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Ymddiriedolaeth GIG
Gwasanaethau Ambiwllans Cymru
Welsh Ambulance Services
NHS Trust

**WELSH AMBULANCE SERVICES
NHS TRUST**

**WELSH LANGUAGE
STANDARDS
ANNUAL REPORT
2020 - 2021**

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 second 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, among 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 2020/21. 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. 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 addition to the new Welsh language recruitment assessment form that was introduced to all managers to complete prior to posts being released for advert, we have introduced a guidance/process flow chart to assist managers in preparing adverts 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.

This report sets out our compliance with the Standards and submits the necessary data for the reporting period 1 April 2020 to 31 March 2021. 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 second Annual Report of the Welsh Ambulance Services NHS Trust's work for 2020/21 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.

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. Additional guidance on how to comply with the Standards have been developed and available to staff on a new Welsh Language Standards Intranet page. 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 (CFRs), 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.

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. A Welsh Language Standards Compliance Tracker has been developed which provides a RAG rating for compliance against each standard and is reviewed quarterly.

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.

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 approve the report.

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 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 which is best suited to them: email the concerns team: 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. Footnote at the bottom of the Trust's updated letter head 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.

NHS Wales 111 Service Welsh Language Calls

	Welsh Calls	Total calls answered in Welsh	% of Calls answered
Welsh Language Demand (1 April 20 - 31 March 21)	5436	3788	69.7%

Total number of both English and Welsh calls between April 20 - March 21 was 58,0457. Therefore, as a % only 0.93% of calls came through on the Welsh language line.

In the later part of the year, we expanded the service to now cover the “Think 111 First” service, which is a new service that patients in Aneurin Bevan University Health Board and Swansea Bay University Health Board are encouraged to contact 111 rather than attend an emergency department. In this process, patients are advised of the most appropriate course of action.

There has also been further expansion of the 111 service in Hywel Dda University Health Board area in the later part of 2020.

All this expansion came about during a very busy and demanding time with the global pandemic for the 111 service.

A successful Welsh language recruitment campaign for call handlers was completed in our Swansea call centre and throughout the year there have been regular recruitment of Welsh speaking call handlers in North Wales.

As a service, 111 has worked closely with the resource planning team to get a Welsh language coverage for the service.

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 Online Services

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.



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 website received **4,300,241** visits of which **26,979 (0.62%)** visits were to the Welsh language website.

From the launch of the newly branded NHS 111 Wales website, NHS 111 Wales has been operating its own Welsh and English social media Twitter accounts @GIG111Cymru with **56** followers and @NHS111Wales with **6,702** followers.

Publicity and Advertising Material

During Covid-19, the Trust's Patient Experience and Community Involvement Team created the following publicity material for the public.



Social Distancing poster

To help support younger children's return to school, we developed a social distancing poster that would help them understand what social distancing is, why it is important and enable them to visualise what a 2m distance is.

Thank you certificates

As we understood that some younger children may have had mixed feelings about returning to school, as a small gesture we developed a Welsh Ambulance Service 'Thank you' certificate that families/carers could give to their children on our behalf. Featuring our Trust mascots Jack & Kim, the certificate thanks them for being brave, staying at home and always remembering to wash their hands.



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. During the reporting period new external and internal signage was produced and displayed at the Trust's north regional headquarters in Tŷ Elwy, St Asaph.



Reception Services

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.

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. Shoctober is an annual, month-long education campaign that runs every October and is designed to engage, educate and inform primary age learners about appropriate use of 999 services as well as teach vital lifesaving skills. Due to the ongoing restriction, we faced as a result of the coronavirus pandemic, we were unable to visit schools in person as we would usually when promoting this important campaign. Instead, we approached a media production service to assist the Trust to produce an accessible online educational animation that would be available in Welsh, English and British Sign Language (BSL).

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 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 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 **13** policies (inclusive of new and revised policies). 100% went through the process of EqIA of which Welsh language is a standard equality strand. No policy required amending in relation to the Welsh language following EqIA.

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. During the reporting period, Joanne Hodson who is originally from Manchester and is the Trust's Resilience Manager and NILO for the North Wales Local Resilience Forum Area, was successful in winning the Trust's Welsh Language Award for her dedication in learning the language.

"Winning the award reiterated to me that the Trust are supportive and encouraging of staff wishing to learn Welsh and has helped me encourage other staff to do the same. I think if they can see someone from Manchester doing what I'm doing, with no prior Welsh, and having the positive experience I have then it is beneficial to them." Joanne Hodson, Resilience Manager, North Wales Local Resilience Forum Area, WAST.

