh, and a tender submitted in Welsh will be treated no less favourably than a tender submitted in English.

No requests for tenders or contracts were issued in Welsh and none were received in Welsh during this reporting period.

## 6.12 Education Courses (Standard 63)



Any education course that we offer to the public we invite the audience to let us know their language preference of either Welsh or English for participating in the course. 'Shoctober' is an annual, month-long awareness campaign that runs every October and is designed to engage, educate, and inform primary school age learners about appropriate use of 999 services and vital lifesaving skills. Schools are asked for their audience language preference in order to deliver the sessions in either Welsh or English.



## 7. Compliance with the Policy Making Standards (Standards 69 – 77)

All new policies implemented by the Trust are subject to an Equality Impact Assessment (EqIA) of which Welsh language is a standard equality strand where staff formulating new or revised policies are asked to consider the positive and/or negative impacts that could result from that policy for the Welsh language. Support from the Welsh Language Services Manager is available to any colleague completing an EqIA and is a standard procedure for all new and revised policies.

From April 2017, the Trust established a revised Trust wide policy process which ensures there is a robust structure in place within which to review existing or develop new policies.

## 8. Compliance with the Operational Standards (Standards 79 – 114)

The set of Operational Standards deals with the way the Trust uses the Welsh language internally and gives employees the right to receive Human Resources services in their chosen language.

### 8.1 Policy on the Internal Use of Welsh (Standard 79)

As part of the Trust's new Welsh Language Framework a new policy to promote the use of the Welsh language within the Trust will be developed for the formal and social use of Welsh amongst our workforce through regular learning and greater participation in a variety of formal and informal language networks and events. Part of this work is the introduction of a Welsh Language Award as one of the categories for the Trust's annual Staff Awards. The award is to recognise staff who have helped

to promote the Welsh Language and improve bilingual provision in healthcare.



From the five nominations received for the Welsh Language Award 2022, Cerrie Douglass, Clinical Support Desk Clinician was this year's winner for her use of the Welsh language within the complex nature of the clinical support desk.

## 8.2 Employment Documents (Standards 80 – 81)

We have not been asked by any member of staff for any employment related documents to be supplied in Welsh i.e., documents that outline training needs or requirements; documents that outline performance objectives; documents that outline or record a career plan; forms that record and authorise annual leave; forms that record and authorise absences from work and forms that record and authorise flexible working hours.

We have ensured that the following documents: change of hours letters, secondment extensions and contract of employment have been translated should any member of staff wish to receive them through the medium of Welsh. Where NHS Wales Shared Services Partnership (NWSSP) issues contracts of employment (via the recruitment process within TRAC), these are sent in both Welsh and English.

## 8.3 Recruiting and Appointing (Standards 106 – 109)

Guidance/process flow charts are used to assist managers prior to any post being advertised. The process provides details of translation services as well as some standard advert and job description wording to assist managers. A translation Service Level Agreement with Betsi Cadwaladr University Health Board has been established to support the Trust's translation needs.

The assessment form we introduced for all managers to complete to help assess Welsh language requirement for posts continues to be utilised. This forms part of a number of other check points, prior to a post being released for advert.

## 8.4 Assessing and Recording Welsh Language Skills across the Workforce (Standards 96 and 116)

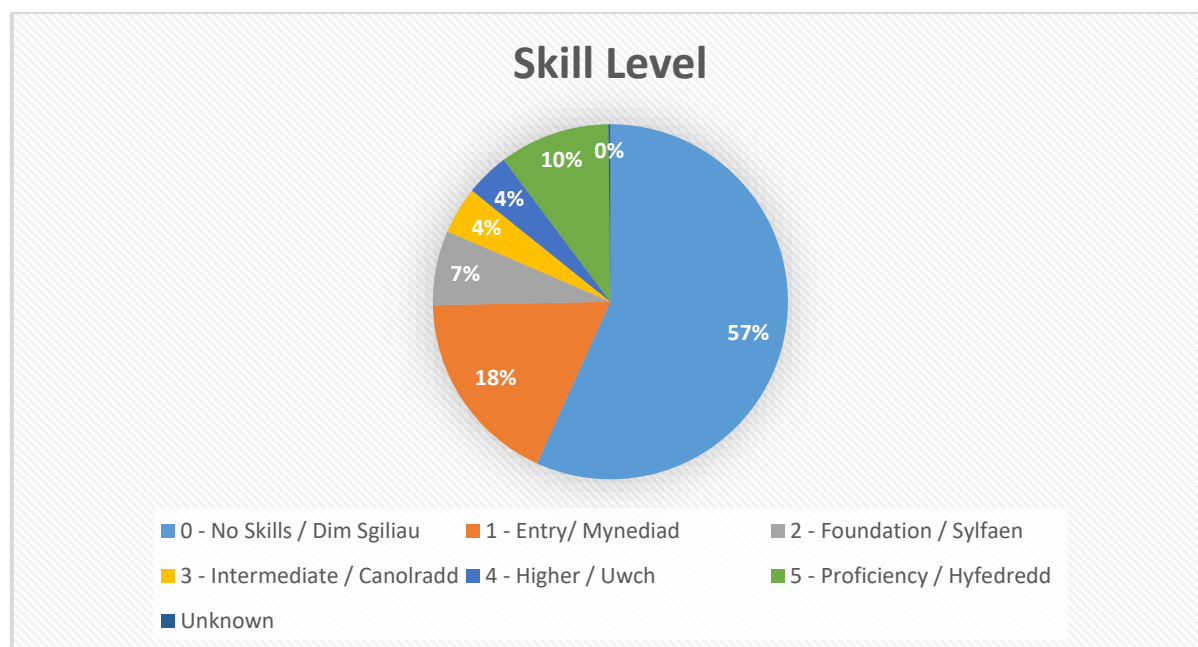
From a total of **4,375** members of staff **3,906 (89.28%) 4,283 (87.23%)** of the Trust's workforce have self-assessed and recorded their Welsh language skills on ESR. Below, Welsh language listening/speaking skills recoded on ESR per directorate:

