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Ymddiriedolaeth GIG  
Gwasanaethau Ambiwylans Cymru  
Welsh Ambulance Services  
NHS Trust

**WELSH AMBULANCE SERVICES  
NHS TRUST**

**WELSH LANGUAGE  
STANDARDS  
ANNUAL REPORT  
2019 - 2020**

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 first 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 Service NHS Trust, among other public institutions, to comply with the Standards relating to the Welsh language. The Trust has responded positively to the Welsh Language Standards as it provides an opportunity to reinforce the requirements and to improve the quality and availability of services through the medium of Welsh.

During 2019/20, the Trust started to implement the requirements of the Welsh Language Standards, working closely with services to ensure they all conform. We have been raising awareness of the requirements of the Standards by including Welsh language requirements in staff induction sessions together with promoting the on-line module ‘Croeso Cymraeg Gwaith’ which has been key to us in supporting staff who are at the beginning of their journey to learn Welsh. ‘Iaith Gwaith’ Lanyards and badges were distributed to staff to encourage the use of Welsh within the workplace and for members of the public to identify our Welsh speaking staff. In addition Welsh language social media accounts for Facebook and Twitter have been set up to improve our communication with the Welsh speaking public.

In terms of recruitment we have developed a new Welsh language assessment form for all managers to complete and forms part of a number of other check points prior to posts being released for advert.

This report sets out our compliance with the Standards and submits the necessary data for the reporting period 30 May 2019 to 31 March 2020. We recognise that we have made progress but that improvements are still required in order to improve the provision of our Welsh language services. In order to achieve these improvements we have been working closely with the Welsh Language Commissioner and his team to establish solutions that meets our operational needs, as well as ensures the rights of Welsh language speakers.



**Jason Killens**  
Chief Executive



**Martin Woodford**  
Chair

## 1. Introduction

This is the first Annual Report of the Welsh Ambulance Services NHS Trust's work for 2019/20. The report focuses on the first year of implementing the Welsh Language Standards.

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. As a result the Trust has started to implement actions for compliance with its Statutory [Compliance Notice](#) from the Welsh Language Commissioner.

The Trust has responded 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. Such developments have included the setting up of Welsh language social media accounts for Facebook and Twitter together with the redevelopment of the Trust's bilingual corporate website. Guidance on how to comply with the standards have been developed and available to staff on the Trust's intranet. In addition the Trust continued to work across the organisation in progressing the future actions as set out in the [More than Just Words interim action plan 2019 and 2020](#) such as the recruitment of staff with Welsh language skills.

## 2. About us

We are a team of over 3,700 people serving the 3.1 million people of Wales, along with the invaluable support of approximately 1,300 Community First Responders (CFR's), over 200 Volunteer Car Drivers who transport patients from their homes to hospital appointments and back again.

We provide thousands of patients a year with advice, support and signposting to the right services through our "hear and treat" services. This includes NHS Direct Wales and the 111 service which is an amalgamation of NHS Direct Wales (a 24 hour health advice and information service for the public) and the front end call handling and clinical triage elements of the GP out-of-hours services and our Clinical Desk. We take hundreds of thousands of patients to a place of care, or home, every year through our Non-Emergency Patient Transport Service (NEPTS).

Our 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.

We attend more than 250,000 emergency calls a year, over 50,000 urgent calls and transport over 1.3 million non-emergency patients to over 200 treatment centres throughout England and Wales.

### **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. Accountability and Support**

#### **Welsh Language Leads and Champions**

Alongside the Trust's Welsh Language Officer the Trust's Board Secretary is the executive lead for the Welsh language. In addition the Trust Board has a Non-executive director who is the Board's Welsh Language Champion.

Work will be undertaken to re-establish the network of Welsh Language Champions across the Trust in providing leadership, advice, guidance and support regarding the Welsh Language Standards and promoting the use of the Welsh language internally.

#### **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 services of the Trust.

#### **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.

## 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 as to enable the Trust to discharge its statutory responsibilities in relation to the Welsh Language Standards, Health, Safety and Welfare, Equality and Diversity, and relevant Healthcare Standards requirements.