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.

We have introduced a guidance/process flow chart 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 – **see Appendix 2**. A translation Service Level Agreement with Betsi Cadwaladr University Health Board has been established and will be used to support the Trust’s translation needs going forward.

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.

Welsh Language Skills across the Workforce

3,705 (91.32%) of the Trust’s workforce have self-assessed and recorded their Welsh language skills on ESR. Welsh language fluency intermediate to proficient **636 (15%)** of the workforce.

Listening/Speaking Welsh Compliance - as of 31.03.2021

Assignment Count	Required	Achieved	Compliance %
4057	4057	3705	91.32%

Org L3	Assignment Count	Required	Achieved	Compliance %
020 BOARD SECRETARY (BX02)	6	6	6	100.00%
020 CHIEF EXECUTIVE DIRECTORATE (BX01)	18	18	18	100.00%
020 DIGITAL DIRECTORATE (KX01)	43	43	40	93.02%
020 FINANCE & CORPORATE RESOURCES DIRECTORATE (FX01)	84	84	84	100.00%
020 MEDICAL & CLINICAL DIRECTORATE (UX01)	50	50	50	100.00%
020 OPERATIONS DIRECTORATE (DX01)	3648	3648	3303	90.54%
020 PARTNERSHIPS & ENGAGEMENT DIRECTORATE (CX01)	17	17	17	100.00%
020 QUALITY, SAFETY & PATIENT EXPERIENCE DIRECTORATE (JX01)	101	101	100	99.01%
020 STRATEGY, PLANNING & PERFORMANCE DIRECTORATE (HX01)	11	11	9	81.82%
020 WORKFORCE & OD DIRECTORATE (PX01)	79	79	78	98.73%

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)	3	1			1	1		6
020 CHIEF EXECUTIVE DIRECTORATE (BX01)	10	4	2		2			18
020 DIGITAL DIRECTORATE (KX01)	27	6	4		1	2	3	43
020 FINANCE & CORPORATE RESOURCES DIRECTORATE (FX01)	56	10	3	2	4	9		84
020 MEDICAL & CLINICAL DIRECTORATE (UX01)	32	12	4			2		50
020 OPERATIONS DIRECTORATE (DX01)	2026	506	186	129	138	318	345	3648
020 PARTNERSHIPS & ENGAGEMENT DIRECTORATE (CX01)	13	2	1	1				17
020 QUALITY, SAFETY & PATIENT EXPERIENCE DIRECTORATE (JX01)	67	13	1	8	4	7	1	101
020 STRATEGY, PLANNING & PERFORMANCE DIRECTORATE (HX01)	4	4	1				2	11
020 WORKFORCE & OD DIRECTORATE (PX01)	48	18	5	2		5	1	79
Grand Total	2286	576	207	142	150	344	352	4057

New and Vacant Posts

The table below confirms posts advertised between 1 April 2020 and 31 March 2021:

Total number of posts advertised: **270**

Category	Number of posts categorised	Percentage of posts advertised
Essential	10	3.71
Desirable	255	94.44
Needs to be learned	0	0
Not necessary	5	1.85

Welsh essential posts advertised:

Call Taker Non Emergency Patient Transport Service (NEPTS) – South East	Band 2
Call Handler Emergency Medical Service - North	Band 3
Call Handler Emergency Medical Service - North	Band 3
Call Taker Non Emergency Patient Transport Service (NEPTS) – North	Band 2
Call Taker Non Emergency Patient Transport Service (NEPTS) – Central & West	Band 2
Call Taker Non Emergency Patient Transport Service (NEPTS) – North	Band 2
Health Information Adviser 111 Service	Band 3
Call Taker Non Emergency Patient Transport Service (NEPTS) – North	Band 2
Clinical Advisor – Telephone Triage 111 Service	Band 6
Call Handler Emergency Medical Service - North	Band 3

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 instigate 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 would be arranged or a translator to offer simultaneous translation would be sourced.

Training carried out during the reporting period

No training was carried out for: Recruitment and Interviewing, Performance Management, Complaints and Disciplinary Procedures and Dealing with the Public.