Directorate	Required	Achieved	Compliance %
Corporate Governance	7	7	100%
Chief Executive Directorate	19	15	78.95%
Digital Directorate	52	51	98.08%
Finance & Corporate Resources Directorate	107	98	91.59%
Medical & Clinical Directorate	56	55	98.21%
Operations Directorate	3883	3437	88.51%
Partnerships & Engagement Directorate	12	12	100.00%
Quality, Safety & Patient Experience Directorate	130	127	97.69%
Strategy, Planning & Performance Directorate	17	14	82.35%
People & Culture Directorate	92	90	97.83%



## 8.5 Welsh Language Skills of Staff Profile – Listening/Speaking

0 - No Skills	1 - Entry	2 - Foundation	3 - Intermediate	4 - Higher	5 - Proficiency	Unknown	Grand Total
2450	772	293	185	172	434	8	4314



## 8.6 New and Vacant Posts (Standard 117)

The table below confirms posts advertised between 1 April 2022 and 31 March 2023:

Total number of posts advertised: **405 (456)**. All job descriptions are translated into Welsh.

Category	Number of posts categorised		Percentage of posts advertised	
	2022-23	2021-22	2022-23	2021-22
Essential	6	8	1.4%	1.7%
Desirable	393	441	97%	97%
Needs to be learned	0	0	0%	0%
Not necessary	6	6	1.4%	1.3%

\* Orange figures/percentages represent the 2021/22 reporting period.

Welsh essential posts advertised:

- Non Emergency Patient Transport Service (NEPTS) Call Taker

Job interviews for vacant posts were facilitated in Welsh following requests from the job applicant.

In order to ensure that our service users receive services in their language of choice a dedicated Welsh language workstream has been developed as part of the overall WAST Strategic Workforce Plan. Work will progress in 2023-24 in identifying the levels of Welsh language skills of Trust staff and identify those skills gaps in delivering the active offer to our service users.

## 8.7 Training (Standard 97)

We offer the following training through the medium of Welsh in accordance with this Standard:

- recruitment and interviewing
- performance management
- complaints and disciplinary procedures
- induction
- dealing with the public
- health and safety

We have not undertaken training for Performance Management or Complaints and Disciplinary Procedures during the period that this report covers. Generally, training for these areas is conducted when a key change in policy and/or procedure is agreed, and where we would have to ensure that managers are aware of the change and its implication on their management of staff through one of these processes.

We can however confirm that should training in these areas be necessary, candidates will be asked if they would like the training in Welsh. A session through the medium of Welsh (number dependent) would be arranged or via the use of a simultaneous translation service.

## 8.8 Training carried out during the reporting period.

Type of Training	Number who attended the Welsh version	Number who attended the English version	Percentage that attended the Welsh version
<b>Recruitment and Interviewing</b>	None delivered		
<b>*Performance Management</b>	0	26	0
<b>Complaints and Disciplinary Procedures</b>	None delivered		
<b>** Induction</b>	0	424	0
<b>Dealing with the Public</b>	None delivered		
<b>***Health and Safety</b>	0	72	0

\*A revised PADR process was introduced in November 2022 to include the wellbeing and newly introduced Trust behaviours element. A presentation was developed to go through all aspects of the PADR process and the pay progression process. This is currently available in English but will be made available in Welsh in 2023/24.

\*\* No one requested for our induction to take place in Welsh, however, every 'WAST Welcome Day' where new members of staff are introduced to the Trust has an element of Welsh within it (greeting delivered bilingually, Welsh WAST behaviours video and reference to the Welsh language standards and learning materials, some of which are delivered in Welsh).