## Internal Audit

A Welsh Language Standards Internal Audit took place from 30 April 2019 to 26 July 2019 and was undertaken by NHS Wales Shared Services Partnership Audit and Assurance Services. This audit was a high-level review of the actions the Trust has taken to assess the impact of, and achieve compliance with the Welsh Government's Welsh Language Standards Regulations. The level of assurance given as to the effectiveness of the system of internal control in place to manage the risks associated with the Welsh Language Standards was **Reasonable** assurance.

## Complaints Procedure

The Trust investigates concerns received under the National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011, and provide an explanation to the concerns raised.

If the public have a concern regarding a recent experience of using Trust services, they can receive and register their concern in a number of ways which 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](#)

## 5. Compliance with the Service Delivery Standards

Arrangements that have been made to meet the Service Delivery Standards that have come into force which include the following:

### Correspondence

When the Trust receives correspondence in Welsh, the Trust will reply in Welsh, should a response be required. Where the Trust issues correspondence but the language preference of recipients is unknown, the correspondence will be issued in Welsh and English. Footnotes at the bottom of all external emails and letterheads explain that we welcome correspondence in Welsh and English:

*Mae'r Ymddiriedolaeth yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg - byddwn yn ymateb yn gyfartal i'r ddwy ac yn ateb yn eich dewis iaith heb oedi.*

*The Trust welcomes correspondence in Welsh or English - we will respond equally to both and will reply in your language of choice without delay.*

## Telephone Calls

The Welsh Language Standards as imposed upon the Trust place no legal requirement to answer 999 calls in Welsh.

For other calls staff will give a bilingual greeting when answering the telephone and 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 NHS Direct Wales/111 and NEPTS offer a language option for callers.

## Challenges

As of 30/11/19, the Trust have a challenge lodged with the Welsh Language Commissioner in respect of Standard 10 in relation to the NHS Direct Wales / 111 service. We have been working closely with the Welsh Language Commissioner and his team to establish a solution that meets operational need as well as ensures the rights of Welsh language speakers. We are currently awaiting the Commissioner's final determination on the imposition of this standard.

## Meetings

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.

## Public Events

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. There is no requirement to provide a translation service if no one has informed the organiser that they wish to use Welsh at the event.

## Documents and Forms

Any form that is 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.

## Websites and on-line Services

The Trust operates two websites, a [Corporate website](#) and the [NHS Direct Wales website](#). The Corporate website has been redeveloped with a facility to switch between the two languages. Development of the NHS Direct website includes **32** bilingual online symptom checkers which provide help and advice to the public on how they can manage their symptoms. During the reporting period the NHS Direct Wales website received **5,466,223** visits of which **16,762 (0.31%)** visits were to the Welsh language website. As noted in the Trust's compliance notice the requirement to ensure the NHS Direct Wales website is fully bilingual is 30 November 2020.



During May 2020 the current NHS Direct Wales website will be rebranded to 111. The new web address will be [www.111.wales.nhs.uk](http://www.111.wales.nhs.uk).



## **Social Media**

Developments have included the setting up of Welsh language social media accounts for Facebook and Twitter. See Appendix 1 for social media data.

## **Signs and Notices**

All new or replacement signage are produced bilingually with the Welsh positioned so that it is likely to be read first.

## **Reception Services**

We will develop the Welsh language skills of staff working in reception areas that requires frontline reception staff to undertake some Welsh training, either through face-to-face courses or through the online in order to be able to greet visitors bilingually.

## **Awarding Contracts**

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 have been issued in Welsh and none have been received in Welsh during this reporting period.

## **Education Courses**

Any education course that we would offer to the public we would invite the audience to let us know their language preference for participating in the course.

# **6. Compliance with the Policy Making Standards**

All new policies implemented by the Trust are subject to an Equality Impact Assessment (EqIA). As part of this assessment, staff formulating new or revising 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 Officer 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.

During the reporting period the Trust Board and its associated committees approved **12** policies (inclusive of new and revised policies). 100% went through the process of EqlA of which Welsh language is a standard equality strand. No policy required amending in relation to the Welsh language following EqlA.

## **7. Compliance with the Operational Standards**

### **Policy on the Internal Use of Welsh**

A policy to promote the use of the Welsh language within the Trust has been 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 was 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.