Type of Training	Number who attended the Welsh version	Number who attended the English version	Percentage that attended the Welsh version
Induction	No one requested for our induction to take place in Welsh, however the induction workbook is routinely offered to all attendees in Welsh.	Total: 383 Course 1: 51 Course 2: 10 Course 3: 18 Course 4: 34 Course 5: 28 Course 6: 37 Course 7: 60 Course 8: 25 Course 9: 26 Course 10: 20 Course 11: 28 Course 12: 13 Course 13: 22 Course 14: 11	0
Health and Safety	Training (including IOSH Managing Safely) was suspended due to Covid-19. however, the Managing Safely course was ran in March 2020. No requested were received for the course in Welsh.	Total: 10 Course 1: 10	0

Training to Improve Welsh Language Skills

The online 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 **284** members of staff have registered onto the Welsh language beginners e-learning module facilitated by National Centre for Learning Welsh.

Welsh Language Awareness Training

The Trust's welcome days includes Welsh language awareness and a total of **383** staff undertook this training during the reporting period.

8. Complaints

Complaints received in 2020/21

Below, is a list of complaints received during 2020/21 along with a summary of the actions taken. Two complaints were received via the Welsh Language Commissioner.

	Complaint	Response and action
	Service Delivery Standard	
1	Complaint received from the Welsh Language Commissioner on 13/07/2020 about an alleged failure by NHS Wales 111 service to deal with a telephone call from a service user in Welsh.	Following the submission of information to the Commissioner in relation to NHS Wales 111 service a response was received by the Commissioner on 01/10/20 stating the Commissioner would not be carrying out an investigation due to the Trust's current challenge to standard 10 meaning that the standard was not in force at the time of the complaint.
2	Complaint received from the Welsh Language Commissioner on 13/07/2020 about an alleged failure by NHS Direct 0845 service to deal with a telephone call in Welsh due to an English only automated message.	Following the submission of information to the Commissioner in relation to NHS Wales 111 service a response was received by the Commissioner on 26/02/21 stating the Commissioner would not be carrying out an investigation due to the Trust's current challenge to standard 10 meaning that the standard was not in force at the time of the complaint. However, the Trust has now resolved this concern and the automated message is now available in Welsh.

Priorities for 2021-2022

In order to reach the long-term outcome of the delivery of an “Active Offer” as an integral part of service delivery, the Trust will progress with its work in improving its services for its Welsh speaking patients in their language of choice.

Focus will be on the development of strategic planning in the following areas:

- Promoting and implementing the “Active Offer” principle in line with the Welsh Government’s Strategic Framework: *More Than Just Words*
- Profile/mapping data of Welsh language skill levels and capacity across the workforce.
- Matching Welsh language capacity available in the workforce with the language needs of service users through the implementation of a Bilingual Skills Strategy.

Appendix 1

Bilingual Social Media Accounts: Statistics from 1 April 2020 – 31 March 2021

Twitter

	@Ambiwylans_Cymru	@WelshAmbulance
New followers	134	3,059
Total amount of Tweets	572	753
Total impressions	249,011	7,106,000
Profile visits	4,041	117,993
Retweets	499	10,800
Likes	691	30,300

*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, not putting 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/feedback directed at us on our English Twitter account.

Facebook

	Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru	Welsh Ambulance Services NHS Trust
New followers	65	7,546
New page likes	59	6,815
Total post reach	12,612	2,135,600

*Note: Post likes and shares could not be gathered as far back as April 2020 on Facebook. A more sophisticated software would be needed to gather this data.

Appendix 2: Welsh Vacancy Advert Process

Recruiting Managers must **NOT use Bing or Google Translate**, Managers should follow the Welsh Translation process for advertising vacancies

Introductory WAST Welsh translation text is pre-loaded into TRAC

The Welsh Ambulance Services NHS Trust responds to over 450,000 incidents and undertakes more than 750,000 Non-Emergency Patient Transport Services journeys every year. Operating 24 hours a day, 365 days a year the Trust provides both urgent and non-urgent health care services to the population of Wales, across all seven Local Health Board Areas.

Our workforce is made up of over 3,500 remarkable and skilled people who contribute to the delivery of world-class patient care across Wales. Whether you work in a patient-facing role or within our range of support services, the work that you do enables us to provide high quality care, wherever and whenever we're needed.