\*\*\* This is an internationally delivered IOSH accredited training course, and not available in Welsh.

## 8.9 Training to Improve Welsh Language Skills (Standards 99 - 101)

The online module 'Croeso Cymraeg Gwaith' has been key to the Trust in supporting staff who are at the beginning of their journey to learn Welsh and **303 (294)** members of staff have registered onto the Welsh language beginners e-learning module facilitated by the National Centre for Learning Welsh with **97** having completed the course.

## 8.10 Welsh Language Awareness Training (Standards 102 – 103)

The Trust's 'Welcome days' includes Welsh language awareness and a total of **424 (340)** staff undertook this training during the reporting period.

## 8.11 Promoting the Welsh Language



The 7<sup>th</sup> of December 2022 marked Welsh Language Rights Day which is the date on which the Welsh Language (Wales) Measure, the legislation that made the rights possible, was passed by the Senedd.

This [video](#) was developed by the Trust to support Welsh Language Rights' Day and promoted on its social media platforms. In addition, advice, and guidance to Trust staff on how they can comply with the Welsh language standards was also promoted.

## 9. Complaints (Standard 115)

Below, is a list of complaints received during 2022/23 along with a summary of the actions taken. Five complaints were received:

	Complaint	Response and action
1	Welsh Language Commissioner initiated an investigation and determined that the Trust failed to comply with standards 1 and 7 that deal with sending and receiving correspondence.	Staff who deal with external correspondence have subsequently received compliance awareness sessions on sending and receiving correspondence in Welsh.
2	Complaint received from member of the public with regards to the 111 website that the "Services offered" section on each of the primary care provider's page does not contain any information as to what services are available in Welsh.	Local Health Boards have been contacted to provide information on their Welsh language services provision within primary care which can be reflected on the 111 website.
3	Complaint received via Member of the Senedd about the standard of the Welsh language telephone line service for arranging hospital transport (NEPTS).	Improvement work was carried out on the NEPTS telephony system and call routing for Welsh language calls.
4	Complaint received from the Welsh Language Commissioner that on the 111 website it incorrectly states that a number of dentists have a Welsh language service.	<p>After submitting a response to the Welsh Language Commissioner the Commissioner later confirmed that she will not be conducting a statutory investigation as it was the duty of the local health boards in line with standard 65 to publish information on their websites about which primary care providers provide their services in Welsh. The Commissioner asked if it was possible for the Trust to consider integrating this information (already collected and recorded by the local health boards) into <a href="https://111.wales.nhs.uk/">the https://111.wales.nhs.uk/</a> website, or consider stating on the relevant pages of the NHS 111 website that information about which primary care providers provide their services in Welsh should be available on each health board's individual websites.</p> <p>The messaging for each dental practice has been amended so as to indicate</p>

		that service users are advised to contact the service directly to discuss provision / access to the service in the medium of Welsh.
5	Complaint received in relation to the NEPTS webpage that only included an English video and that the Welsh language version of a patient questionnaire was only accessed via the English version of the webpage.	The video on the NEPTS <a href="#">webpage</a> is now available in Welsh and links on the <a href="#">patient questionnaire</a> have been checked and now go to the Welsh language web pages.

## 10. Priorities for 2023-2024

### Welsh Language Framework

We will be implementing our Welsh Language Framework that will ensure there is structure, rigour, governance, and consistency for the development of the Welsh language throughout the Trust that encompasses compliance with the statutory requirements of Welsh Language Standards under the Welsh Language (Wales) Measure 2011 and delivery of the actions within the More than just words 2022-27 Action Plan.

Welsh Language Deliverables from within the framework have been included in the Trust's Integrated Medium Term Plan (IMTP) 2023-26 where progress will be reported via the Trust Board's People and Culture Committee.



Centralising of Welsh Language Translation will enable the Trust to meet the increase in demand in Welsh language translation requirements of the Welsh Language Standards and have a fit for purpose translation service that can respond to WAST service users and staff in a bilingual way.

### More Than Just Words

Work has progressed on delivering the actions within Year 1 of the action plan which has been submitted to Welsh Government for review. As to ensure that Welsh language is promoted at the highest level of the organisation and there is broad understanding of the active offer the Trust's Board Secretary (Trish Mills) has been named as the Executive Champion at the Board for Welsh Language together with Non-Executive Director (Bethan Evans) as an additional champion.

In line with Action 10 and 18 of 'More than just words', a dedicated Welsh language workstream has been developed as part of the overall WAST Strategic Workforce Plan. Work will progress in 2023-24 in identifying the levels of Welsh language skills of Trust staff and identify those skills gaps in delivering the active offer to our service users.

## Further Information

For further information on the Welsh Language Standards please contact:

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