### **Employment Related Documents**

We have not been asked by any member of staff for any employment related documents to be supplied in Welsh. We have however ensured that all relevant documents (e.g. change of hours letters, secondment extensions, contract of employment) have been translated and are ready to use, 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.

## Welsh Language Skills across the Workforce

**3,644 (96.27%)** of the Trust's workforce have self-assessed and recorded their Welsh language skills.

### Listening/Speaking Welsh Compliance - as of 31.03.2020

Assignment Count	Required	Achieved	Compliance %
3644	3644	3508	96.27%

Org L3	Assignment Count	Required	Achieved	Compliance %
020 BOARD SECRETARY (BX02)	7	7	7	100.00%
020 CHIEF EXECUTIVE DIRECTORATE (BX01)	21	21	21	100.00%
020 DIGITAL DIRECTORATE (KX01)	48	48	45	93.75%
020 FINANCE & CORPORATE RESOURCES DIRECTORATE (FX01)	85	85	85	100.00%
020 MEDICAL & CLINICAL DIRECTORATE (UX01)	49	49	49	100.00%
020 OPERATIONS DIRECTORATE (DX01)	3241	3241	3115	96.11%
020 PARTNERSHIPS & ENGAGEMENT DIRECTORATE (CX01)	17	17	16	94.12%
020 QUALITY, SAFETY & PATIENT EXPERIENCE DIRECTORATE (JX01)	86	86	85	98.84%
020 STRATEGY, PLANNING & PERFORMANCE DIRECTORATE (HX01)	10	10	8	80.00%
020 WORKFORCE & OD DIRECTORATE (PX01)	80	80	77	96.25%

### Breakdown by Skill Level

Count of Employee	Skill Level							Grand Total
	0 - No Skills / Dim Sgiliau	1 - Entry / Mynediad	2 - Foundation / Sylfaen	3 - Intermediate / Canolradd	4 - Higher / Uwch	5 - Proficiency / Hyfedredd	Unknown	
020 BOARD SECRETARY (BX02)	4	1			1	1		7
020 CHIEF EXECUTIVE DIRECTORATE (BX01)	13	4	2		2			21
020 DIGITAL DIRECTORATE (KX01)	32	5	4		2	2	3	48
020 FINANCE & CORPORATE RESOURCES DIRECTORATE (FX01)	57	9	3	2	4	10		85
020 MEDICAL & CLINICAL DIRECTORATE (UX01)	31	10	5			3		49
020 OPERATIONS DIRECTORATE (DX01)	1993	454	160	110	111	287	126	3241
020 PARTNERSHIPS & ENGAGEMENT DIRECTORATE (CX01)	12	2	1	1			1	17
020 QUALITY, SAFETY & PATIENT EXPERIENCE DIRECTORATE (JX01)	59	10	1	6	2	7	1	86
020 STRATEGY, PLANNING & PERFORMANCE DIRECTORATE (HX01)	3	4	1				2	10
020 WORKFORCE & OD DIRECTORATE (PX01)	48	16	7	1		5	3	80
<b>Grand Total</b>	<b>2252</b>	<b>515</b>	<b>184</b>	<b>120</b>	<b>122</b>	<b>315</b>	<b>136</b>	<b>3644</b>

## New and Vacant Posts

The table below confirms posts advertised between 30 May 2019 and 31 March 2020:

Category	Number of posts categorised	Percentage of posts advertised
Essential	9	4.33
Desirable	199	95.67
Needs to be learned	0	0
Not necessary	0	0

Posts advertised as Welsh language essential included: Emergency Medical Service (EMS) Call Takers, Non Emergency Patient Transport Service (NEPTS) Call Taker and NHS Direct Wales/111 Clinical Advisor for Telephone Triage.

We introduced a new assessment form for all managers to complete, prior to any vacant posts being advertised. The assessment form is a tool for managers to use to establish whether a post is Welsh language essential, desirable, needs to be learnt or not necessary for the post they wish to advertise and forms part of a number of other check points, prior to a post being released for advert. We therefore added this additional check point to cover this element of the Welsh Language Standards (see Appendix 2: Welsh Language Job Assessment Form). The form is completed and sent to our HR Hub for checking and logging, prior to the HR Hub completing the final stage on the advertising process.