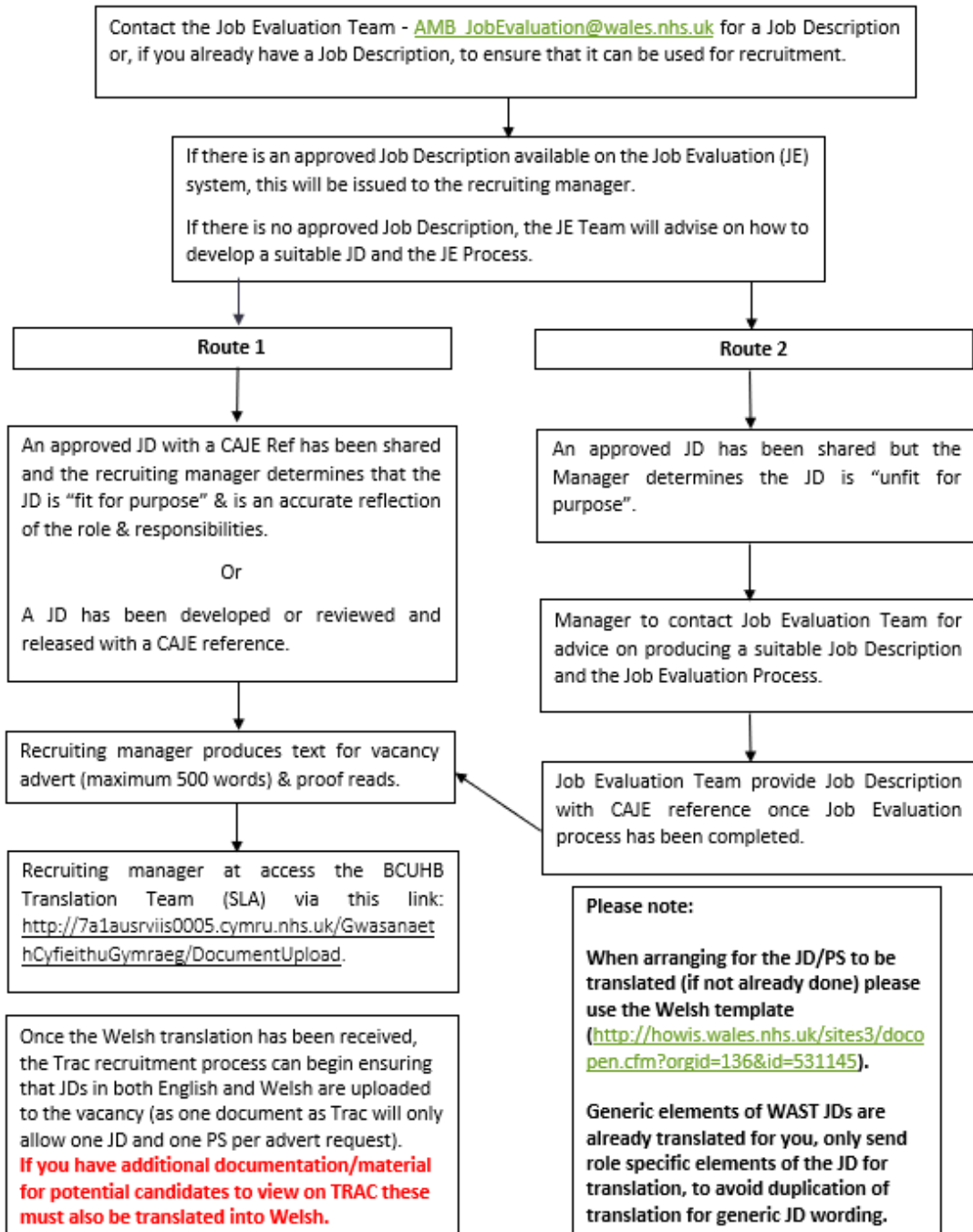
We remain committed to developing our remarkable people, supporting them in their development and with their individual career ambitions. We provide access to regular, high quality training, CPD opportunities and an annual Personal Development Review to ensure that every employee can be their very best.

We recognise that for our people to be remarkable, they must be encouraged to bring their whole selves to work. Consequently at WAST, we have created an environment where diversity is celebrated and inclusivity matters. We are also keen to ensure that our workforce represents the diversity of the population of the communities which we serve, and are particularly keen to hear from members of the BME Community and Disability Groups.

All applicants are invited to apply in Welsh, any application submitted in Welsh will not be treated less favourably than an application made in English.

Welsh Translation Request – Advert Template

Manager Advert Process (to be used for all vacancies where Welsh is essential/desirable/can be learnt)



Further Information

For further information on the Welsh Language Standards please contact:

Melfyn Hughes
Welsh Language Officer

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