## Training

We are aware of our obligation to offer the following training through the medium of Welsh:

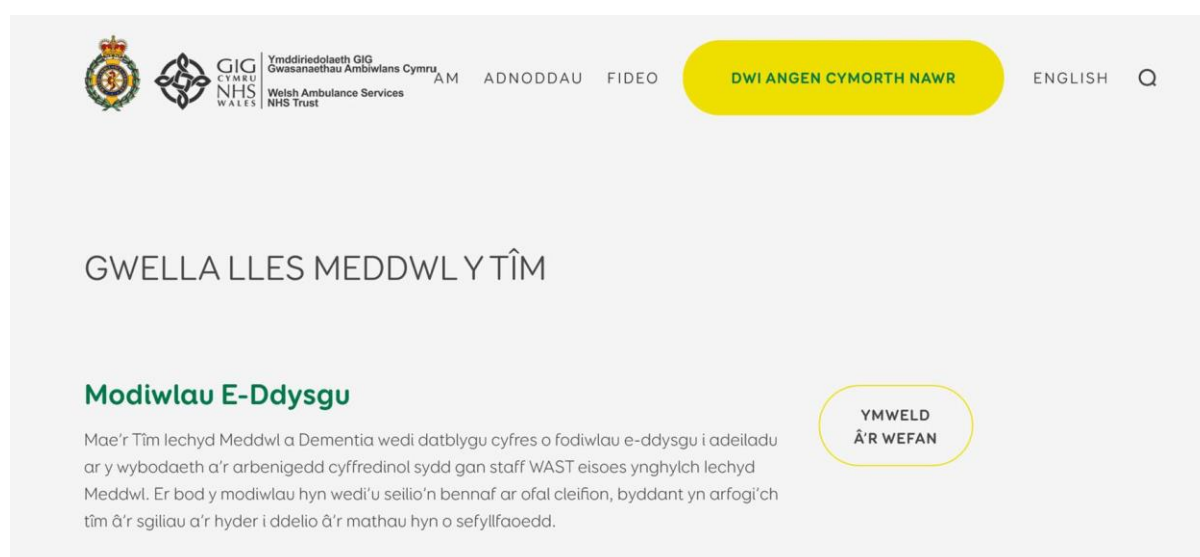
- Recruitment and interviewing
- Performance management
- Complaints and disciplinary procedures
- Induction
- Dealing with the public
- Health and safety

We have not undertaken training for Performance Management or Complaints and Disciplinary Procedures, during the period that this report covers. Generally training for these is conducted when a key change in policy and/or procedure is agreed and we have to ensure managers are aware of the change and its implication on their management of staff through one of these process. We have not had the need to investigate training in these areas during this reporting period. We can however confirm that should training in these areas be necessary, candidates will be asked if they would like the training in Welsh and either a separate session through the medium of Welsh (number dependent) would be arranged or a translator to offer simultaneous translation would be sourced.

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>	No one requested the recruitment training workshops in Welsh	<b>Total: 55</b> Course 1: 8 Course 2: 21 Course 3: 16 Course 4: 10	0
<b>Performance Management</b>	None delivered		
<b>Complaints and Disciplinary procedures</b>	None delivered		
<b>Induction</b>	No one requested for our induction to take place in Welsh, however the induction workbook is routinely offered to all attendees in Welsh, 2 members of staff requested both the Welsh and English version)	<b>Total: 370</b> Course 1: 10 Course 2: 10 Course 3: 5 Course 4: 13 Course 5: 21 Course 6: 19 Course 7: 11 Course 8: 8 Course 9: 11 Course 10: 11 Course 11: 20 Course 12: 20 Course 13: 10 Course 14: 8 Course 15: 15 Course 16: 18 Course 17: 15 Course 18: 19 Course 19: 26 Course 20: 18 Course 21: 17 Course 22: 19 Course 23: 15 Course 24: 15 Course 25: 16	0
<b>Dealing with the public</b>	None delivered		
<b>Health and Safety</b>	No one requested health and safety training in Welsh.	<b>Total: 46</b> Course 1: 8 Course 2: 3 Course 3: 2 Course 4: 4 Course 5: 3 Course 6: 4 Course 7: 4 Course 8: 6 Course 9: 12	0

## Development of Bilingual Training Resources for Staff

In the development of bilingual training resources the Trust's Mental Health and Dementia Team designed and developed the Trust's Mental Health and Wellbeing portal for staff, which offers a wealth of resources for staff who are either in crisis or want to improve or maintain their own mental wellbeing or that of a colleague. The resources that have been developed include a suite of e-learning modules aimed specifically for Trust staff to improve their knowledge and skills in suicide prevention, mental health awareness, mental health legislation, substance misuse, self-harm and dementia.



## Training to Improve Welsh Language Skills

The on-line module 'Croeso Cymraeg Gwaith' has been key to us as a Trust in supporting staff who are at the beginning of their journey to learn Welsh and **224** staff have registered to follow the module.

## Welsh Language Awareness Training

The Trust's Welcome days includes Welsh language awareness and a total of **370** staff undertook this training during the reporting period.

## 8. Complaints

### Complaints received in 2019/20

Below, is a list of complaints received during 2019/20 along with a summary of the actions taken. Four complaints were received two via the Welsh Language Commissioner and two received directly from members of the public.

	Complaint	Response and action
	<b>Service Delivery Standard</b>	
1	Complaint received from the Welsh Language Commissioner on 16/08/19 about an alleged failure by NHS Direct Wales to deal with a telephone call in Welsh.	Following the submission of information to the Commissioner in relation to NHS Direct a response was received by the Commissioner on 08/10/19 stating that it was not possible for the Commissioner to investigate the complaint as the Trust was not required to comply with the relevant service delivery standard, Standard 10 until 30 November, 2019.
2	Complaint received from a member of the public on 18/08/19 regarding failure by NHS Direct Wales to deal with a telephone call in Welsh.	Following an investigation it was explained to the complainant that all attempts are made to route Welsh calls to the appropriate Welsh call handlers within the service and that not all the call handlers in NHS Direct Wales are Welsh speakers and there are times that Welsh calls are routed to an English call handler due to patient safety and to prevent a potential delay in urgent care.
3	Complaint received from the Welsh Language Commissioner on 27/08/19 regarding: i. An allegation that the Ambulance Service does not have a Welsh medium feed on its Twitter account @WelshAmbulance ii. An allegation that the Ambulance Service does not respond to Welsh medium messages received via its Twitter account @WelshAmbulance	It was explained to the Welsh language Commissioner that the Welsh Ambulance Service launched its feed for Welsh-language social media in early August 2019. Following our inquiry, it emerged that our notices were not properly set out and a quality filter was installed, including a range of other installations and edited notices for people we do not follow were turned off.
4	Complaint received from a member of the public on 06/12/19 regarding failure to deal with a telephone message that had been left in Welsh on the Putting Things Right line.	Following an investigation the message that the complainant said they had left on the Putting Things Right line was not found. It was explained to the complainant that the system that we were using at that time for callers to leave a message was different to the one that is in use now. The older application relied upon the caller pressing the “#” key at the end of the message, which then saved this message as a file and attached it to an email. The “#” key was not pressed on this occasion by the caller. The new method of leaving messages does not need the “#” key to be pressed to save a message.

## Appendix 1

### Bilingual Social Media Accounts data from when accounts were set up on 13 August 2019 to end of reporting period 31 March 2020

#### Twitter

	@Ambiwlans_Cymru	@WelshAmbulance
New followers	135	2,514
Total amount of Tweets	292	626
Total impressions	115,650	3,533,000
Profile visits	1,689	63,415
Retweets	232	9,343
Likes	369	18,381

On average, @Ambiwlans\_Cymru has 1.3 likes per day and @WelshAmbulance has 41.5 likes per day.

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

- 'Emergency' demand posts are posted instantly in English. If emergency demand posts go out during working hours, we always try and send them for translation. However, a great deal of our emergency demand messages are requested to be published out of hours via a non-Welsh speaking on-call communications officer.
- 'Tweets' include quoted Tweets which are published more frequently on our English account due to other agencies such as other UK ambulance services do not put out content in Welsh.
- 'Tweets' also include replying to comments (e.g. complaints, thank you notes, general conversations) which are rarely received on the Welsh accounts. Over the busy winter period, we are frequently replying to complaints directed at us on our English Twitter account.

#### Facebook

	Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru	Welsh Ambulance Services NHS Trust
New followers	55	6,768
New page likes	53	6,499
Total post reach	3,290	1,668,634

\*Note: For Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru, statistics for total post reach could only be gathered as far back as 13 October 2019. This suggests little/no activity before this date. Statistics for Welsh Ambulance Services NHS Trust remains from 13 August 2019.

\*\*Note: Post likes and retweets could not be gathered as far back as August 2019 on Facebook. A more sophisticated software would be needed to gather this data.



## Appendix 2



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Ymddiriedolaeth GIG  
Gwasanaethau Ambiwylans Cymru  
Welsh Ambulance Services  
NHS Trust

### Welsh Language Assessment Form

The Trust must be in compliance with the Welsh Language Standards, effective from 30<sup>th</sup> May 2019 which have been created to:

- Ensure clarity to organisations in relation to the Welsh language
- Ensure clarity to Welsh speakers on what services they can expect to receive in Welsh
- Ensure greater consistency in Welsh language services and improve quality to users

The Welsh Language Standards will impact upon our recruitment processes and recruiting Managers must utilise this form to determine whether Welsh language skills are essential, desirable, can be learnt when appointed or not necessary for each role advertised.

A copy of this Assessment Form must be emailed to the HR Hub once completed – [hrhub.amb@wales.nhs.uk](mailto:hrhub.amb@wales.nhs.uk). The information provided within this document will be used for reporting purposes and will form part of the recruitment audit process.

**Please be advised that no advert will be published on Trac until this document has been returned to the HR Hub.**

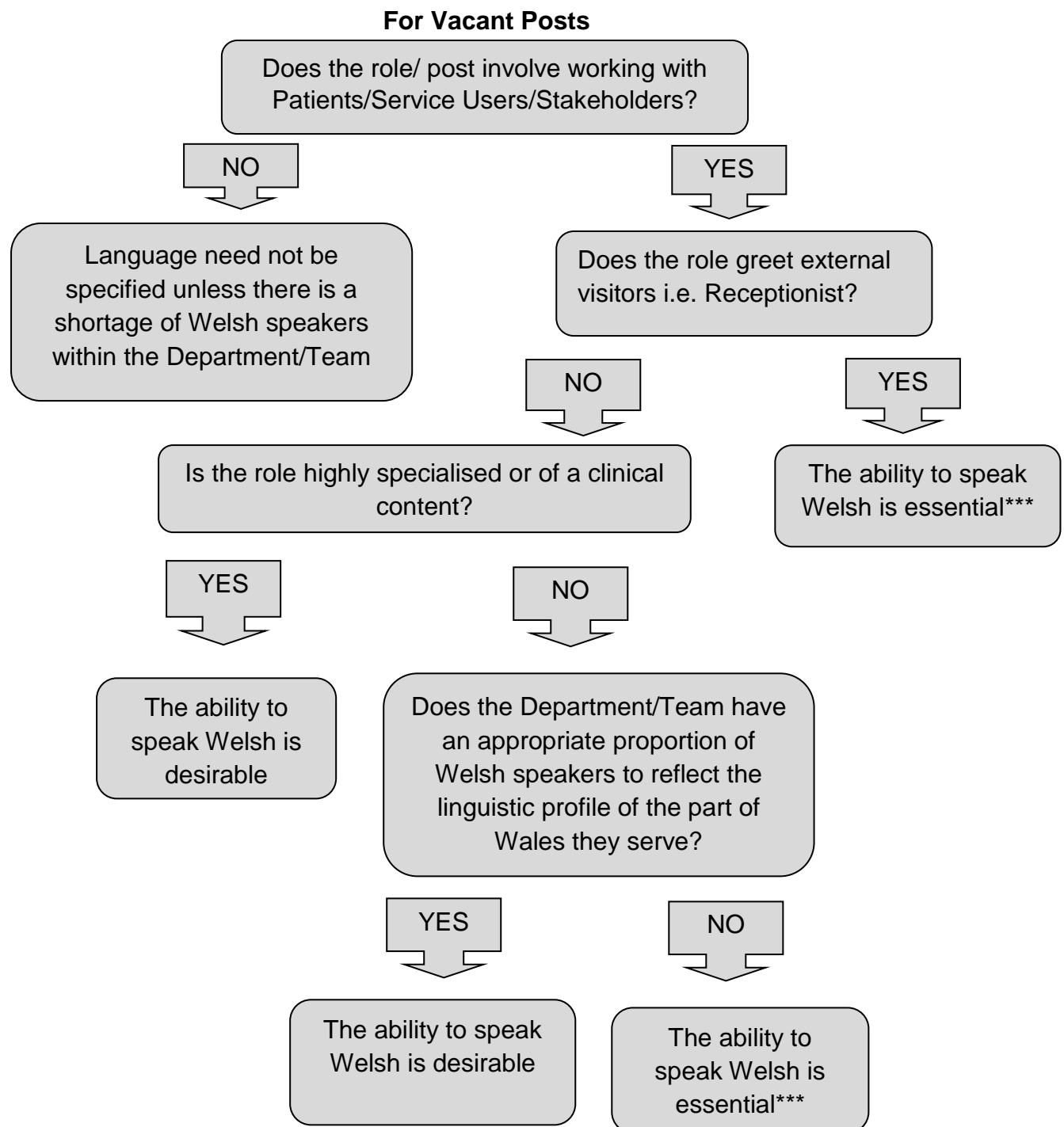
Should you require any support in completing this form, please contact the Recruitment Manager or a member of the HR Hub Team.

Post Title:	
Directorate:	
Recruiting Manager's Name:	
ESR Position Number of Post:	

**Factors to consider when making your assessment:-**

- Is it essential for the post-holder to speak/read/write Welsh to undertake their role?
- Would recruiting someone with Welsh language skills ensure that a service can be offered through the medium of Welsh at any time? (i.e. that the number of staff with Welsh language skills within your team is sufficient)
- Will the post-holder be required to deal with internal staff or external stakeholders who wish to communicate in Welsh on a daily basis?
- Will the post-holder be required to deal with internal staff or external stakeholders who wish to communicate in Welsh on an infrequent basis? (i.e. only occasionally)
- Will the post be located within a service area that is likely to be of importance in the context of the Welsh language: i.e. front line services/patient facing services?
- Will the post-holder have a clear public profile, and receive public attention when representing the Trust? e.g. CEO/Executive Director/Director/Senior Manager
- Will the post-holder be part of a team that is likely to receive communication or documentation in Welsh on a daily basis?
- Will the post-holder be part of a team that is likely to receive communication or documentation in Welsh on an infrequent basis? (i.e. only occasionally)

Please now utilise the flowchart below to determine the Welsh Language requirements for your vacancy:-



\*\*\*If unsuccessful in appointing for a vacancy where Welsh is deemed to be essential, the post should be re-advertised as Welsh “essential” stating that we would welcome applications from non-Welsh speakers with a proviso that the successful candidate must be willing to learn Welsh (with comprehensive support from the Trust). This must be noted within the Conditional/Unconditional Offer Letters to ensure that the successful Candidate understands the requirement to reach the expected standard within a specific timeframe. The condition must be linked to a clearly documented learning plan.

**Outcome: Welsh Language Skills are Essential/Desirable/Can be learnt when appointed/Not Necessary (delete as appropriate)**

<b>Name:</b>	
<b>Your Position:</b>	
<b>Date:</b>	

## Further Information

For further information on the Welsh Language Standards please contact:

Melfyn Hughes  
Welsh Language Officer

Welsh Ambulance Services NHS Trust  
Tŷ Elwy  
Ffordd Richard Davies  
St Asaph  
Denbighshire  
LL17 0LJ

E-mail: [Melfyn.hughes@wales.nhs.uk](mailto:Melfyn.hughes@wales.nhs.uk)

Telephone: 01745 352519